

NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, September 18, 2023

3:30 P.M.

This meeting will be held

in person at the
Oak Creek Public Library
8040 S 6th Street
Oak Creek, WI 53154

via Zoom at this link
[Click Here](#)

AGENDA

1. Call to order
2. Adoption of agenda
3. Approval of minutes: the MCFLS Board of Trustees meeting on August 21, 2023
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 September 7, 2023 meeting.

Action [Attachment B](#)

6. MCFLS Finance and Personnel Committee

- a. No meeting scheduled. Next meeting is scheduled for September 28 as a joint meeting with Legislative and System Services to consider the 2024 MCFLS Budget and System Plan.

7. MCFLS Legislative and System Services

- a. Report from the strategic planning kickoff meeting held September 7 with Rachel Arndt. Updated timeline attached.
- b. Next meeting is scheduled for September 28 as a joint meeting with Finance and Personnel to consider the 2024 MCFLS Budget and System Plan.

Action [Attachment C](#)

Administrative reports requiring action

8. Financial Report for August 2023.

Action [Attachment D](#)

Administrative Informational Items

- 9. LDAC approved a motion to move forward with Patron Point Verify for automated card renewal.

[Attachment E](#)

10. Artificial Intelligence and Impact on Libraries

[Attachment F](#)

11. Director's Report

[Attachment G](#)

Next meeting date: Scheduled for 3:30 pm on Monday, October 9 via Zoom meeting software.

Milwaukee County Federated Library System
Board of Trustees
Regular Monthly Meeting held
Monday, August 21st, 2023 at 3:30 p.m.

In person meeting held at the
West Allis Public Library
7421 West National Avenue
West Allis, WI 53214

ROLL CALL

Present: Paul Ziehler, President
Steven Shea, Treasurer
Monica Deluhery, Trustee
Howard Snyder, Trustee
Elizabeth Suelzer, Trustee

Excused: Erika Siemsen, Trustee
Guy Johnson, Vice President

Staff: Steve Hesel, Director
Brittney Hornung, Business Manager

Others: Tristan Boswell, LDAC Chair and South Milwaukee Public Library
Michael Koszalka, West Allis Public Library
Sheila O'Brien Greenfield 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 3:31 p.m.

ADOPTION OF AGENDA. President Ziehler referred to the agenda. Trustee Suelzer 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 July 17th, 2023 shown as the Attachment A of the agenda packet. Being no corrections noted, Trustee Snyder moved and Trustee Deluhery seconded the motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT.

Trustee Suelzer and Michael Koszalka gave a welcome and introduction to the West Allis Public Library.

MCFLS STANDING COMMITTEE REPORTS.

Library Directors Advisory Council

Tristan Boswell reviewed the Library Directors Advisory Council report from August 3rd 2023 shown as attachment B of the Agenda packet. Topics for action or discussion included LDAC subcommittee workgroup recommendations, Patron Point Verify services for patron card renewals, talking points for not including items that don't meet standards for collection policy, and discussion on expanding accounting process for Replacement, lost and manual fines. President Ziehler asked about the discussion on the Replacement, Lost and Manual fines and what discussion came out of it. Discussion ensued. Topics related to Sierra settings discussed were the activation to extend time on hold shelf and Delay filling of a hold when item is owned by the pickup location. President Ziehler asked for statistics and examples for hold fulfillment and how delay in fulfillment will affect the libraries.

Director Hesper gave updates on SRLAAW compensation study and Member Costs for 2024. Delayed topics for the next LDAC meeting were Loan rules changes to accommodate the new \$10.00 threshold for physical materials and developing a MCFLS clearinghouse for information related to Digitization of local collections.

Trustee Snyder motioned to approve the LDAC report as present, Trustee Suelzer seconded. Unanimously passed.

MCFLS Finance and Personnel Committee

Director Hesper presented the report of the August 15th, 2023 MCFLS Finance and Personnel meeting. First reviewed is the recommendation to accept and approve the 2022 MCFLS audit shown as Attachment C of the agenda packet. Treasurer Shea deferred to Trustee Suelzer who ran the Finance and Personnel committee meeting. Trustee Suelzer deferred to Director Hesper to review the audit to the Board. Director Hesper gave a brief overview of the audit findings that were presented by Wendi Unger and Tanner Fuhr at the Finance and Personnel meeting. Trustee Suelzer motioned to accept and approve the 2022 MCFLS Audit as presented, Trustee Deluhery seconded. Trustee Snyder requested that the 2022 MCFLS Audit be amended to include action steps from MCFLS on correcting internal controls material weaknesses that were found. Unanimously approved with addition of the amendment.

Also for review is to approve the 2023 MCFLS budget revision as presented in Attachment D of the agenda packet. Director Hesper discussed the amendments to the 2023 MCFLS budget and gave detailed explanations for each. Director Hesper proposed the idea of using the extra funds to cover cataloging costs for the member libraries for 2024 and hold the rest in surplus contingency to use as needed for carryover in 2024.

Trustee Suelzer motioned to accept and approve the 2023 MCFLS budget revision as presented, Trustee Snyder seconded. Unanimously approved.

