MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

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NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, October 9, 2023

3:30 P.M.

This meeting will be held online at

Meeting URL: CLICK HERE
Meeting ID: 835 4211 8439
Meeting Passcode: CS0nybjr
Telephone Passcode: 82491316

AGENDA

1. Call to order

2. Adoption of agenda
   Action

3. Approval of minutes: the MCFLS Board of Trustees meeting on September 18, 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.

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MCFLS Standing Committee Reports

5. Library Directors Advisory Council

    a. Report of the October 5, 2023 meeting.

    Action Report will be shared verbally

6. MCFLS Finance and Personnel Committee

    a. Report of the September 28 joint meeting with Legislative and System Services.
        i. Recommendation to approve the 2024 MCFLS Budget.

        Action Attachment B

7. MCFLS Legislative and System Services

    a. Report of the September 28 joint meeting with Finance and Personnel.
        i. Recommendation to approve the 2024 MCFLS System Plan.

        Action Attachment C

        ii. Update on the strategic plan activities.
            1. Save the date: Thursday, January 18 at UW Continuing Education Center

Administrative reports requiring action

8. 2024 Continuing Education Agreement

    Action Attachment D

9. Financial reports for September and October 2023 will be shared at the November meeting.

Administrative Informational Items

10. WLA Trustee Memberships

11. Artificial Intelligence and Impact on Libraries

    Attachment E

12. Director's Report

    Attachment F

Next meeting date: Scheduled for 3:30 pm on Monday, November 27 via Zoom meeting software.

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Milwaukee County Federated Library System
Board of Trustees
Regular Monthly Meeting held
Monday, September 18th, 2023 at 3:30 p.m.

In person meeting held at the
Oak Creek Public Library
8040 S 6th Street
Oak Creek, WI 53154
Or
Via Zoom Meeting Software

ROLL CALL

Present:	Paul Ziehler, President Steven Shea, Treasurer Howard Snyder, Trustee Elizabeth Suelzer, Trustee
Excused:	Monica Deluhery, Trustee Guy Johnson, Vice President Erika Siemsen, Trustee
Staff:	Steve Heser, Director Brittney Hornung, Business Manager Jen Schmidt, Library System Administer
Others:	Tristan Boswell, LDAC Chair and South Milwaukee Public Library Joan Johnson, Milwaukee Public Library

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 3:34 p.m.

ADOPTION OF AGENDA. President Ziehler referred to the agenda. Treasurer Shea 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 August 21st, 2023 shown as the Attachment A of the agenda packet. Being no corrections noted, Trustee Snyder moved and Treasurer Shea seconded the motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT.

MCFLS STANDING COMMITTEE REPORTS.

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Library Directors Advisory Council

Tristan Boswell reviewed the Library Directors Advisory Council report from September 7th 2023 shown as attachment B of the Agenda packet. Member libraries voted to activate the Patron Point Verify service for automatic card renewals. Sierra settings were discussed and voted on for allowing hold shelf extensions and to delay a filling of a hold when owned by the pickup library. Tristan Boswell shared details from the discussion and what these settings change in the libraries. The hold shelf extension was approved with a one extra day extension and the delay of filling a hold was approved with a 48 hour delay. Brian Van Klooster suggested developing a MCFLS clearinghouse for digitized information and will be developing a jot form for yearly data gathering. Director Heser shared the 2023 MCFLS budget revision and the extra funds that will be used to cover extra costs for 2024 cataloging. Deb Marett shared a marketing update of all the upcoming projects and new resources for literacy being reviewed. Director Heser gave a WPLC update about WiLS working on making a digital option for the New York Time and how this cost will be distributed between all library systems. There was discussion on fine matching during National Library Week and all libraries present shared updates about their libraries. Treasurer Shea motioned to approve the LDAC report as presented, Trustee Suelzer seconded. Unanimously approved.

MCFLS Finance and Personnel Committee

No meeting so no report.
Next meeting scheduled for September 28th as a joint meeting with Legislative and System Services to consider the 2024 MCFLS Budget and System Plan.

MCFLS Legislative and System Services

a. Report from the strategic planning kickoff meeting held September 7th with Rachel Arndt. Updated timeline attached.

Director Heser shared the Strategic planning kickoff notes. The tentative date for the all in person Strategic Planning meeting will be January 17th or 18th at the UWM Continuing Education Center downtown. If there are any questions on this planning meeting kickoff please direct them to Director Heser.

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.

ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report for August 2023.

Director Heser shared the July Financial report shown as Attachment G of the agenda packet. One correction was made to line 17 Database Maintenance Revenue for the revised budget to reflect a +9702 from a -$9702, making the total for this line $24,353. Trustee Snyder motioned to approve the Financial Report as presented with this correction and Trustee Suelzer seconded. Unanimously approved.

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ADMINISTRATIVE INFORMATION ITEMS.

LDAC approved a motion to move forward with Patron Point Verify for automated card renewal
Director Heser shared the Patron Point Verify service that was recently approved at the LDAC meeting. Details on the workflow and benefits of this service were shared with the Board. Trustee Suelzer motion to approve moving forward with the Patron Point Verify service and Treasurer Shea seconded. Unanimously approved.

Artificial Intelligence and Impact on Libraries
Differed to the next meeting due to technical difficulties in conectivity.

Director's Report
Director Heser gave an overview of the Directors report shown as Attachment H of the Agenda packet. Director Heser is working on the 2024 MCFLS budget and 2024 System Plan to present at the joint Legislative and System services and Finance and Personnel meeting. Jen Schmidt is working with MPL on Authority Control project to review and update records to make library holdings easier to find.

ADDITIONAL ITEMS

NEXT MEETING. Scheduled for 3:30 p.m. Monday October 9th, 2023 via Zoom meeting software.

ADJOURNMENT. With no further business to be addressed, Trustee Snyder motioned to adjourn the meeting at 4:15 p.m. and Trustee Suelzer seconded. Unanimously approved.

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October 9th, 2023
To: MCFLS Trustees
From: Steve Heser, MCFLS Director
Re: 2024 proposed MCFLS Budget

Summary

Based on feedback from previous meetings and consultation with system staff, I am proposing the following 2024 MCFLS Budget. I feel the budget offers a good balance in funding some additional services while offering reductions in costs for members.

Highlights

Points of emphasis in the proposed budget:

- State aid will increase by 10% (+ $356,627) in 2024 and account for 10% increases to reciprocal borrowing (+ $89,134, paid in 2025) and resource library (+ $22,289) expenditures while increasing the system share of cataloging costs (+ $32,097).
- MCFLS will lead a migration to a new online catalog called Aspen Discovery that will modernize resource discovery and sharing for libraries and patrons. The additional cost of $20,000 is being covered completely by the system.
- Health insurance costs through the ETF plans are rising 10% for our system. This falls on the low end of increases across the state, but still impacts MCFLS and system staff. We will monitor increases next year and bring possible changes to the Board's attention.
- The system is investing in cloud infrastructure for patron telephone notifications and hosting, saving MCFLS money and ensuring 24/7 access to system resources.

Reduction in Member Costs

The system will reduce costs for members in these areas:

- Mobile App and Selfcheck Costs. MCFLS is again covering the costs of the new Innovative mobile app and will cover implementation and ongoing maintenance charges for any library wishing to integrate self-check through the mobile app in 2024.
- Cataloging Costs. The MCFLS Board approved a recommendation in August 2023 to relieve all cataloging costs for members in 2024, saving libraries $185,769 collectively.
- Patron Point Marketing Platform. The system is covering all costs related to Patron Point, which provides MCFLS and member libraries with cost-effective marketing tools such as newsletters, notifications and services such as automatic patron card renewal. This service is estimated to save members an estimated $62,000, excluding staff time saved with overseeing card renewals.
- Electronic Resources Costs. MCFLS will again cover the entire cost of providing Gale Courses, Udemy on-demand video instruction, Transparent Languages, and Gimlet reference tracking. In 2024, the system will also cover the cost of OverDrive magazines for all member libraries. An additional literacy resource is also under consideration and will be covered by MCFLS. The total cost covered for all these products for 2024 is $127,453. The system is also proposing an additional system contribution of $50,600 to offset member hoopla costs.
- Shoutbomb Text Notification, Itiva Telephone Notification and MKE Mixers costs. Costs associated with these services will again be covered completely by the system. Total savings estimated to be around $12,500.

Overall, member costs are being reduced from roughly $847,003 in 2023 to $710,372 in 2024 for a total reduction of $136,631.

