

Notice

Milwaukee County  
Federated Library System  
Library Directors Advisory Council

Regular Meeting  
Thursday, April 11, 2024  
10:00 AM – 12:00 PM

*This meeting will be held:*

*In person at*  
Brown Deer Public Library  
4301 W Brown Deer Rd.  
Brown Deer, WI 53223

Agenda

*The LDAC reserves the right to take action on any of the items listed below.*

1. Call to order and welcome.
2. Additional agenda items/adoption of agenda.
3. Approval of minutes for the March 7, 2024 LDAC meeting.

Action

Action

[Attachment A](#)

### Topics Requiring Action or Discussion.

4. Discussion: Library board training and resources.
  - a. [Trustee training needs and resources.](#)
  - b. Developing coordinated, shared talking points for advocacy to local officials.

[Attachment B](#)

### Technology

5. Aspen Discovery update.

[Attachment C](#)

6. MCFLS internal phone system changes and off-hours contact.

### Informational.

7. MCFLS and member library staff visited the Community Reintegration Center on March 19. Report and follow up.
8. Report from the Public Library Association conference held April 3 – 5 in Columbus, OH.
9. MCFLS strategic plan update.
10. Draft of MCFLS Communication plan.

[Attachment D](#)

### Additional Business

### Member Library Updates

#### Sub-committee agendas and minutes

Circulation Services—Agenda and minutes available at <https://mcfls.libguides.com/circulation/meetings>

Youth Services—Agenda and minutes available at <https://mcfls.libguides.com/youth/meetings>

Young Adult Services—Agenda and minutes available at <https://mcfls.libguides.com/youth/yameetings>

Adult and Reference Services—Agenda and minutes available at <https://mcfls.libguides.com/adult/meetings>

### Next Meeting

Scheduled for Thursday, May 9 at Franklin Public Library.

### Adjournment

Milwaukee County Federated Library System  
Library Directors Advisory Council  
Regular Monthly Meeting held Thursday, March 7<sup>th</sup>, 2024  
10:00am –12:00pm  
Via Zoom meeting software

Present: Nyama Reed, Chair and Whitefish Bay Public Library  
Tristan Boswell, South Milwaukee Public Library  
Amy Krahn, St. Francis Public Library  
Dana Andersen-Kopczyk, Brown Deer Public Library  
Marian Royal, Milwaukee Public Library  
Pete Loeffel, Wauwatosa Public Library  
Brian Van Klooster, Greendale Public Library  
Hayley Johnson, Shorewood Public Library  
Jennifer Loeffel, Franklin Public Library  
Beth Henika, Milwaukee Public Library  
Michael Koszalka, West Allis Public Library  
Stephanie Lewin-Lane, Hales Corner Public Library  
Jill Lininger, Oak Creek Public Library  
Jennifer Einwalter, Greenfield Public Library

Excused: Rhonda Gould, North Shore Library  
Rebecca Roepke, Cudahy Family Library

MCFLS Staff: Steve Heser, Director  
Brittney Hornung, Business Manager  
Jennifer Schmidt, Library Systems Administrator

Guests: Sara Gold, WILS

Call to Order.

Chair Reed called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees Library Directors Advisory Council to order at 10:01 a.m.

Additional Agenda Items/Adoption of Agenda.

Director Heser added an update on the Marcus Theater award and discussion on bomb threat procedures.

Chair Reed added in legal name vs chosen name for Transgender patrons.

Dana Anderson-Kopczyk motioned and Amy Krahn seconded the motion to adopt the additional agenda items and approve the agenda as presented. Unanimously approved.

Approval of Minutes for the February 1<sup>st</sup>, 2024 LDAC Meeting.

Chair Reed referred to the minutes of the February 1<sup>st</sup>, 2024 meeting shown as Attachment A of the agenda packet. Marian Royal motioned and Amy Krahn seconded the motion to approve the minutes as presented. Unanimously approved.

Sara Gold from WiLS will join us to provide an update on cooperative purchasing and developments with a possible NY Times subscription.

Director Hesper introduced Sara Gold from WiLS to share a presentation shown as Attachment B of the Agenda Packet. Sara Gold gave a brief background of WiLS and what they can do for the member libraries. One of the main services WiLS provides for libraries is cooperative purchasing which helps with negotiated discounts from vendors used throughout the state as well as a subscription management portal. Some other services provided are consulting services, digital projects, collection services and event management. Sara Gold gave an update on the NY Times subscription possibility and other subscriptions in the works for contracts. Director Hesper asked about the LearningExpress Library being discontinued and quotes through WiLS for pricing. WiLS will be trying to reach out for price quotes for this and Beanstack for individual libraries. There is also a similar vendor called Squared that will be priced per library and shared in an announcement from WiLS. Sara Gold shared that all of this information is shared to libraries who subscribe to WiLS and this process will be shared out along with the presentation to all libraries.

#### TOPICS REQUIRING ACTION OR DISCUSSION

Discussion: LearningExpress Library is being discontinued through Badgerlink as of July 1. Review of statistics and discussion of possible alternatives.

Director Hesper a review of LearningExpress Library usage statistics from Badgerlink shown as Attachment C of the Agenda packet. Along with these statistics are suggestions for alternatives to different subscriptions or free resources. Director Hesper asked what the thoughts are from the libraries and if there is interest in pursuing individual contracts or alternatives to this resource. Discussion ensued. Director Hesper will research quotes for alternatives to this resource.