MCFLS Legislative and System Services

Director Heser presented the report of the August 1st, 2023 MCFLS Legislative and System Services. For review is the recommendation to enter into a contract for strategic planning consultant services with Rachel Arndt Consulting meeting shown as Attachment E of the agenda packet. Vice President Johnson and Director Heser met with Rachel Arndt on August 10th 2023 in a separate meeting to discuss the plan for the Strategic Planning process and made a few changes to the proposal. President Ziehler asked about bid details and why this consultant was chosen. There were three proposals for the Strategic planning with a significant price difference. There is also the difference in working with a single consultant versus a team of consultants. Rachel Arndt also has a history with Milwaukee Public Library and has knowledge of the system. Trustee Snyder asked about any minority consultants that were considered and contacted also how the Strategic plan will change coming out of the pandemic. Michael Koszalka brought up a concern with the consultant having history with the system and no outside views. Also the direct history with Milwaukee Public Library is a concern that the viewpoint will be skewed. Director Heser shared the positive reviews given from other systems who have used her for their Strategic planning. Sheila O'Brien shared the concern that Michael Koszalka voiced and the potential of Reciprocal Barrowing changing during the Strategic planning process. Discussion ensued. Director Heser shared from the discussion with Rachel Arndt that she works for the system during the Strategic Planning and the goal is to do what is best for the system as a whole. President Ziehler also pointed out that any issues brought up can be an issue regardless of the consultant chosen. With the recommendation from Legislative and System Services to enter into contract with Rachel Arndt, Trustee Deluhery motioned to enter into a contract for Strategic Planning consultant services with Rachel Arndt Trustee Snyder seconded. Trustee Suelzer opposed. Motion passed.

ADMINISTRATIVE REPORTS REQUIRING ACTION.

MCFLS Board meeting schedule for the remainder of 2023.

Director Heser presented a proposal for the MCFLS Board meeting schedule for the remainder of 2023 shown as Attachment F of the agenda packet. Treasurer Shea motioned to move forward with the meeting schedule for the remainder of the year as presented with the option of Hybrid for the September meeting. Trustee Snyder seconded, unanimously approved.

Financial Report for July 2023.

Director Heser shared the July Financial report shown as Attachment G of the agenda packet. Director Heser added the details of change to Interest of Investment Funds that have come in at roughly \$12,600 for Q1 and \$6000 for Q2. Trustee Snyder motioned to accept the financial report as presented and Trustee Suelzer seconded. Unanimously approved.

ADMINISTRATIVE INFORMATION ITEMS.

Director's Report

Director Hesel gave an overview of the Directors report shown as Attachment H of the Agenda packet. Review of the 2022 Audit, 2023 Budget revision, and strategic planning consultant were previously discussed in this meeting. State activities included an update on the SRLAAW compensation study which should be available with accompanying documentation for library use on August 28th. Also shared was an update on the All of Us grant activities and working this into the MKE mixer program. Another update on these topics will be shared in September along with the 2024 MCFLS Budget.

ADDITIONAL ITEMS

NEXT MEETING. Scheduled for 3:30 p.m. Monday September 18th, 2023 in person at Oak Creek Public Library.

ADJOURNMENT. With no further business to be addressed, Trustee Suelzer motioned to adjourn the meeting at 5:01 p.m. and Trustee Snyder seconded. Unanimously approved.



South Milwaukee Library

1907 10th Avenue

South Milwaukee, WI 53172

P (414)768-8195

W smlibrary.org

To: MCFLS Board of Trustees

From: Tristan Marshall, South Milwaukee Public Library

RE: Summary of LDAC Meeting, September 7, 2023

Location: Whitefish Bay Public Library

Topics for Action or Discussion

- *Patron Point Verify service for patron card and renewals* - These services would allow automatic renewal for patrons over the age of 18, with fines that align with each member library's policies, and whose contact information could be verified. The account would be automatically renewed and the patron would be informed via e-mails. Director Hesel shared a flowchart, e-mail templates, and touched on points from previous discussions. Jennifer Schmidt answered questions and noted feedback on the e-mail templates. Nyama Reed (Whitefish Bay) inquired how active patron account statistics would be changed by this update. The patron accounts would be counted by last usage and not expiration date. Unanimously approved.

Technology

- *Topics Related to Sierra settings*
 - *Activate option to extend time on holdshelf* - Hesel and Schmidt presented on the topic that would allow member libraries to manually extend hold pickup times for items on the holdshelf for up to 3 days. Many member libraries had concerns with this extension including Amy Krahn (St. Francis) and Sheila O'Brien (Greenfield) because it can make customer service more difficult for member libraries that do not extend holds. Discussion ensued between all members and the option was revised to extending time on the holdshelf for one day. Unanimously approved.
 - *Delay filling of a hold when item is owned by the pickup location* – Schmidt explained the intention of this hold setting is to allow owning libraries 48 hours to pick items from their own shelves before the item is released to other libraries. This will allow owning libraries to fill holds for patrons in a shorter time period before they get pulled by another library. The time savings happens because it typically takes two to three business days for a hold to arrive in transit, versus a book that is on the shelf as the same library as the pickup location for that hold. Peter Loeffel (Wauwatosa) had concerns about how this hold period could perhaps keep some items in hold that this setting was not intended for. Schmidt will research to see if the hold item are complicated by the examples Loeffel gave. Unanimously approved with the contingency it does not keep items in hold period that it shouldn't.

Mission Statement

To enhance the quality of life in South Milwaukee in a welcoming and innovative environment that provides information and ideas for lifelong literacy and learning

Vision Statement

To be the fundamental contributor to the quality of life in South Milwaukee



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- *Loan rule changes to accommodate the new \$10.00 threshold for physical materials* – This is a necessary component to other updates LDAC has made. It was not a necessary discussion point.
- *Developing a MCFLS clearinghouse for information related to digitization of local collections* – Brian Van Klooster (Greendale) suggested all member libraries submitting their vendors, lists of information, and other details to MCFLS for a clearing house of information on those projects. It was also suggested that MCFLS maintain other information on library projects to simplify members being able to find information. Van Klooster offered to collect that information and make it available to MCFLS on an annual basis. Hesper and Van Klooster will work together to create a Jot form for this information.