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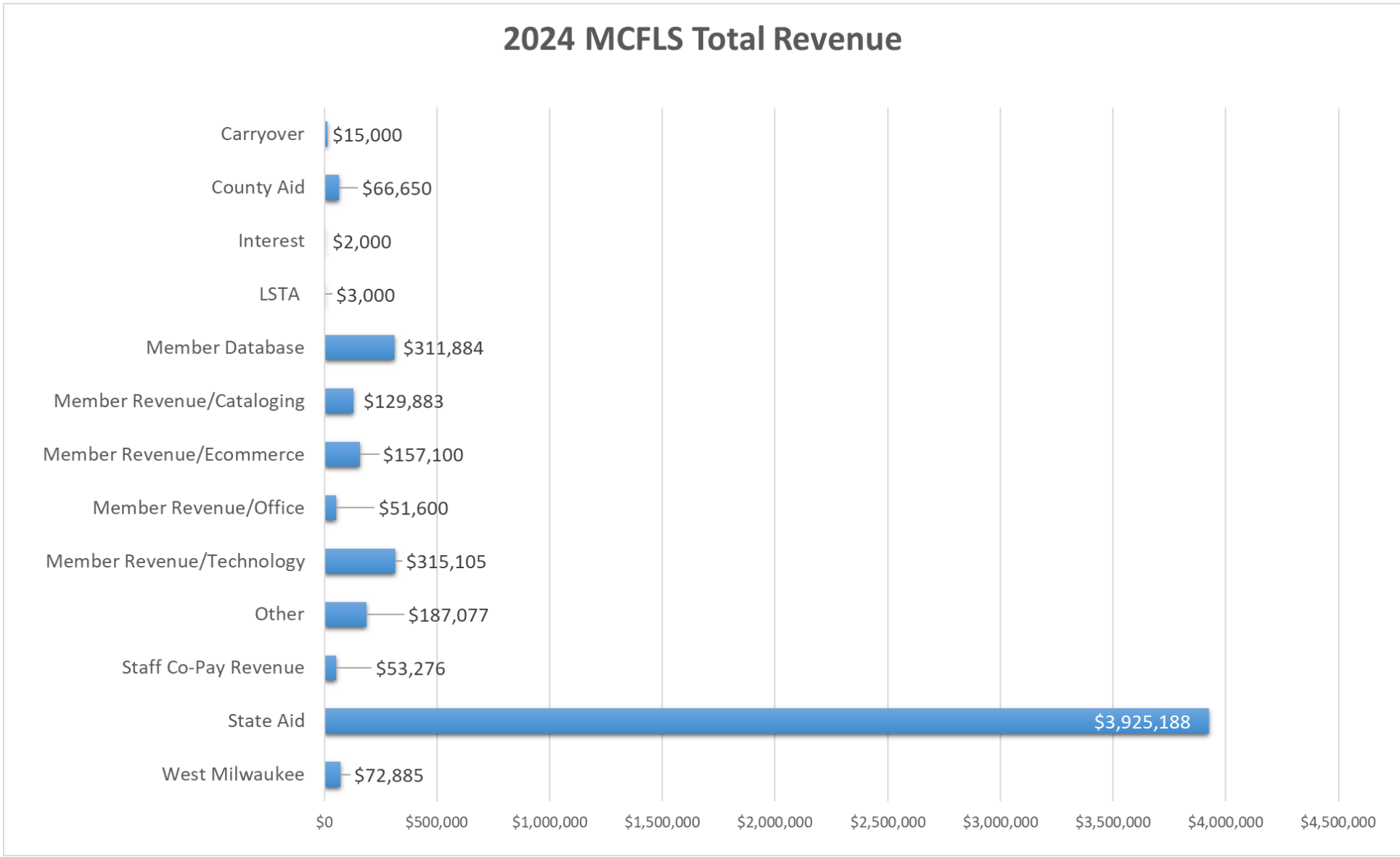
MCFLS Budget 2024



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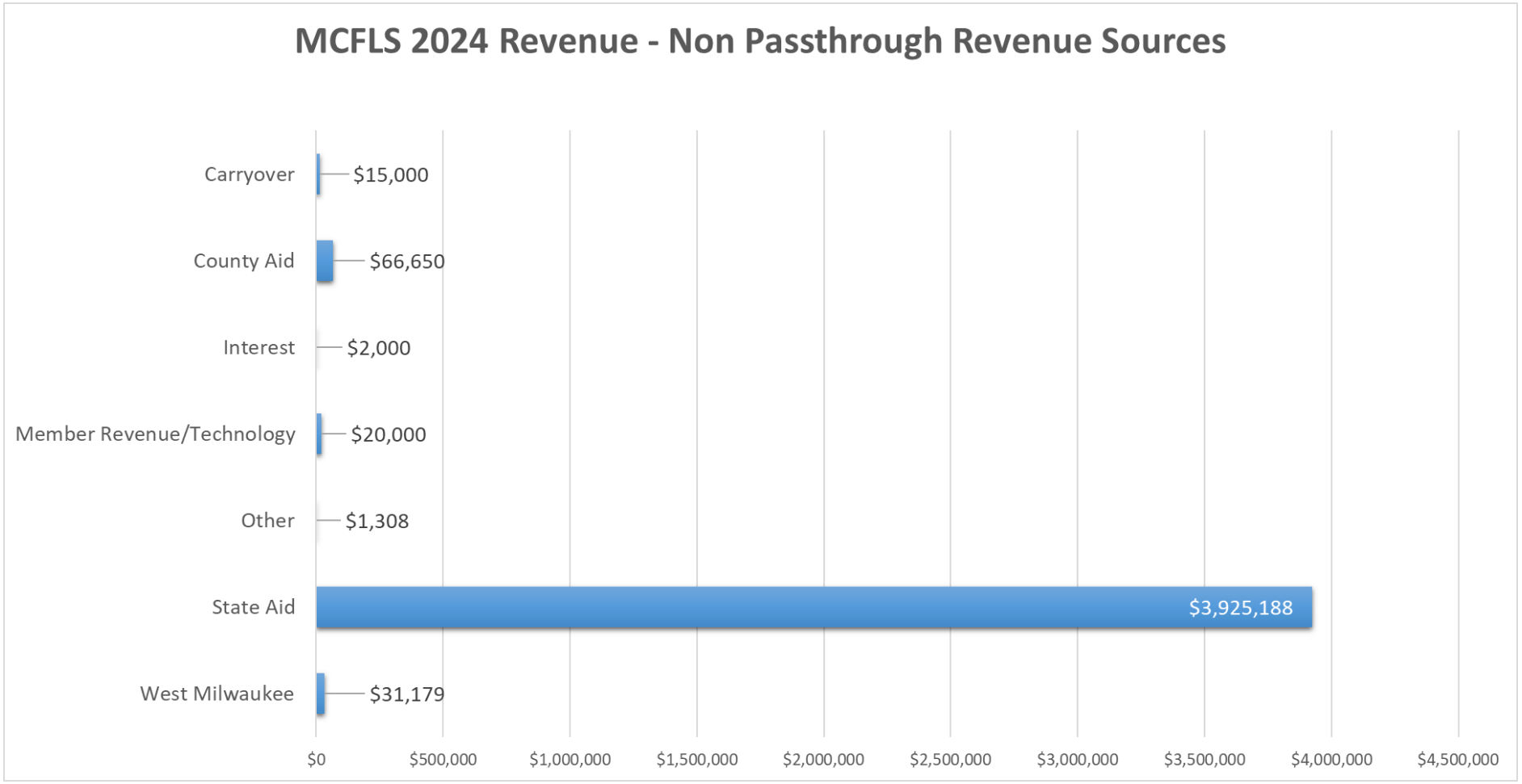
MCFLS Budget 2024