Informational

- *2023 MCFLS Budget revision* – Hesper explained that due to some refund from grant money MCFLS was able to adjust the budget to reduce members costs in cataloging. There was a surplus of \$271,436. Member libraries were thankful for that update and reduction in operating expenditures.
- *Marketing Update* – Deb Marett (MCFLS) presented a marketing update on MCFLS projects. She asked member libraries to reach out with local publications for advertising possibilities. Marett presented Sign Up for a Library Card month promotional material appearing on social media, sponsorship on radio, sent stickers to member libraries, and partnering with Bridges. There will be a scavenger hunts on social media going live on September 8th. The Read for Your Life campaign has begun and two resources are being reviewed including *The Juice* and *Reading Horizons*. The passport program is being reviewed as a possibility. Member libraries are asked to reach out if they would like to participate.
- *WPLC Update* – Hesper shared updated about WILS working on making a digital option for *The New York Times* for the entire state at a cost of \$117,000. This cost would be split between each system. Hesper will reach out for information from member libraries and update after the next WPLC October 16th meeting.
- *In Person meeting schedules for remainder of 2023* – Hesper reviewed the potential remainder of 2023 meeting schedule. It was decided to meet in person for the October meeting (location to be determined), and the remaining meetings in 2023 (November – December) will be Zoom meetings.
 - *Interest in UWM SOIS staff meeting April 2024 meeting* - for the April 2024 meeting Nyama Reed (Whitefish Bay) offered having the possibility of meeting at the School of Information Science at UW-Milwaukee to see the space and make a connection. Members thought it was a good idea and the April 2024 meeting will occur at the UW-Milwaukee campus.

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Additional Business

- *National Library Week* – Stephanie Lane Lewis (Hales Corners) is working on 50% reduction in late fines when paid off during National Library week and inquired about the possibility of a system wide program. After some discussion member libraries noted it was difficult to get the approval of all board and the program will continue as local instead of system wide.

Member Library Updates

- *Member Updates* – a round table discussion happened with updates at each library with details available in the meeting minutes.

Next Meeting

- Thursday, October 5th, location to be determined.

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MCFLS Strategic Planning
Kickoff Meeting

🏠 Location: Virtual
📅 Date: Thu., 9/7/23
🕒 Time: 1:00 PM

Strategic Planning Kickoff Meeting Notes

I. Welcome/Background

- a) Attended: Steve Hesel, Rachel Arndt, Jen Schmidt, Deb Marett, Brittney Hornung, Guy Johnson, Howard Snyder
- b) Brief overview of MCFLS current conditions: staff and trustees felt MCFLS in position of financial, technologic, and organizational strength; completion of previous strategic plan, services are community-centered, seeking to diversify board when turnover occurs, ensure long-term financial viability of system supported services.

II. Goals and Outcomes for Strategic Plan

- a) From RFP: Strategic plan to guide MCFLS activities from 2025 – 2028 that aligns with MCFLS's mission, vision, and values and addresses key areas of focus to ensure the continued success and relevance of the library system.
- b) Timeline
 - i) September 7, 2023, Hold Kick-Off Meeting.
 - ii) September 2023, Consultant develops two (2) surveys and works with MCFLS on release.
 - iii) October/November 2023, Consultant evaluates survey results and develops original content for MCFLS retreat.
 - iv) January 2024, Hold Strategic Planning Retreat, tentative dates held on 1/11/24 and 1/12/24
 - v) Week of January 2024, Post-Retreat Debrief Meeting with Strategic Planning Committee (MCFLS Legislative and System Services)
 - vi) Wed., February 7, 2024, Half-Day Retreat for MCFLS staff and Strategic Plan final review.
 - vii) March 2024, Deliver completed Strategic Plan to MCFLS Legislative and System Services committee for recommendation then to MCFLS full Board of Trustees.

III. Pre-Retreat Surveys (SWOT)

- a) Key information to learn
 - i) Survey 1 for MCFLS members and trustees, with the primary audience being LDAC members. SWOT-style questions to gather data on system effectiveness, member needs, and future visioning.

MCFLS Strategic Planning
Kickoff Meeting

🏠 Location: Virtual
📅 Date: Thu., 9/7/23
🕒 Time: 1:00 PM

- (1) Distribution strategy: LDAC and MCFLS Board email lists, with a reminder message prior to deadline. Meeting announcements.
- (2) Survey available approximately 2 weeks. Release second due to longer lead time to prepare questions and shorter availability for responses.
- ii) Survey 2 designed to gather patron satisfaction data about MCFLS core services such as delivery, library catalog and catalog app, digital resources, and other universal services (shared by all MCFLS member libraries).
 - (1) Critical information: satisfaction re: delivery, catalog app visuals, awareness of intersystem loans, card usage at all locations, online materials (adult learning, streaming, digital collections)
 - (2) Distribution strategy: MCFLS website, CountyCat, mobile app, social media (likely ad buys to promote beyond just current users), newsletters. Engage member libraries to share the link on their websites, blogs, newsletters. Engage member municipalities to share the link in their communications with constituents/residents.
 - (3) Survey available approximately 3-4 weeks or longer, depending on response. Release first due to longer availability to public.
- b) Who will review questions? Strategic Planning committee. Deb will be key to distribution.
 - i) Survey 1, longer multi-part, likely a 20-30 minute time investment for participants
 - ii) Survey 2, brief, approx. 5-10 minute survey with y/n and rating scale questions. Identify with respondents' "home" library. No other demographics? Leave room for one open-ended question regarding respondents unique experience with their library.
- c) Tool – JotForm, Steve will share access with Rachel

IV. Framework for Strategic Planning Retreat

- a) October/November review of survey results by consultant
- b) Secure date/location January
 - i) [UWM School of Continuing Education](#)
 - ii) Hold January 11 & 12, 2024 for main date, January 18 & 19, 2024 for back up date.
- c) Save the Date/RSVP managed by MCFLS
- d) Agenda, schedule managed by consultant

MCFLS Strategic Planning
Kickoff Meeting

🏠 Location: Virtual
📅 Date: Thu., 9/7/23
🕒 Time: 1:00 PM

- i) Draft agenda sent by consultant to MCFLS for review/adjustment and release to participants mid-December 2023.
- e) Serendipity vs. Structure
- f) Room Setup at location does include:
 - i) Housekeeping: breaks, food, beverages, etc.
 - ii) Tables/chairs
 - iii) Projector and screen available
- g) Supplies provided by consultant, if needed.
 - i) Name tags/table tents Y/N
 - ii) Table identification Y/N
 - iii) Basic supplies provided by Rachel (flip charts, markers, etc.)
- h) Retreat De-Brief with MCFLS
 - i) Week of January 22nd TBD, at MCFLS offices.
 - ii) Overview, draft initial findings, establish major ideas/themes

V. Framework for ½ Day MCFLS Staff Retreat held Wed. February 7, 2024 at 9 AM

- a) Explore MCFLS staff original ideas, gather feedback, clarify goals and objectives.
- b) Review initial draft of strategic plan concepts
- c) Collaborate on prioritizing goals and objectives.

VI. Consultant delivers final draft/completed plan in MCFLS in March 2024.

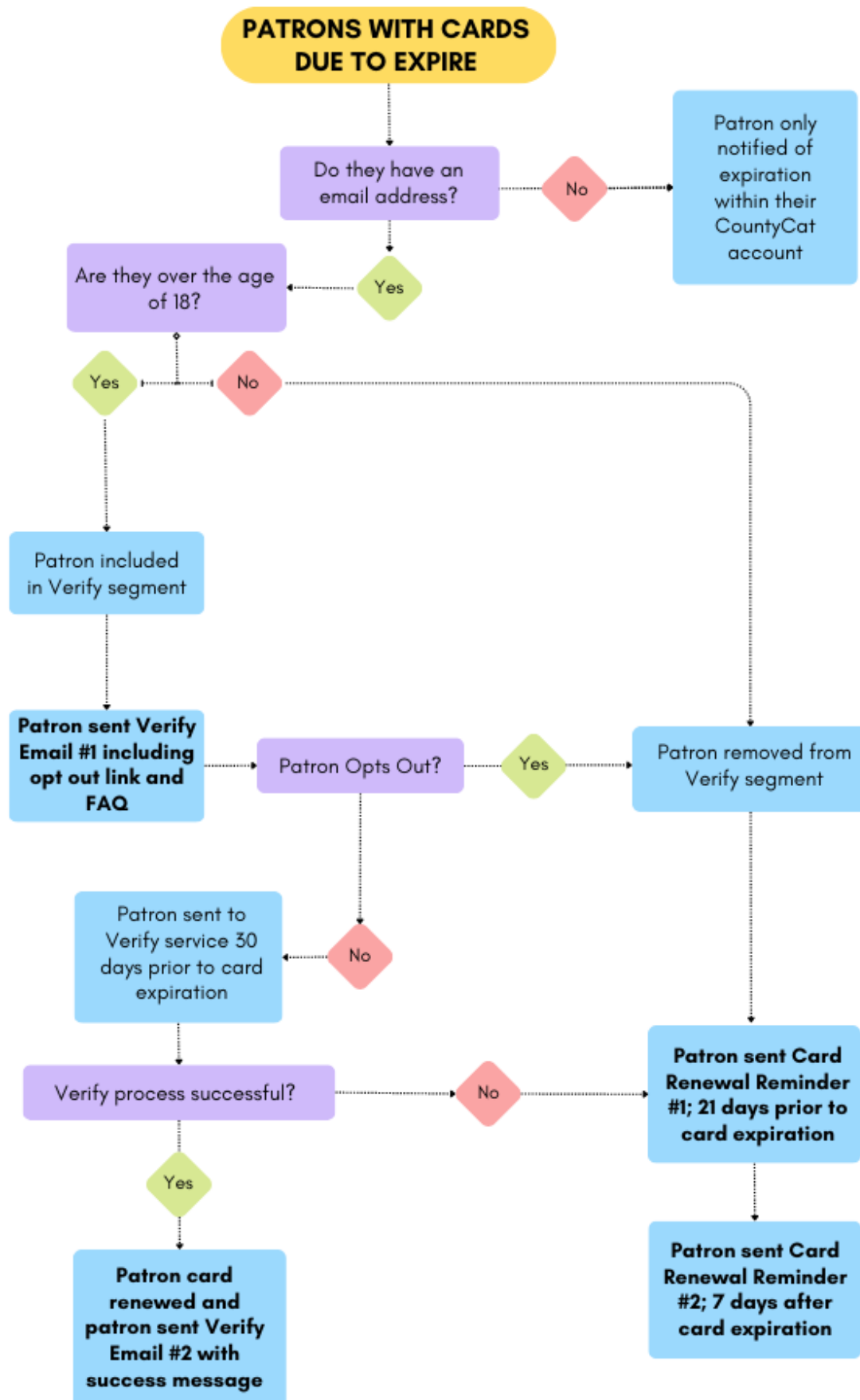
- a) Plan presented first to MCFLS Legislative and System Services committee to recommend/endorse.
- b) MCFLS Legislative and System Services then presents to full MCFLS Board