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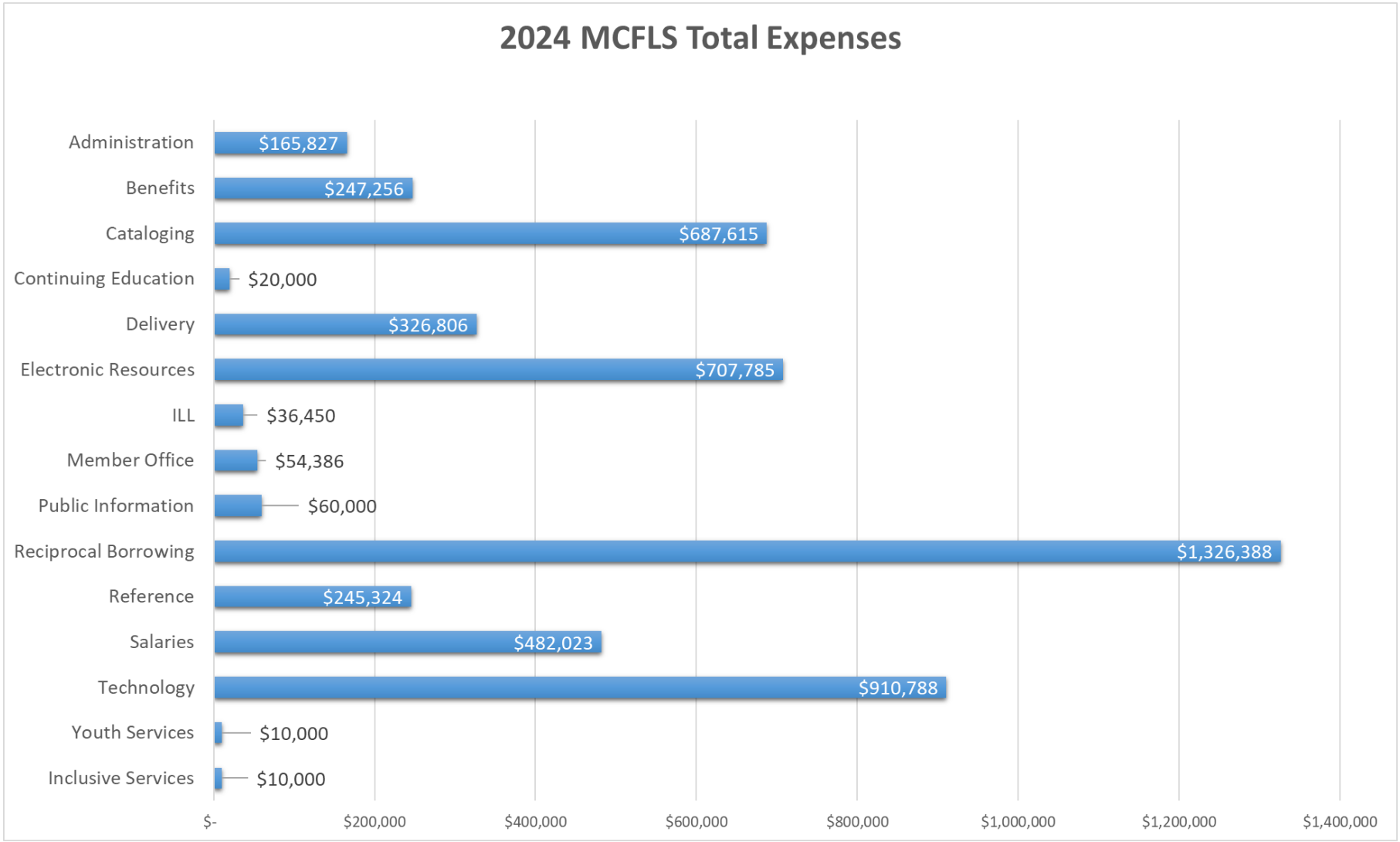
MCFLS Budget 2024



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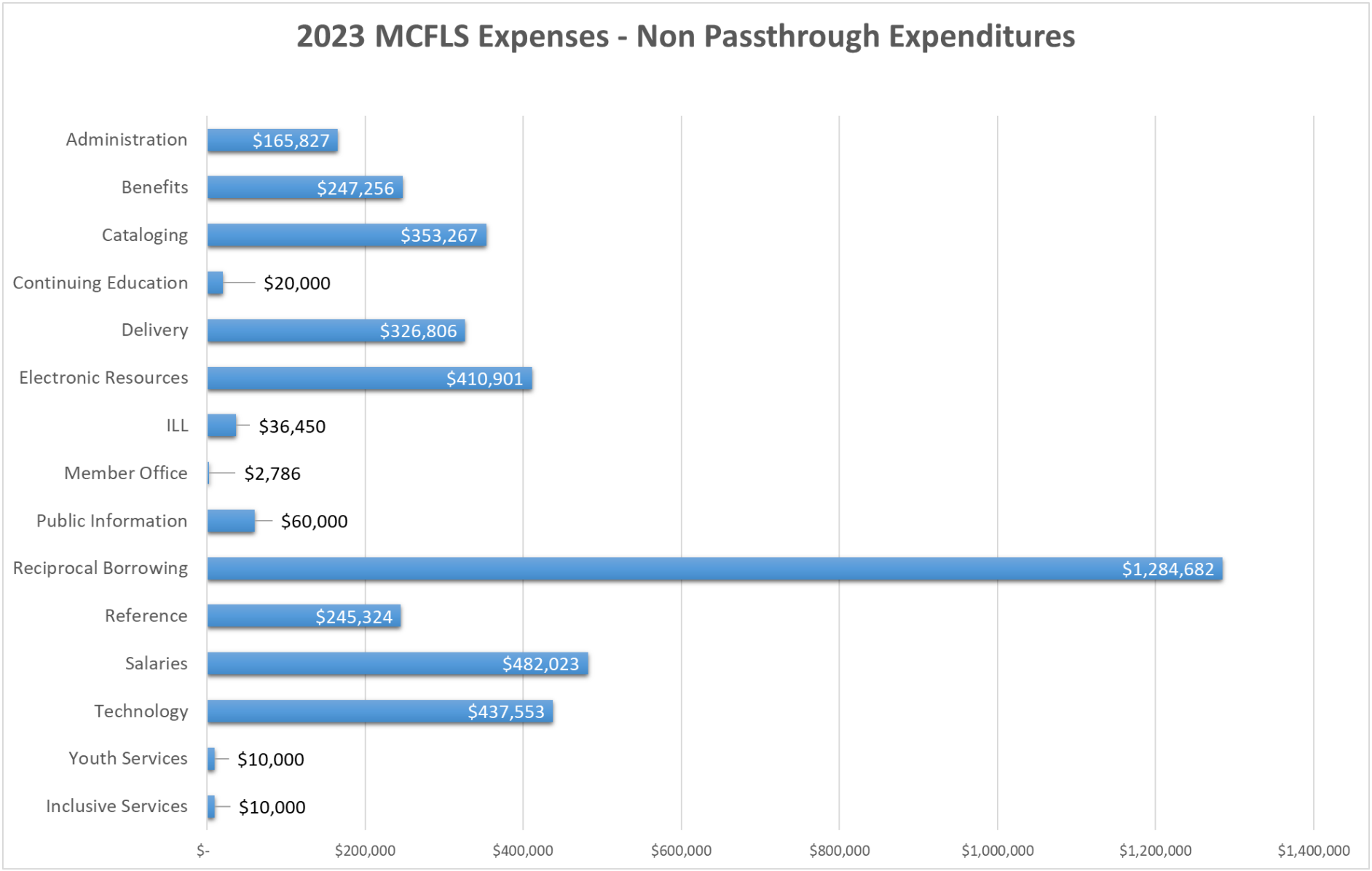
MCFLS Budget 2024



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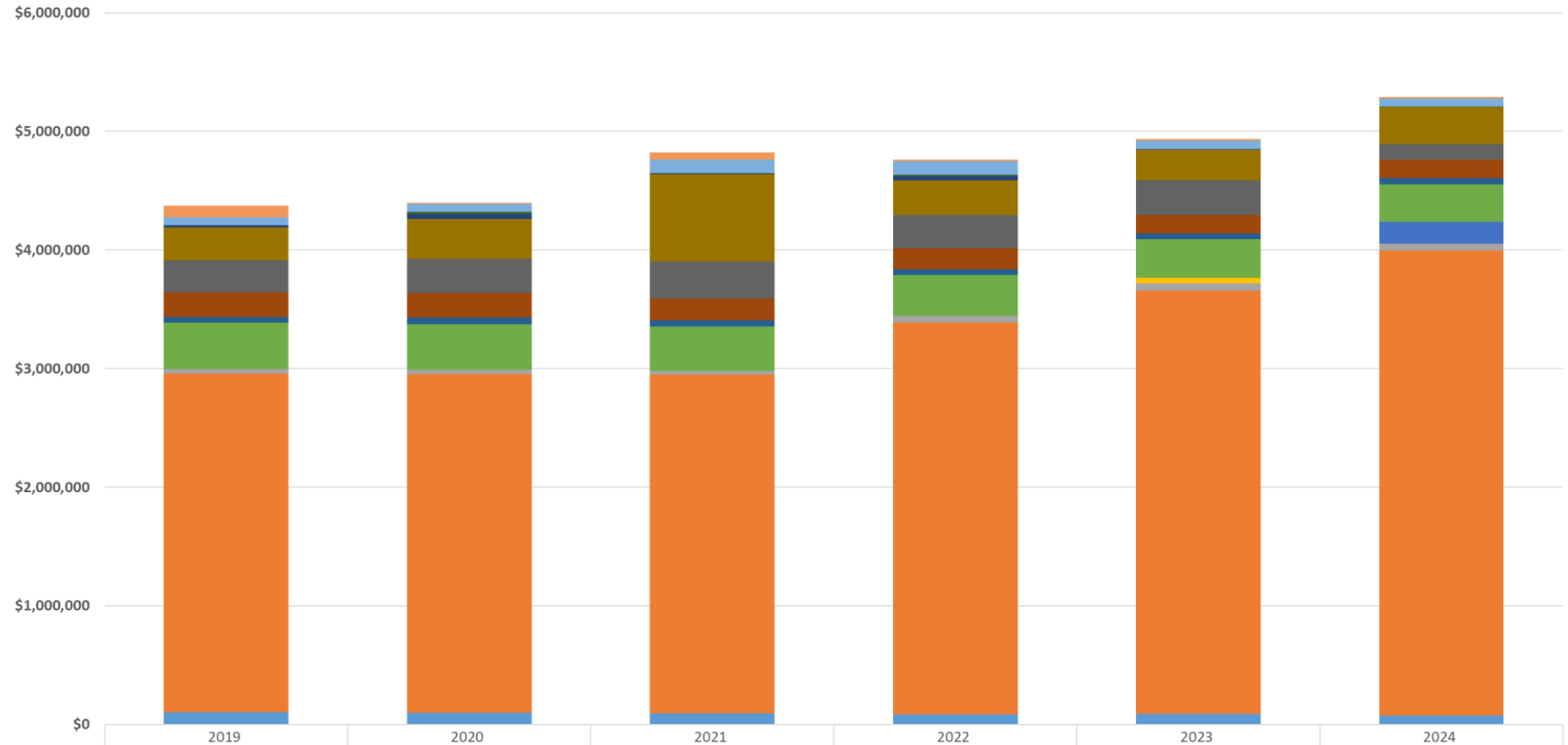
MCFLS Budget 2024