M.C.F.L.S.
Financial Report
For the Month Ending August 31, 2023

		<u>Original Budget</u>	<u>Revised Budget</u>	<u>+/-</u>	<u>Year to Date</u>	<u>%</u>	<u>Balance</u>	<u>%</u>
1								
2								
3	General Revenues							
4	State Aid Revenue	\$3,568,561	\$ 3,568,561		\$ 3,568,565	(100.00)	\$ (4)	0.00
5	Milwaukee County Allocation	\$66,650	\$ 66,650		\$ 66,650	(100.00)	\$ -	0.00
6	West Milwaukee Contract -Other	\$31,179	\$ 31,179		\$ 31,149	(99.90)	\$ 30	(0.10)
7	Interest on Invested Funds	\$2,000	\$ 2,000		\$ 17,645	(882.27)	\$ (15,645)	782.25
8	Member Forms/Supplies Rev (57)	\$21,000	\$ 21,000		\$ 10,061	(47.91)	\$ 10,939	(52.09)
9	Member Postage Revenue (56)	\$16,100	\$ 16,100		\$ 10,609	(65.89)	\$ 5,491	(34.11)
10	Member OCLC Revenue (68)	\$127,336	\$ 127,336		\$ 127,336	(100.00)	\$ -	0.00
11	Member Telecomm. Revenue (66)	\$16,800	\$ 15,900	\$ (900)	\$ 15,600	(98.11)	\$ 300	(1.89)
12	Member Softwre Maint-Basic (64)	\$156,391	\$ 156,391		\$ 156,392	(100.00)	\$ (1)	0.00
13	Member Softwre Maint-Other (64)	\$41,572	\$ 41,572		\$ 41,571	(100.00)	\$ 1	(0.00)
14	Member Tech. Assist.-Time Rev.	\$20,000	\$ 20,000		\$ 14,350	(71.75)	\$ 5,650	(28.25)
15	Member Special Projects Rev (72)	\$70,000	\$ 70,000		\$ 15,285	(21.84)	\$ 54,715	(78.16)
16	Member Catalog Contract Rev (79)	\$162,822	\$ 162,822		\$ 162,825	(100.00)	\$ (3)	0.00
17	Member Database Rev (54)	\$14,651	\$ 24,353	\$ 9,702	\$ 24,353	(100.00)	\$ -	0.00
18	Member EcomTransaction Fees (43)	\$7,900	\$ 7,900		4,730.00	(59.87)	\$ 3,170	(40.13)
19	Carryover Revenue	\$15,000	\$ 116,784	\$ 101,784	\$ -	0.00	\$ 116,784	(100.00)
20	Staff Benefits/Co-Pay Revenue	\$62,061	\$ 48,740	\$ (13,321)	\$ 29,195	(59.90)	\$ 19,545	(40.10)
21	LSTA Technology Grant Revenue	\$3,000	\$ 264,690	\$ 261,690	\$ 264,690	(100.00)	\$ -	0.00
22	Member Digital Content Rev (84)	\$233,385	\$ 233,385		\$ 253,384	(108.57)	\$ (19,999)	8.57
23	Member PC Mngmt License Rev	\$2,545	\$ 2,545		\$ 1,545	(60.71)	\$ 1,000	(39.29)
24	Member Replace Fines Rev (90)	\$7,000	\$ 17,000	\$ 10,000	\$ 3,862	(22.72)	\$ 13,138	(77.28)
25	Member Overdrive Adv Rev (91)	\$15,000	\$ 15,000		\$ 15,001	(100.01)	\$ (1)	0.01
26	Member Collection Dev Tool Rev	\$18,023	\$ 18,023		\$ 18,023	(100.00)	\$ -	0.00
27	Total General Revenues	\$4,678,976	\$ 5,047,931	\$ 368,955	\$ 4,852,821	(96.13)	\$ 195,110	(3.87)
28								
29	Special Revenues							
30	W. Milwaukee Borrowing Rev (97)	\$41,706	\$ 41,706		\$ 41,706	(100.00)	\$ -	0.00
31	InfoPass Project Mgmnt Rev	\$1,308	\$ 1,308		\$ -	0.00	\$ 1,308	(100.00)
32	Ecommerce Revenue (100)	\$150,000	\$ 150,000		\$ 87,942	(58.63)	\$ 62,058	(41.37)
33	MCFLS Reciprocal Borrowing Reserve	\$48,144	\$ 48,144					
34	Total Special Revenues	\$241,158	\$ 241,158	\$ -	\$ 129,648	(53.76)	\$ 111,510	(46.24)
35								
36	Total Revenues	\$4,920,134	\$ 5,289,089	\$ 368,955	\$ 4,982,469	(94.20)	\$ 306,620	(5.80)