	2019	2020	2021	2022	2023	2024
Carryover	$98,582	$12,184	$59,805	$15,000	$15,000	$15,000
County Aid	$66,650	$66,650	$116,500	$116,650	$66,650	$66,650
Interest	$2,000	$15,000	$5,000	$7,500	$2,000	$2,000
LSTA	$17,107	$43,266	$4,737	$36,014	$3,000	$3,000
Member Database	$280,614	$338,573	$733,722	$292,334	$263,070	$311,884
Member Revenue/Cataloging	$266,143	$285,307	$312,583	$278,512	$290,158	$129,883
Member Revenue/Ecommerce	$209,000	$210,000	$183,600	$181,800	$157,900	$157,100
Member Revenue/Office	$50,000	$55,500	$51,400	$46,000	$44,100	$51,600
Member Revenue/Technology	$390,683	$383,057	$371,765	$345,000	$325,331	$315,105
Other	$0	$0	$0	$0	$1,308	$187,077
Reciprocal Borrowing	$0	$0	$0	$0	$48,144	$0
Staff Co-Pay Revenue	$36,641	$37,991	$36,457	$58,875	$62,061	$53,276
State Aid	$2,855,319	$2,855,319	$2,855,319	$3,301,094	$3,568,561	$3,925,188
West Milwaukee	$102,793	$96,545	$91,619	$84,558	$87,387	$72,885

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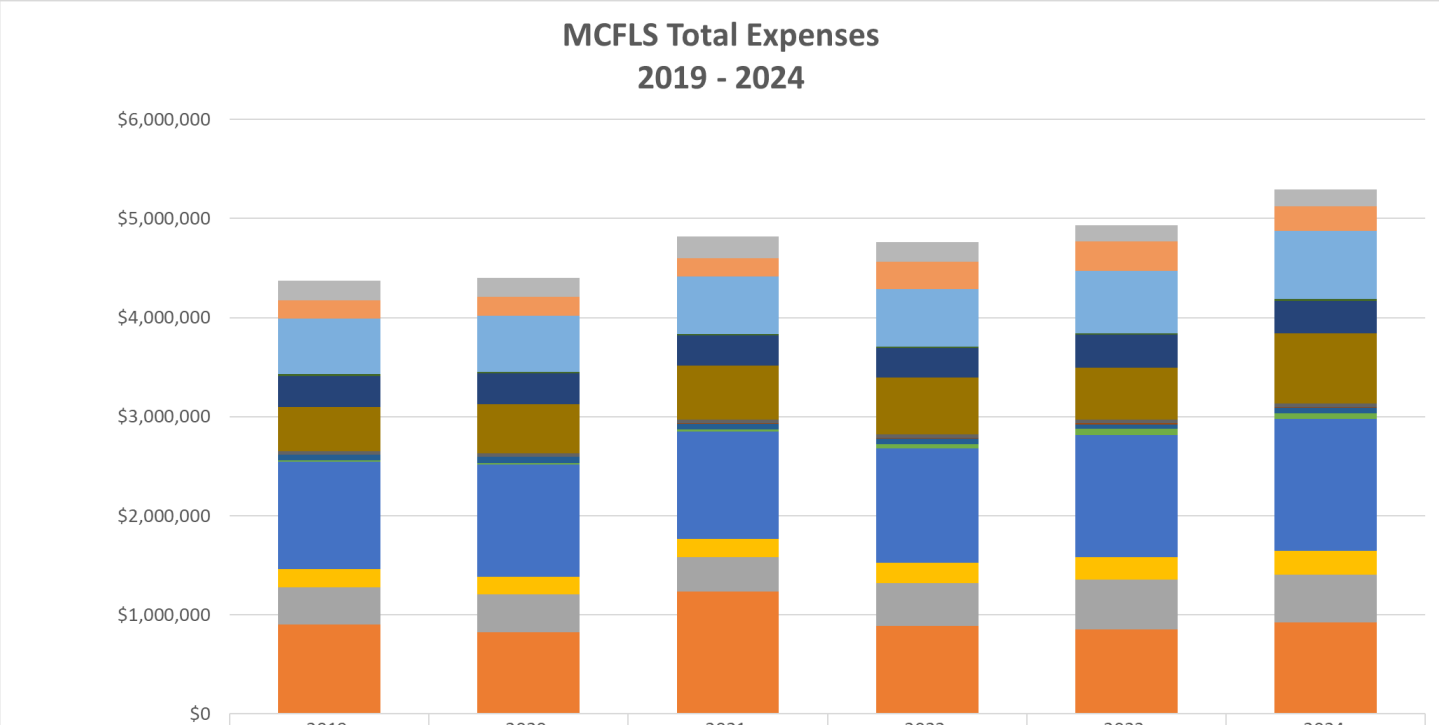
MCFLS Budget 2024



	2019	2020	2021	2022	2023	2024
Administration	$200,731	$188,944	$224,015	$202,215	$166,387	$165,827
Benefits	$179,610	$189,891	$185,449	$273,215	$298,612	$247,256
Cataloging	$565,543	$570,018	$578,469	$583,321	$629,623	$687,615
Continuing Education	$16,750	$12,000	$14,000	$14,000	$15,500	$20,000
Delivery	$313,397	$313,766	$302,628	$291,700	$326,894	$326,806
Electronic Resources	$443,669	$493,879	$546,460	$576,373	$528,133	$707,785
ILL	$37,000	$36,450	$36,450	$36,450	$36,450	$36,450
Inclusive Services	$0	$0	$5,000	$10,000	$10,000	$10,000
Member Office	$58,000	$60,200	$58,788	$53,500	$46,600	$54,386
Public Information	$10,000	$17,000	$20,000	$45,000	$60,000	$60,000
Reciprocal Borrowing	$1,087,526	$1,134,099	$1,087,935	$1,150,990	$1,235,841	$1,326,388
Reference	$185,596	$178,457	$178,457	$206,318	$223,035	$245,324
Salaries	$374,158	$381,639	$347,574	$431,956	$505,071	$482,023
Technology	$901,533	$823,049	$1,232,281	$878,297	$842,523	$910,788
Youth Services	$0	$0	$5,000	$10,000	$10,000	$10,000