37								
38		Original Budget	Revised Budget	+/-	Year to Date	%	Balance	%
39								
40	General Expenditures							
41	Fringe Benefits Expense	\$298,612	\$ 223,634	\$ (74,978)	\$ 143,481	(64.16)	\$ 80,153	(35.84)
42	Salaries Expense	\$505,071	\$ 437,571	\$ (67,500)	\$ 235,980	(53.93)	\$ 201,591	(46.07)
43	Member Ecom Transaction Exp (18)	\$7,900	\$ 7,900		\$ 5,176	(65.52)	\$ 2,724	(34.48)
44	TNS Calls/Renewal Line Expense	\$2,064	\$ 2,300	\$ 236	\$ 1,097	(47.71)	\$ 1,203	(52.30)
45	Conference/Training Expense	\$6,500	\$ 10,000	\$ 3,500	\$ 6,341	(63.41)	\$ 3,659	(36.59)
46	Memberships Expense	\$9,300	\$ 9,300		\$ 6,483	(69.71)	\$ 2,817	(30.29)
47	Continuing Education Expense	\$9,000	\$ 9,000		\$ 7,579	(84.21)	\$ 1,421	(15.79)
48	Office Supplies Expense	\$1,500	\$ 1,500		\$ 326	(21.73)	\$ 1,174	(78.27)
49	Copy Machine Maint. Expense	\$1,000	\$ 1,000		\$ 163	(16.30)	\$ 837	(83.70)
50	MCFLS WI Pub Lib Consortium Ex	\$6,953	\$ 6,953		\$ 6,953	(100.00)	\$ -	0.00
51	MCFLS Buying Pool	\$175,000	\$ 225,000	\$ 50,000	\$ 175,000	(77.78)	\$ 50,000	(22.22)
52	MCFLS Database Expense	\$98,110	\$ 98,110		\$ 98,110	(100.00)	\$ -	0.00
53	MCFLS Catalog Enhancement Exp	\$189,642	\$ 194,998	\$ 5,356	\$ 152,287	(78.10)	\$ 42,711	(21.90)
54	Member Database Expense (17)	\$24,353	\$ 14,651	\$ (9,702)	\$ 9,701	(66.21)	\$ 4,950	(33.79)
55	MCFLS Postage Expense	\$600	\$ 600		\$ 944	(157.33)	\$ (344)	57.33
56	Member Postage Expense (9)	\$16,100	\$ 16,100		\$ 10,000	(62.11)	\$ 6,100	(37.89)
57	Member Forms/Supplies Expense (8)	\$21,000	\$ 21,000		\$ 23,751	(113.10)	\$ (2,751)	13.10
58	Telephone Expense	\$6,000	\$ 6,000		\$ 4,334	(72.23)	\$ 1,666	(27.77)
59	Meetings Expense	\$1,000	\$ 1,000		\$ 684	(68.43)	\$ 316	(31.60)
60	Insurance Expense	\$12,000	\$ 12,000		\$ 11,927	(99.39)	\$ 73	(0.61)
61	Legal Expense	\$1,500	\$ 1,500		\$ 1,553	(103.53)	\$ (53)	3.53
62	Audit Expense	\$12,700	\$ 12,700		\$ 9,137	(71.94)	\$ 3,563	(28.06)
63	Payroll Service Expense	\$5,400	\$ 8,000	\$ 2,600	\$ 3,285	(41.06)	\$ 4,715	(58.94)
64	III Software Support Expense (12,13)	\$197,963	\$ 197,963		\$ 188,301	(95.12)	\$ 9,662	(4.88)
65	III Telephone Notification Subscr Exp	\$12,530	\$ 12,530		\$ 11,136	(88.87)	\$ 1,394	(11.13)
66	Member Telecomm. Expense (11)	\$16,800	\$ 15,900	\$ (900)	\$ 8,100	(50.94)	\$ 7,800	(49.06)
67	MCFLS Telecomm. Maint. Expense	\$45,000	\$ 55,000	\$ 10,000	\$ 48,888	(88.89)	\$ 6,113	(11.11)
68	OCLC Expense (10)	\$145,631	\$ 144,251	\$ (1,380)	\$ 144,251	(100.00)	\$ -	0.00
69	MCFLS Computer Room Equipment	\$10,000	\$ 10,000		\$ 2,116	(21.16)	\$ 7,884	(78.84)
70	MCFLS Software Expense	\$10,000	\$ 10,000		\$ 6,429	(64.29)	\$ 3,571	(35.71)
71	MCFLS Equipment Expense	\$10,000	\$ 10,000		\$ 2,803	(28.03)	\$ 7,197	(71.97)
72	Member Special Projects Exp (15)	\$70,000	\$ 70,000		\$ 31,029	(44.33)	\$ 38,971	(55.67)
73	Sorting and Delivery Expense	\$305,000	\$ 305,000		\$ 140,746	(46.15)	\$ 164,254	(53.85)
74	South Central Delivery Expense	\$21,894	\$ 21,894		\$ 10,947	(50.00)	\$ 10,947	(50.00)
75	MPL Resource Contract Expense	\$223,035	\$ 223,035		\$ 111,518	(50.00)	\$ 111,518	(50.00)
76	MPL Rent Lease Contract Exp.	\$95,387	\$ 95,387		\$ 47,694	(50.00)	\$ 47,694	(50.00)
77	ILS Expense	\$36,450	\$ 36,450		\$ 11,927	(32.72)	\$ 24,523	(67.28)
78	MCFLS Catalog Cont Exp to MPL	\$321,170	\$ 321,170		\$ 201,291	(62.67)	\$ 119,880	(37.33)
79	Member Catalog Contract Exp. (16)	\$162,822	\$ 162,822		\$ 40,706	(25.00)	\$ 122,116	(75.00)
80	MCFLS Collection Dev Tool Exp	\$26,972	\$ 26,972		\$ 26,972	(100.00)	\$ -	0.00
81	Member Collection Dev Tool Exp	\$18,023	\$ 18,023		\$ 18,023	(100.00)	\$ -	0.00
82	Internet Expense	\$21,635	\$ 26,286	\$ 4,651	\$ 28,872	(109.84)	\$ (2,586)	9.84
83	Contingency Expense	\$43,958	\$ 134,950	\$ 90,992	\$ 7,043	(5.22)	\$ 127,907	(94.78)
84	Member Digital Content Exp (22)	\$233,385	\$ 233,385		\$ 192,832	(82.62)	\$ 40,553	(17.38)
85	Marketing	\$60,000	\$ 60,000		\$ 32,039	(53.40)	\$ 27,961	(46.60)
86	Cooperative Purchasing Sub Exp	\$2,500	\$ 2,786	\$ 286	\$ 2,786	(100.00)	\$ -	0.00
87	Member PC Management License Exp	\$1,875	\$ 1,875		\$ 1,006	(53.65)	\$ 869	(46.35)
88	LSTA Technology Grant Expense	\$3,000	\$ 143,621	\$ 140,621	\$ 96,693	(67.33)	\$ 46,928	(32.67)
89	MCFLS MKE Mixer Expense	\$1,400	\$ 1,400		\$ 1,560	(111.43)	\$ (160)	11.43
90	Member Replacement Fines Exp (24)	\$7,000	\$ 17,000	\$ 10,000	\$ 3,862	(22.72)	\$ 13,138	(77.28)
91	Member OverDrive Adv Exp (25)	\$15,000	\$ 15,000		\$ -	0.00	\$ 15,000	(100.00)
92	Youth Services Exp	\$10,000	\$ 10,000		\$ 236	(2.36)	\$ 9,764	(97.64)
93	Inclusive Services Exp	\$10,000	\$ 10,000		\$ -	0.00	\$ 10,000	(100.00)
94	Total General Expenditures	\$3,549,736	\$ 3,713,518	\$ 163,782	\$ 2,334,097	(62.85)	\$ 1,379,421	(37.15)
95								
96	Special Expenditures							
97	W. Milw Borrowing Exp (30)	\$41,706	\$ 41,706		\$ 42,065	(100.86)	\$ (359)	0.86
98	RB - MCFLS Payment Expense	\$1,188,394	\$ 1,188,394		\$ 1,188,395	(100.00)	\$ (1)	0.00
99	ILS Migration Reserve	\$0	\$ -		\$ -	0.00	\$ -	0.00
100	Member Catalog Contract Reserve		\$ 185,769	\$ 185,769	\$ -	0.00	\$ 185,769	(100.00)
101	Ecommerce Expense (32)	\$150,000	\$ 150,000		\$ 96,433	(64.29)	\$ 53,567	(35.71)
102	Total Special Expenditures	\$1,380,100	\$ 1,565,869	\$ 185,769	\$ 1,326,893	(84.74)	\$ 238,976	(15.26)
103								
104	Total Expenditures	\$4,929,836	\$ 5,279,387	\$ 349,551	\$ 3,660,990	(69.34)	\$ 1,618,397	(30.66)
105								
106	Revenue/Expenditures +/-				\$ 1,321,479			

MCFLS Verify Process



Can't see this email? [Click here](#) to view this message in browser window.



Dear [First Name],

It's time for your library card to be renewed. Every two years, we reach out to verify that your contact information is current in our system.

There is nothing you need to do at this time. We will attempt to verify your mailing address within the next few days and renew your card automatically.

If your mailing address cannot be verified, we will reach out with further instructions.

[Click here for more information about this process. To remove yourself from automatic verification, please click here.](#)

Don't forget: you can use your card at any public library in Milwaukee County. To see all our locations, click here:

<https://www.mcfls.org/locs/>

Make The Most of Your Library Card!
Here are just a few of the things you have access to with your library card.

Automatic Card Renewal

All member libraries of MCFLS will start automatic library card renewal starting ____!

Automatic Renewal FAQs

How Does The Automatic Renewal Process Work?

Using the same Online Identity Checking toolset that banks and other institutions use to verify customers, MCFLS will be able to verify your address so you can renew your library card without physically coming into the library with proof of address or filling out an online form. MCFLS is committed to maintaining patron privacy, please see [our privacy policy](#) for more information.

Who Is Eligible To Have Their Cards Automatically Renewed?

This feature is only available for patrons 18 and older.

What's The Benefit Of Automatically Renewing My Card?

You can expect to experience fewer interruptions to your service when we automatically renew your library card, particularly with digital services like Libby, Hoopla, and Kanopy.

What Do I Need To Do To Automatically Have My Card Renewed?

Nothing! The feature will automatically roll out ____ - you will receive an email 35 days before your library card expires letting you know we will attempt to automatically renew your library card.

What Happens If You Can't Automatically Verify My Address?

We will notify you by email if we are unsuccessful at automatically renewing your card. You can still renew your library card by going in person to your local library branch with proof of address or by using [our online form](#) and uploading your proof of address. A list of acceptable forms of ID can be found [here](#).

What If I Don't Want To Automatically Renew My Library Card?

You can choose to opt out of automatic renewal by clicking the Opt Out link in the renewal email or by visiting your local library and informing front desk staff.

Can I Use This Same Feature To Sign Up For A New Card?

No, this feature can only be used for library card renewals.

To apply for a new library card, you can [apply online](#) (for access to digital resources only) or visit your local library for a full service card (please bring [two acceptable forms of ID](#)).

[Previous Post](#)



Can't see this email? [Click here](#) to view this message in browser window.



Dear [First Name],

Congratulations, your library card has been successfully renewed! Your new expiration date is **[Expiration Date]**.

We're excited to continue our relationship with you and look forward to seeing you soon at the library!

Don't forget: you can use your card at any public library in Milwaukee County. To see all our locations, click here:

<https://www.mcfls.org/locs/>

Make The Most of Your Library Card!
Here are just a few of the things you have access to with your library card.



COUNTY CAT
The catalog of public libraries
in Milwaukee County

Renewal Reminder #1

Can't see this email? [Click here](#) to view this message in browser window.



Your library card will expire in 21 days

Expiration Date: [Expiration Date]

[CLICK HERE TO RENEW ONLINE](#)

[Para leer este correo electrónico en español, haga clic aquí.](#)

Dear [First Name],

It's time for your library card to be renewed. Every two years, we reach out to verify that your contact information is up-to-date in our system.