2024 Proposed MCFLS Budget

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		2023 Approved	2023 Revised	2024 Proposed	+/-
1					
2	**General Revenues**				
3	State Aid Revenue	**$ 3,568,561**	**$ 3,568,561**	**$ 3,925,188**	$ 356,627
4	Milwaukee County Allocation	**$ 66,650**	**$ 66,650**	**$ 66,650**	$ -
5	West Milwaukee Contract -Other	**$ 31,179**	**$ 31,179**	**$ 31,179**	$ -
6	Interest on Invested Funds	**$ 2,000**	**$ 2,000**	**$ 2,000**	$ -
7	Member Forms/Supplies Revenue	**$ 21,000**	**$ 21,000**	**$ 19,500**	$ (1,500)
8	Member Postage Revenue	**$ 16,100**	**$ 16,100**	**$ 15,100**	$ (1,000)
9	Member OCLC Revenue	**$ 127,336**	**$ 127,336**	**$ 129,883**	$ 2,547
10	Member Telecomm. Revenue	**$ 16,800**	**$ 15,900**	**$ 15,600**	$ (300)
11	Member III Softwre Maint-Basic	**$ 156,391**	**$ 156,391**	**$ 163,498**	$ 7,107
12	Member III Softwre Maint-Other	**$ 41,572**	**$ 41,572**	**$ 43,462**	$ 1,890
13	Member Tech. Assist.-Time Rev.	**$ 20,000**	**$ 20,000**	**$ 20,000**	$ -
14	Member Special Projects Revenue	**$ 70,000**	**$ 70,000**	**$ 70,000**	$ -
15	Member Cataloging Contract Rev	**$ 162,822**	**$ 162,822**	**$ -**	$ (162,822)
16	Member Database Revenue	**$ 14,651**	**$ 24,353**	**$ 42,715**	$ 18,362
17	Member Ecommerce Transaction	**$ 7,900**	**$ 7,900**	**$ 7,100**	$ (800)
18	Carryover Revenue	**$ 15,000**	**$ 116,784**	**$ 15,000**	$ (101,784)
19	Staff Benefits/Co-Pay Revenue	**$ 62,061**	**$ 48,740**	**$ 53,276**	$ 4,536
20	LSTA Technology Grant Revenue	**$ 3,000**	**$ 264,690**	**$ 3,000**	$ (261,690)
21	Member Digital Content Revenue	**$ 233,385**	**$ 233,385**	**$ 254,169**	$ 20,784
22	Member PC Management License Rev	**$ 2,545**	**$ 2,545**	**$ 2,545**	$ -
23	Member Replacement Fines Revenue	**$ 7,000**	**$ 17,000**	**$ 17,000**	$ -
24	Member OverDrive Advantage Rev	**$ 15,000**	**$ 15,000**	**$ 15,000**	$ -
25	Member Collection Dev Tool Rev	**$ 18,023**	**$ 18,023**	**$ -**	$ (18,023)
26	**Total General Revenues**	$ 4,678,976	$ 5,047,931	$ 4,911,865	$ (136,066)
27					
28	**Special Revenues**				
29	W. Milwaukee Borrowing Revenue	**$ 41,706**	**$ 41,706**	**$ 41,706**	$ -
30	InfoPass Project Management Revenue	**$ 1,308**	**$ 1,308**	**$ 1,308**	$ -
31	Ecommerce Revenue	**$ 150,000**	**$ 150,000**	**$ 150,000**	$ -
32	Member Cataloging Contract Reserve	**$ -**	**$ -**	**$ 185,769**	$ 185,769
33	MCFLS Reciprocal Borrowing Reserve	**$ 48,144**	**$ 48,144**	**$ -**	$ (48,144)
34	**Total Special Revenues**	$ 241,158	$ 241,158	$ 378,783	$ 137,625
35					
36	**Total Revenues**	$ 4,920,133	$ 5,289,088	$ 5,290,648	$ 370,514
37					
38					
39					
40					
41	**General Expenditures**				
42	Fringe Benefits Expense	**$ 298,612**	**$ 223,634**	**$ 247,256**	$ 23,622
43	Salaries Expense	**$ 505,071**	**$ 437,571**	**$ 482,023**	$ 44,451
44	Member Ecommerce Transaction E	**$ 7,900**	**$ 7,900**	**$ 7,100**	$ (800)
45	TNS Calls/Renewal Line Expense	**$ 2,064**	**$ 2,300**	**$ 2,300**	$ -
46	Conference/Training Expense	**$ 6,500**	**$ 10,000**	**$ 10,000**	$ -
47	Memberships Expense	**$ 9,300**	**$ 9,300**	**$ 9,300**	$ -
48	Continuing Education Expense	**$ 9,000**	**$ 9,000**	**$ 10,000**	$ 1,000
49	Office Supplies Expense	**$ 1,500**	**$ 1,500**	**$ 1,500**	$ -
50	Copy Machine Maint. Expense	**$ 1,000**	**$ 1,000**	**$ 1,000**	$ -
51	MCFLS WI Pub Lib Consortium Ex	**$ 6,953**	**$ 6,953**	**$ 7,848**	$ 895
52	MCFLS Buying Pool	**$ 175,000**	**$ 225,000**	**$ 275,600**	$ 50,600
53	MCFLS Database Expense	**$ 98,110**	**$ 98,110**	**$ 127,453**	$ 29,343
54	MCFLS Catalog Enhancement Exp	**$ 189,642**	**$ 194,998**	**$ 208,121**	$ 13,123
55	Member Database Expense	**$ 14,651**	**$ 14,651**	**$ 42,715**	$ 28,064
56	MCFLS Postage Expense	**$ 600**	**$ 600**	**$ 600**	$ -
57	Member Postage Expense	**$ 16,100**	**$ 16,100**	**$ 15,100**	$ (1,000)
58	Member Forms/Supplies Expense	**$ 21,000**	**$ 21,000**	**$ 19,500**	$ (1,500)

2024 Proposed MCFLS Budget

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59	Telephone Expense	**$ 6,000**	**$ 6,000**	**$ 6,000**	$ -
60	Meetings Expense	**$ 1,000**	**$ 1,000**	**$ 1,000**	$ -
61	Insurance Expense	**$ 12,000**	**$ 12,000**	**$ 12,000**	$ -
62	Legal Expense	**$ 1,500**	**$ 1,500**	**$ 1,500**	$ -
63	Audit Expense	**$ 12,700**	**$ 12,700**	**$ 12,800**	$ 100
64	Accounting/Payroll Service Expense	**$ 5,400**	**$ 8,000**	**$ 4,740**	$ (3,260)
65	III Software Support Expense	**$ 197,963**	**$ 197,963**	**$ 206,960**	$ 8,997
66	III Telephone Notification Subscr Exp	**$ 12,530**	**$ 12,530**	**$ 15,811**	$ 3,281
67	Member Telecomm. Expense	**$ 16,800**	**$ 15,900**	**$ 15,600**	$ (300)
68	MCFLS Telecomm. Maint. Expense	**$ 45,000**	**$ 55,000**	**$ 45,000**	$ (10,000)
69	OCLC Expense	**$ 145,631**	**$ 144,251**	**$ 148,579**	$ 4,328
70	MCFLS Computer Room Equipment	**$ 10,000**	**$ 10,000**	**$ 25,000**	$ 15,000
71	MCFLS Software Expense	**$ 10,000**	**$ 10,000**	**$ 10,000**	$ -
72	MCFLS Equipment Expense	**$ 10,000**	**$ 10,000**	**$ 10,000**	$ -
73	Member Special Projects Expens	**$ 70,000**	**$ 70,000**	**$ 70,000**	$ -
74	Sorting and Delivery Expense	**$ 305,000**	**$ 305,000**	**$ 305,000**	$ -
75	South Central Delivery Expense	**$ 21,894**	**$ 21,894**	**$ 21,806**	$ (88)
76	MPL Resource Contract Expense	**$ 223,035**	**$ 223,035**	**$ 245,324**	$ 22,289
77	MPL Rent Lease Contract Exp.	**$ 95,387**	**$ 95,387**	**$ 95,387**	$ -
78	ILS Expense	**$ 36,450**	**$ 36,450**	**$ 36,450**	$ -
79	MCFLS Catalog Cont Exp to MPL	**$ 321,170**	**$ 321,170**	**$ 353,267**	$ 32,097
80	Member Catalog Contract Exp.	**$ 162,822**	**$ 162,822**	**$ -**	$ (162,822)
81	MCFLS Collection Dev Tool Exp	**$ 26,972**	**$ 26,972**	**$ 46,345**	$ 19,373
82	Member Collection Dev Tool Exp	**$ 18,023**	**$ 18,023**	**$ -**	$ (18,023)
83	Internet Expense	**$ 21,635**	**$ 26,286**	**$ 20,178**	$ (6,108)
84	Contingency Expense	**$ 43,958**	**$ 134,950**	**$ 77,098**	$ (57,852)
85	Member Digital Content Exp	**$ 3,000**	**$ 233,385**	**$ 254,169**	$ 20,784
86	Marketing	**$ 60,000**	**$ 60,000**	**$ 60,000**	$ -
87	Cooperative Purchasing Sub Exp	**$ 2,500**	**$ 2,786**	**$ 2,786**	$ -
88	Member PC Management License Exp	**$ 1,875**	**$ 1,875**	**$ 1,875**	$ -
89	LSTA Technology Grant Expense	**$ 3,000**	**$ 143,621**	**$ 3,000**	$ (140,621)
90	MCFLS MKE Mixer Expense	**$ 1,400**	**$ 1,400**	**$ 1,400**	$ -
91	Member Replacement Fines Exp	**$ 7,000**	**$ 17,000**	**$ 17,000**	$ -
92	Member OverDrive Advantage Exp	**$ 15,000**	**$ 15,000**	**$ 15,000**	$ -
93	Youth Services Exp	**$ 10,000**	**$ 10,000**	**$ 10,000**	$ -
94	Inclusive Services Exp	**$ 10,000**	**$ 10,000**	**$ 10,000**	$ -
95	**Total General Expenditures**	$ 3,309,649	$ 3,713,518	$ 3,628,491	$ (85,027)
96					
97	**Special Expenditures**				
98	W. Milwaukee Borrowing Expense	**$ 41,706**	**$ 41,706**	**$ 41,706**	$ -
99	RB - MCFLS Payment Expense	**$ 1,188,394**	**$ 1,188,394**	**$ 1,284,682**	$ 96,288
100	Member Catalog Contract Reserve Exp	**$ -**	**$ -**	**$ 185,769**	$ 185,769
101	Ecommerce Expense	**$ 150,000**	**$ 150,000**	**$ 150,000**	$ -
102	**Total Special Expenditures**	$ 1,380,100	$ 1,380,100	$ 1,662,157	$ 282,057
103					
104	**Total Expenditures**	**$ 4,689,749**	**$ 5,093,618**	**$ 5,290,648**	**$ 197,030**

DRAFT

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Wisconsin Department of Public Instruction
PUBLIC LIBRARY SYSTEM PLAN AND CERTIFICATION OF INTENT TO COMPLY CALENDAR YEAR 2024
PI-2446 (Rev. 09-2023)

INSTRUCTIONS: Complete and submit one copy of this Word document along with one signed, scanned copy in PDF format to the Division for Libraries and Technology (Division) by Friday, October 13, 2023. Submit completed Word and PDF documents to:

LibraryReport@dpi.wi.gov

Required by Wis. Stat. §§ 43.17(5) and 43.24(3)

GENERAL INFORMATION

Library System

Milwaukee County Federated Library System

Describe significant needs and problems that influenced the development of this and other system plans.

In 2024, MCFLS will chart new directions through strategic system planning, commencing in the fall of 2023 with valuable input from key stakeholders, including trustees, member libraries, and system staff. This strategic plan, along with its key points, will shape forthcoming contracts set to expire in December 2024. A primary area of emphasis for us will be to bolster our support for members, both financially and through essential resource allocation.

In this post-pandemic era, the importance of marketing our system and member library resources remains as profound as ever. Evidence of this is seen in the increased usage of learning platforms like Gale Courses and Udemy on Demand video instruction among county residents. While our social media presence has expanded significantly, with high engagement numbers and extensive post reach, we recognize the need for heightened awareness of library resources in a crowded landscape competing for people's attention.

Our Public Information Coordinator has identified this need and is proposing a marketing campaign to enhance adult literacy in our communities—a priority that aligns with our commitment to lifelong education. In 2024, MCFLS has allocated budgetary resources to address this literacy need and is actively seeking partnerships with community organizations to support this campaign.

To aid in marketing to our communities, we will continue to cover the costs of learning tools such as Gale Courses, Udemy, Transparent Language, and, for 2024, OverDrive Magazines. We believe that assuming these costs not only benefits our marketing efforts to all county residents but also alleviates the financial burden on member libraries. Additionally, we are expanding our outreach by collaborating with neighboring library systems in our marketing endeavors, building upon our collaborative efforts from 2023.

Infrastructure investment remains a pivotal element of our 2024 system plan. The introduction of Aspen Discovery to replace our current discovery layer represents a transformative change in how our patrons search for and discover library resources. This decision to adopt Aspen Discovery required a substantial investment of time and effort by both system staff and member libraries, under the guidance of our Library Systems Administrator. Our system is prioritizing investments in cloud networking and resources to enhance the experiences of both staff and patrons. We are also exploring options for internet service redundancy, as it serves as the backbone for all other services. Furthermore, MCFLS has allocated funds for ongoing improvements to our bibliographic database, focusing on updating subject headings with appropriate and inclusive language.

In 2024, our primary objective is to enhance internal operations and streamline the user and staff experience to accommodate the influx of new products and features introduced in recent years. While these changes have been necessary and well received, we are mindful of the added responsibilities placed on staff and patrons. We recognize the need to bring all member libraries and patrons to a higher level of comfort with these resources. Our staff is already diligently planning additional training and in-service opportunities for 2024.

By addressing these significant areas of need, we are confident that our library system will continue to thrive and evolve in 2024 and beyond, remaining a vital resource for our communities.

Did the library system consult member libraries in the development of this plan?

☐ No, the library system did not include member libraries in the development of this plan.

☒ Yes, the library system included member libraries in the development of this plan.

If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review:

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GENERAL INFORMATION (cont'd.)

Member libraries were shown the plan in advance of the October 5th Library Directors Advisory Council (LDAC) meeting and invited to make comment and suggest changes via email. The plan was brought to the MCFLS Board with library input in October 2023.

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

☐ No, the library system does not have a formally appointed advisory committee.

☒ Yes, the library system has a formally appointed advisory committee.

If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:

The system has a designated advisory committee called the Library Directors Advisory Council, or LDAC. This committee reports directly to the MCFLS Board and has been in place for many years. Each MCFLS member library is granted one appointed member on the LDAC with voting rights; Milwaukee Public, by virtue of its role as resource library, is granted an additional position on the LDAC committee.

Members of the LDAC meet regularly each month to discuss matters of importance to the system and advise the MCFLS Board and system staff on any topics that come before it. While most informational subjects are sent to the LDAC group via an email distribution list maintained by the system, matters that require discussion or action are added to the regular agenda each month. The meetings are posted to a regular distribution list that includes the LDAC members as well as the MCFLS Board of Trustees. The agenda packets (which include minutes) are added to the system website as soon as they are sent via email. Additionally, the chair of LDAC attends regular MCFLS Board meetings, submits a written report and verbally delivers that report to the Trustees.

The 2020-2024 MCFLS Strategic Plan is available at https://mcfls.libguides.com/admin/system-agreements-planning. The plan includes four major strategic directions:

Technology: Ensure member libraries are supported with a high-quality and innovative technology infrastructure and flexible training to provide the best possible online and in-library technology user experience.

Communication: Provide voice and visibility for the system, its member libraries, and county-wide services and resources to broadly communicate the value and opportunities MCFLS libraries provide to our communities.

Member Library Management and Services Support: Connect members to each other and to information to encourage collaboration, sharing, and collective learning; improve and innovate library services; and provide tools for effective operational and strategic decision-making.

Organizational Support and Structure: Strengthen the core foundations for the delivery of system services to ensure MCFLS member libraries are supported and positioned to be successful.

Other planning documents include the Interlibrary Services Contract with the Milwaukee Public Library, the 2020-2024 Cataloging Contract, the MCFLS Membership Agreement, the 2020-2024 ILS, Resource Sharing, and Technology Agreement, and the 2020-2024 Resource Library Agreement. The Cataloging, Resource and ILS agreements are available at https://mcfls.libguides.com/admin/system-agreements-planning.

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ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2024**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

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

Membership Agreements

☒ Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.

☒ The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning.

Resource Library Agreement

☒ Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.

☒ The system will provide a signed copy of the resource library agreement to the Division by January 15.

If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning.

Reference Referral, Interlibrary Loan, and Technology

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

List ongoing activities related to this requirement:

MCFLS contracts with the Milwaukee Public Library to provide services in support to all member libraries. The Milwaukee Public Library also contracts with the Reference and Loan Library to meet an agreed upon number of requests from Wisconsin residents for interlibrary loan materials. Interlibrary loan requests within the system are handled through the shared ILS and system-provided delivery.

In 2022 the system became project manager and fiscal agent for the reconstituted InfoPass project. After working with WiLS to transition responsibility for InfoPass to MCFLS, the new process was unveiled with a simplified process for participating libraries. 41 locations currently participate in the project including Alverno, UW-Milwaukee, Marquette, MSOE, MIAD and other academic and public libraries. Virtually all MCFLS members including MPL have taken part in the new InfoPass project. MCFLS will continue to be project manager and fiscal agent in 2024 and beyond, meeting our obligations to not only support resource sharing, but also promoting collaboration among multi-type libraries in our service area.

MCFLS contracts with the Milwaukee Public Library to provide back-up reference as the system resource library. As part of the 2020-2024 Resource Library contract, MPL also provides training, consulting, and other assistance to other member libraries and their staff. An annual report of resource library activities is shared with the MCFLS Board each February.

MCFLS provides:

- remote authentication services for reference databases that member libraries offer to the public;
- online forms for public requests for new materials;
- system-wide email through Outlook 365 and website hosting;
- coordination of the use of third-party products working with the ILS, including computer management software, RFID software,and enhanced content for the online catalog;
- regular lists of popular materials in the library catalog;
- readers advisory services through Patron Point software;
- and coordination of group purchasing of electronic databases.

A major service program MCFLS supports is reciprocal borrowing across municipal borders. This ongoing activity supports net lender member libraries through the distribution of 36% of state aid and supports those libraries in their ability to offer quality service and collections for all users. This is an ongoing activity for 2024.

MCFLS contracts with the Milwaukee Public Library to provide centralized cataloging for all materials in the system.

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ASSURANCES (cont'd)

MCFLS also contracts with the Milwaukee Public Library to act as a clearinghouse for all Interlibrary Loan (ILL) requests for member libraries. The MPL staff member managing ILL services communicates regularly with the system and DPI on matters relevant to ILL and resource sharing. MPL also adds additional metrics for reporting ILL transactions for all member libraries to assist with data requirements on the state annual report.

The system has hired and will continue to work with a network security consultant that has familiarity with libraries in our service area to do intrusion scans and work with system staff to repair possible vulnerabilities on the network at the system and local library level.