To renew your card, you can visit any public library in Milwaukee County, or you can use the online renewal form at <https://www.mcfls.org/renew/>. To find your nearest library location, [here is a directory of all public libraries in Milwaukee County](#).

When you renew, **please plan to show two valid forms of identification** (If you renew online you will be asked to take a photo or scan, and submit the file). One of the IDs should include a photo of yourself, and the other should show your current Milwaukee County address and be dated within the last month. **For a list of all the acceptable forms of identification** [click here](#).

You won't want to miss out on all the resources and services that come with having a library card.

Here are just a few:

Can't see this email? [Click here](#) to view this message in browser window.



Your library card has expired.

Expiration Date: [Expiration Date]

[Para leer este correo electrónico en español, haga clic aquí.](#)

[Renew Online Now](#)

Dear [First Name],

You can easily renew your card online here: <https://www.mcfls.org/renew/>

Or you can renew at any Milwaukee County public library. Here is a list of all library locations: <https://www.mcfls.org/locs/>

Please remember to bring 2 forms of ID when you renew (if you renew online you'll be asked to upload photos of your ID). To see a list of all acceptable forms of ID, [click here](#).

Don't forget to renew your card today.

Connect with us



Milwaukee County Federated Library System
709 N. 8th St. Milwaukee, WI 53233
[Phone: \(414\) 286-3210](tel:4142863210)

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The Future Impact of Artificial Intelligence on Libraries

Artificial Intelligence (AI) is poised to revolutionize the world of libraries, fundamentally altering the way they operate and the services they provide. This executive summary provides an overview of the anticipated future impact of AI on libraries, highlighting key trends, opportunities, and challenges.

1. **Enhanced Information Retrieval:** AI-powered search algorithms and recommendation systems will significantly improve information retrieval within libraries. Users will benefit from more accurate and relevant search results, making it easier to find resources in vast digital collections.
2. **Personalized Services:** AI will enable libraries to offer highly personalized services. Patrons can receive tailored reading recommendations, research assistance, and event notifications based on their preferences and behavior, enhancing user engagement.
3. **Automation and Efficiency:** Libraries will automate routine tasks, such as cataloging, inventory management, and check-out processes, freeing up staff for more meaningful interactions with patrons. AI-driven chatbots and virtual assistants will handle common inquiries.
4. **Data Analytics and Insights:** AI will empower libraries to gather and analyze data about user behavior, resource usage, and trends. This data-driven approach will inform collection development, space planning, and service improvements.
5. **Content Curation:** AI will assist in curating digital content by identifying relevant resources, summarizing articles, and generating metadata. This will streamline the acquisition and organization of materials, making it easier for users to discover valuable resources.
6. **Accessibility:** AI-driven tools will improve accessibility for patrons with disabilities. Text-to-speech, speech-to-text, and image recognition technologies will make library resources more inclusive and usable for all.
7. **Preservation and Digitization:** AI-powered systems will aid in the preservation and digitization of rare and fragile materials. This will expand access to historical and cultural collections while ensuring their long-term survival.
8. **Language Translation:** AI-driven translation tools will facilitate access to global information, breaking down language barriers and broadening the reach of libraries' resources.

Challenges and Considerations:

1. **Privacy Concerns:** As libraries gather more user data for personalization and analytics, they must carefully navigate privacy issues, ensuring data protection and compliance with relevant regulations.
2. **Digital Divide:** Libraries must address the digital divide by providing equitable access to AI-powered services and ensuring that marginalized communities benefit from these advancements.
3. **Staff Training:** Libraries will need to invest in staff training to harness the full potential of AI technologies and ensure that employees can assist patrons effectively.
4. **Resource Allocation:** Libraries will need to allocate resources for AI implementation, including hardware, software, and ongoing maintenance, which can be a significant financial commitment.

In conclusion, the future impact of AI on libraries is poised to be transformative, offering improved user experiences, streamlined operations, and enhanced access to knowledge resources. To capitalize on these opportunities, libraries must embrace AI technologies while addressing associated challenges to maintain their relevance and provide valuable services in the digital age. Libraries that successfully navigate this transition will continue to serve as vital hubs of learning, information, and community engagement.



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

**PH: 414-286-8149
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September 18, 2023

August/September 2023 Director's Report

Summary of activities

System Activities

- Strategic Planning. The Legislative and System Services committee met with system staff and Rachel Arndt for a kick off meeting on Thursday, September 7. Details have already been discussed, but we had an excellent conversation and were very excited to move forward.
- 2024 Budget and System Plan. I am working with system staff and preparing the 2024 budget and system plan. The plan is due October 15 by DPI and is scheduled to be approved by the MCFLS Board at the October 9 meeting.
- Milwaukee Journal Sentinel. After speaking with suburban directors, we now have eight libraries interested in a Milwaukee Journal subscription through Newsbank. I am working on details, but this should save money for existing subscribers. I am also making some connections for MPL to get them a better price for some of their products.
- I assisted MPL with their CCDM Manager hiring process by participating in interviews the week of September 11.

Grant activities

- Authority Control project. System staff are working in tandem with MPL cataloging staff on a complete review and update of our subject headings and authority records to take place the week of September 18. When completed, the work will update most records with up-to-date and representative subject headings and make library holdings easier to find. This work is entirely funded by an LSTA grant through the DPI.

Upcoming Activities

1. Work with SRLAAW workgroup preparing for the WLA conference session regarding the compensation study..
2. Work with system staff and MKE Mixers to implement and promote the use of the health literacy boxes.
3. Develop the 2024 MCFLS budget and system plan for approval in late September.
4. Continue activities related to strategic planning.