System staff are planning to once again use part of additional state aids on electronic resource products available to all county residents,such as Gimlet reference tracking, Gale Courses, Transparent Language and Udemy on-demand video instruction. MCFLS will also cover costs for OverDrive Magazines in 2024, roughly $17,800. By covering all costs for these products, the system can lower costs for members and ensure availability which is critical to our need to market these resources.

Indicate new or priority activities relating to this requirement for the plan year (*if none, indicate so*):

- System staff and ILL staff from Milwaukee Public Library are improving workflows to enhance the ILL experience for member libraries and patrons including the possible acquisition of a Sierra ILL module and streamlined request process using online forms.
- By mid-2024, the system will have migrated to the Aspen Discovery service, a cloud-based discovery layer managed by ByWater Solutions.
- In 2024 MCFLS will be investing in cloud-based services for web hosting and telephone notifications, two services which currently require onsite equipment and maintenance. This is part of a larger move away from centralized hardware and removal of data bottlenecks at the MCFLS system HQ.

Inservice Training

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

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

List ongoing activities related to this requirement.

MCFLS continues to participate as a member of the SEWI continuing education consortium, managed through the Bridges Library system. Through this partnership, MCFLS offers member libraries regular continuing education opportunities. The MCFLS Library Systems Administrator works with the MCFLS Director to coordinate continuing education planning, with MCFLS Busines Manager reviewing CE hours related to member library director certification.

MCFLS also provides regular in-person, hands on training sessions through staff and vendor representatives on MCFLS-specific products and services. Regular training on ILS functionality is provided, as is training on digital streaming services and traditional databases. Additionally, MCFLS participates financially in statewide online training events, such as the Trustee Training Week, Tech Days and Wild Wisconsin Winter Webinar series. MCFLS and member library staff have also participated as speakers in these series.

Indicate new or priority activities relating to this requirement for the plan year (*if none, indicate so*):

- MCFLS staff will be conducting the first of a series of patron-focused webinars on system resources like Hoopla that focus on how to sign up, search and browse the collection and other tips for using the app. The webinar will be recorded and available for other patrons and staff to use. Other resources (e.g., Libby) will follow in 2024.

Identify the names and email addresses of continuing education staff employed by the system for continuing education services:

Laurie Freund, Bridges Library System. Email: ljfreund@bridgeslibrarysystem.org

If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or copy of, the current agreement:

Bridges Library System

https://mcfls.libguides.com/admin/system-agreements-planning

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ASSURANCES (cont'd)

Delivery and Communication

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

List ongoing activities related to this requirement. ***For physical delivery reference resources, personnel, and vendors.***

MCFLS administers system-wide daily (M-F) physical delivery to every library in the system through a contract with Winning Solutions and sorting services through a contract with T&E Logistics, LLC that began September 1, 2022. MCFLS fully funds these services for member libraries. MCFLS also funds regular delivery to other systems through the South Central Library Delivery service.

In 2017 MCFLS improved its ability to provide electronic delivery of information through an email upgrade to Office 365 for all member libraries. MCFLS manages the wide area network connecting member libraries to the catalog and out to the internet. MCFLS also manages and funds the library's internet connection through WiscNet.

The system has hired a part-time Public Information Coordinator whose role is promoting communication among staff and the public. Her duties include services to member libraries and developing system-wide campaigns to reconnect with patrons and inform them of the wide variety of services our members offer. MCFLS anticipates further collaboration with other systems in our service area for 2024.

MCFLS has procured a product called Patron Point which allows the system to automate a number of tasks related to patron communication and we have started sending system-generated notices to patrons through this platform, as well as automating the card renewal process. System staff feel the savings in terms of member library staff time and expense used for re-registration of existing patrons will be substantial and ultimately provide excellent customer service to patrons. Patron Point also allows member libraries to save costs on targeted email newsletters rather than paying additional money for a third party that provides the same service. The system has also seen high engagement with a readers' advisory newsletter through Patron Point that is sent out to interested patrons once a month.

Indicate new or priority activities relating to this requirement for the plan year (*if none, indicate so*):

- Cloud services

  MCFLS is planning on investing money into a Cloud Backup 2 Backup service that will provide a reliable backup service of all Microsoft user accounts, including OneDrive and SharePoint files. While Microsoft provides some versioning of files to allow for immediate correctios, they are not meant to be backups in the traditional sense. This investment is being made because of the high priority MCFLS has put into cloud sharing.

  The system is also budgeting to move all telephone notifications for patron holds into the cloud. Currently this service is expensive and requires onsite hardware to make telephone calls. The new service is potentially less expensive and requires no onsite hardware.

- MCFLS is planning expanded collaboration with neigboring systems for marketing and outreach. Our neighbor to the west, Bridges Library System, recently hired a new marketing coordinator and our two systems have begun working on collaborative projects that will continue in 2024.

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ASSURANCES (cont'd)

Service Agreements

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

☒ The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

If the system is providing the service agreements through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:

- Bridges and MCFLS Intersystem Agreement
- Monarch and MCFLS Intersystem Agreement
- IFLS and MCFLS Intersystem Agreement
- Lakeshores and MCFLS Intersystem Agreement
- MCLS and MCFLS Intersystem Agreement
- NFLS and MCFLS Intersystem Agreement
- OWLS and MCFLS Intersystem Agreement
- WRLS and MCFLS Intersystem Agreement
- WVLS and MCFLS Intersystem Agreement

Other Types of Libraries

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

☒ The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

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ASSURANCES (cont'd)

Library Technology and Resource Sharing Plan

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

☒ The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2024, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See the Library System Technology and Resource Sharing plan webpage for the most current version of the system library technology and resource sharing plan.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

☒ Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.

☐ No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

Indicate new or priority activities relating to this requirement for the plan year:

- By mid-2024, the system will have migrated to the Aspen Discovery service, a cloud-based discovery layer managed by ByWater Solutions. This should result in a substantial improvement in discovery of member library resources.
- In 2024 MCFLS will be investing in cloud-based services for web hosting, Microsoft account backups and telephone notifications. Two of the services currently require onsite equipment and maintenance. This is part of a larger move away from centralized hardware and removal of data bottlenecks at the MCFLS system HQ.
- The system is also planning investments in computer equipment to replace domain controller servers required for network operations.

Professional Consultation

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

Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title:

Steve Heser, Director: Statutory compliance, library administration, annual reports, technology.
Eric Henry: Network architecture, technology and network equipment recommendations and purchasing.
Jen Schmidt: ILS configuration for libraries (authentication, loan rules, etc)
Brittney Hornung: Delivery, Director certification
Deb Marett: Public information and marketing

Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate *None*):

None

Inclusive Services

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

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

Indicate new or priority activities relating to this requirement for the plan year:

Milwaukee Public Library has offered the services of a staff member to lead inclusive services efforts for the system as part of the resource library contract. Chantel Clark recently started as our Inclusive Services Liaison for the system and will continue to lead our LDAC ad hoc Inclusive Services team of member library staff that meet quarterly. With additional funding from the system, our ad hoc workgroup plans to arrange for outside speakers to help our libraries adopt best practices related to inclusivity and assist libraries in reaching goals set in the Inclusive Services Assessment and Guide.

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ASSURANCES (cont'd)

MCFLS has participated in the LibraryNow project (Milwaukee Public Library) since its inception. This project puts access to library resources into the hands of all Milwaukee Public School students, including many underserved or marginalized young people.

In 2023 MCFLS facilitated a collaboration between member libraries and the Milwaukee County Jail to provide for new library materials for incarcerated residents. For 2024 MCFLS is looking to possibly expand that collaboration to meet a need for library services at all County correctional facilities.

Other Service Programs

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

List each "other" service program individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Administration

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

☒ The system will submit the 2022 system audit to the Division no later than September 30, 2024.

Budget

☒ The system completed and included the budget by service program category and fund source for the plan year (see guidelines).

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COLLABORATIVE ACTIVITIES

Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2023 resource library contract.*

Collaborative Marketing activities. System staff responsible for marketing at Bridges and MCFLS collaborated on a joint campaign for library card sign up month in September 2023 which included radio spots, targeted social media ads and other activities. Our Public Information Coordinator is also involved in the statewide cohort of system marketing staff which has produced a number of projects used by systems and libraries across the state.

SRLAAW compensation study. MCFLS took leadership of the SRLAAW compensation study process and completed the first itereation of the study since 2005. The report and data were released to libraries in August of 2023. Our workgroup feels the compensation study could be used to provide guidance and support for local library boards and directors to adequately compensate library staff and ensuring the state is led by qualified librarians at every level.

Cybersecurity Training. MCFLS continues to lead a group of library systems including Bridges, Kenosha, South Central and Winnefox to provide cybersecurity training through a program called InfoSec IQ and paid through LSTA funding for three years. This on the heels of a very successful cybersecurity collaboration with many of the same systems in 2019/20. Staff are tested and trained regularly each month to be better aware of malicious threats through email.

InfoPass project. MCFLS worked with WiLS and a steering committee to revamp the local resource sharing project InfoPass which allows residents access to many collections which may otherwise be closed to them. MCFLS acts as project manager and fiscal agent for the project which includes 41 academic and public libraries in the greater Milwaukee area.

Dell purchasing. The system's participation in the Dell purchasing group statewide has saved our members a great deal of money on the purchase of new computers and hardware. We've seen more investment by libraries in technology as a result, improving their ability toserve patrons with up-to-date resources.

Support for WLA. MCFLS continues to contribute to statewide projects through the WLA. The system offered continued financial support for WLA legislative support activities at the state level and sponsorship for the WLA conference in November.

CE Collaboration. The system will continue to collaborate with other systems to provide support for Trustee Training Week which continues to grow in popularity. The system also offers financial support for the Wild Wisconsin Winter Web Conference. The collaboration with SEWI to provide high quality continuing education for our member libraries is extremely valuable and a model for the state. The system also collaborates and offers tech support and assistance for Tech Days each September.

Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*

Activity	Amount
1. SRLAAW Compensation Study	$10,000
2. Cybersecurity Training	$5,000
3. InfoPass	$5,000
4. Statewide Dell Purchasing WLA Support	$15,000
5. WLA Support	$10,000
6. CE Collaboration	$20,000
7. Collaborative Marketing	$10,000
8.	

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Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*

	Activity	Amount
9.		
10.		
	Cost Benefit Total	$75,000

CERTIFICATION

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2024**.

Name of System Director	Signature of System Director ➢	Date Signed *Mo./Day/Yr.*
Name of System Board President	Signature of System Board President ➢	Date Signed *Mo./Day/Yr.*

FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL

Pursuant to Wis. Statutes, the plan contained herein is: ☐ Approved ☐ Provisionally Approved *See Comments.* ☐ Not Approved *See Comments.*	DLT Assistant Superintendent Signature ➢	Date Signed *Mo./Day/Yr.*

Comments

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PUBLIC LIBRARY SYSTEM 2024 ANNUAL PROGRAM BUDGET

Program	2024 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Technology, Reference, and Interlibrary Loan*					
1. Technology	$953,066	$17,000	$0	$940,270	
2. Reference	$245,324	$0	$0	$0	
3. Interlibrary Loan	$36,540	$0	$0	$0	
4.					
5. Electronic Resources	$410,901	$0	$0	$311,884	
Program Total	$1,645,741	$17,000	$0	$1,252,154	$2,914,895
Continuing Education and Consulting Service*					
1. Continuing Education	$40,954	$0	$0	$0	
2. Consulting	$95,957	$0	$0	$0	
Program Total	$136,911	$0	$0	$0	$136,911
Delivery Services	$335,139	$0	$3,000	$0	$338,139
Inclusive Services	$32,623	$0	$0	$0	$32,623
Library Collection Development	$0	$0	$0	$0	$0
Direct Payment to Members for Nonresident Access	$1,284,682	$0	$0	$41,706	$1,326,388
Direct Nonresident Access Payments Across System Borders	$0	$0	$0	$0	$0
Youth Services	$11,669	$0	$0	$0	$11,669
Public Information	$146,927	$0	$0	$0	$146,927
Administration	$319,538	$0	$0	$0	$319,538
Subtotal	$2,130,578	$0	$0	$0	$2,175,284
Other System Programs					
1. Multitype	$9,173	$0	$0	$0	$9,173
2. Member office	$2,786	$0	$0	$51,600	$54,386
Program Total	$11,959	$0	$0	$51,600	$63,559
Grand Totals	$3,925,188	$17,000	$3,000	$1,345,460	$5,290,648

*These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1. Line 5 is reserved for the amounts budgeted for electronic resources (see program budget guidelines).

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MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM
and
BRIDGES LIBRARY SYSTEM

Continuing Education Agreement
-2024-

WHEREAS, the quality of life afforded to the citizens of Milwaukee County is enhanced by access to the information and other library resources of its libraries; and,

WHEREAS, this access is enhanced by the availability of well-trained library staff; and,

WHEREAS, the Milwaukee County Federated Library System, hereinafter referred to as MCFLS, is required by Wisconsin State Statues to provide continuing education for the staff of its member libraries; and

WHEREAS, the Bridges Library System, hereinafter referred to as BRIDGES, and MCFLS share the goal of improving public access to information and other library resources; and,

WHEREAS, BRIDGES has the expertise and staff resources available for the design and administration of continuing education programs for library personnel; and,

WHEREAS, both MCFLS and BRIDGES recognize that it is mutually beneficial to cooperate in the development of continuing education programs; therefore,

BE IT RESOLVED THAT, MCFLS and BRIDGES set forth the following commitments:

MCFLS AGREES:

1. To provide payment to BRIDGES in the amount of eight thousand six hundred sixteen ($8,616) for the provision of the continuing education services described below.

2. To provide direction and support through the MCFLS Director in regards to topics for four continuing education programs.

3. To work with BRIDGES to assure that appropriate facilities are available for the aforementioned programs.

4. To provide coordination with BRIDGES through the MCFLS Director and/or his or her designee.

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BRIDGES AGREES:

1. To work with the MCFLS Director and/or his or her designee to clarify topics selected collaboratively by MCFLS and BRIDGES and design a minimum of four (4) continuing education offerings to be presented during the calendar year of January 1 - December 31, 2024, that are based on these topics. If in-person programs are feasible and desirable, at least one of the programs will be hosted at a location within Milwaukee County.

2. To provide admission to workshops or other continuing education events without charge to MCFLS and BRIDGES staff or trustees, and/or MCFLS member library staff or trustees.

3. To allow free participation by staff from its non-public library members and any other non-members, provided that such participation does not limit attendance by the staff and/or trustees of MCFLS and BRIDGES member libraries.

4. To undertake the preparation of training outlines, selection and negotiation for necessary speakers and audiovisual materials, design and reproduction of workshop supportive materials, program announcements, and the provision of any other materials, supplies, personnel, or special equipment required for the workshops.

5. To assume all costs for necessary honoraria, supplies, printing, rental of equipment or other expenses of a miscellaneous nature, using the MCFLS payment of $8,616 to cover these expenses.

6. To provide administrative and clerical services for registration and on-site support during the continuing education workshops on the dates mutually agreed upon by MCFLS and BRIDGES.

7. To represent MCFLS in statewide Continuing Education meetings and collaborations.

8. To coordinate collaborative professional development grants.

9. To provide support for regional and statewide professional development online course subscriptions.

10. To provide technology to support virtual and/or hybrid programs when needed and the regional website containing professional development offerings, recordings, and other information.

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BOTH MCFLS and BRIDGES AGREE:

1. To undertake every reasonable measure to ensure the satisfactory completion of the continuing education provisions of this agreement, including the review of the evaluations of the workshops to ensure successive programs are further improved for the benefit of the participants.
2. To review this agreement annually and either extend it or terminate it, by mutual consent. In the event that either party does not wish to extend or amend the agreement, it shall terminate effective with the end of the calendar year to which the agreement applies.

THESE PROVISIONS BEING HEREBY INDIVIDUALLY AND MUTUALLY ACCEPTABLE TO MCFLS AND BRIDGES, THEIR AUTHORIZED REPRESENTATIVES DO HEREBY APPROVE THIS AGREEMENT EFFECTIVE JANUARY 1, 2024.

FOR THE MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM	FOR THE BRIDGES LIBRARY SYSTEM
_____	_____
President	President
_____	_____
Date	Date
_____	_____
Director/Secretary	Director
_____	_____
Date	Date

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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.

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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.

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MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

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October 9, 2023

September/October 2023 Director's Report

Summary of activities

System Activities

- 2024 Budget and System Plan. The Finance and Personnel and Legislative and System Services committees met on September 28 and approved recommendations to forward both the 2024 budget and system plan to the full MCFLS Board for approval.
- MCFLS migrated its website to the cloud on October 2. The hosted service will also contain our MySQL instance and provide added redundancy for our data.
- I attended a demonstration for one of the two adult literacy resources that are under consideration for system purchase (Reading Horizons). The resource will allow us to provide support for adults looking to increase their literacy skills.
- Belinda Lai and Jen Schmidt have loaded student records into our database from the Greendale school system. For the first time we are using the Sierra API to load these records more efficiently. This is part of a larger effort to get library access into the hands of students.

State activities

- I am participating in a collaborative state meeting regarding data dashboards for systems and public libraries. I have some experience in this area and I will pull in additional system staff as necessary.

Grant activities

- Authority Control project. Jen Schmidt worked long hours the week of September 18th to update over 2 million bibliographic records with updated, inclusive headings. She worked with MPL staff and others to complete the work late that week. There is some clean up that still need to take place, but our bibliographic records are now up-to-date and contain representative subject headings. 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. Continue activities related to strategic planning.