Review of the 2023 MCFLS Annual Report.

Director Hesper presented the draft of the public library system annual report shown as Attachment D of the Agenda packet. Director Hesper walked through the report noting the grant reimbursement that were paid out in 2022 but received payment in 2023, other grant activities, collaboration activities, and budget information. Amy Krahn asked if this can be shared with library boards. If a copy is needed for sharing, please let Director Hesper know and it will be sent.

#### TECHNOLOGY

Discussion: Collection HQ integration into workflows. Training scheduled for October 9.

Director Hesper shared a review of a discussion recently with Collection HQ on training for libraries to help integrate into workflows at each library. There are a few power users in the system and are looking to help get more libraries training on utilizing Collection HQ. Beth Henika shared how responsive Collection HQ is and how helpful they have been to MPL. Chair Reed asked for a discussion on how some of the power user libraries utilize Collection HQ and how this resource helps them. Discussion ensued.

[Jill Lininger left the meeting at 10:45 a.m.]

Automatic card renewal with Patron Point Verify has gone live as of late February. Review of initial performance and feedback.

Director Hesper shared a performance review of the new automatic card renewal shown as Attachment E of the Agenda packet. It is being utilized by many patrons so far but also has some patrons already unsubscribing from the process and asked for feedback from the libraries. There is a report being used to show use of the service by municipality and how many patrons have been renewed, this will be shared out to everyone. So far there have been roughly 2,300 patrons total who have been automatically renewed. Tristan Boswell shared that they have not heard any feedback but they worked to prepare their patrons ahead of time that this would be happening and what to look for.

## INFORMATIONAL

### All of Us Virtual Library Center update.

Director Hesper shared updates on the All of Us Virtual Library Center. Both boxes are ready to be checked out and used by the member libraries and the Froedtert box has already been checked out. The MKE Mixer group is working to create a summary and information related to these boxes before posting on the mixer website for checkout. There will be a meeting arranged for the MKE mixer staff and Froedtert staff to discuss programming that can be used with the boxes along with programming instructions. Amy Krahn shared that several mixer committee members are talking about stepping down so they are looking for more members. It is not a huge time commitment so if any staff members are interested please join.

### Open invitation to join us to meet with the County Community Reintegration Center staff on March 19 at 11 am. Possible areas of collaboration on new materials, electronic resources, library cards and volunteering.

Director Hesper shared a review of an initial meeting held recently with center staff on collaboration ideas. There will be another meeting held on March 19<sup>th</sup> at 11:00 a.m. at the County Department of Corrections Facility in Franklin, which is open to anyone interested in helping the reintegration center. There are several services they need help with such as workforce development, job or resume help and other reintegration processes. Any suggestions on ideas or resources through a partnership with the libraries would be helpful. Also in discussion is financial assistance for new materials from the library system. Incarcerated residents have access to tablets so electronic resources through library cards are another possible option. They also do not have a process for tracking physical materials checked out that then ends up lost and could use ideas to help this issue. Marian Royal shared that someone from their Education and Outreach team may be joining. Stephanie Lewin-Lane also is hoping to attend.

### Marketing: Update on Adult Literacy Campaign. Literacy Services of Wisconsin is looking for library host sites.

Director Hesper shared the landing page for the adult literacy campaign featuring The Juice and Reading Horizons. Currently there are 60 signups for The Juice after posts on social media advertising. A representative with The Juice will be coming to Central Library March 18<sup>th</sup> at 1:00 p.m. to share promotional information and demos.

## ADDITIONAL AGENDA ITEMS

### Use of legal name vs chosen name for patrons

Chair Reed brought to attention the topic of the use of nick-name field in patron point vs legal name in Patron Point. If someone does not use their legal name, it might impact automatic card renewals. An example is transgender young adults being able to use a chosen name vs the legal name because the use

of the legal name can be upsetting. Also adjusting the language of nickname to chosen name as it a more official form of name designation. Amy Krahn also shared sentiment in the importance of this topic for staff members as well and if they would be able to just have the chosen name listed with the option for staff to add a note with legal name so they would not have to see it. Jen Schmidt shared some options discussed with innovative and the option of making the preferred name the standard field and the legal name being the secondary variable. Discussion ensued. Jen Schmidt is going to look into this change and what this might also look like when switching to Aspen. Director Hesper will add this topic to the next scheduled LDAC meeting in May.

#### Marcus Theater/United Way donation collaboration

Director Hesper shared the Marcus Theater/United Way and MCFLS menstrual donation collaboration was nominated and won an award for the success. A representative from MCFLS is requested to attend the award ceremony to accept the award. Dana Andersen-Kopczyk requested that Nicole from Brown Deer be able to attend and accept the award. Amy Krahn shared enthusiasm with how successful the drive was and how surprised their staff was for participation from their patrons.

#### Discussion on bomb threat procedures

Director Hesper shared that North Shore received a bomb threat last Friday and is looking to see if any other library has a procedure for handling this situation. Discussion ensued. Tristan Boswell shared the procedure used at South Milwaukee for emergency preparedness and will send out to the other libraries.

#### MEMBER LIBRARY UPDATES

Milwaukee Public Library- Currently have an application for entrepreneur in residence program to work within the library at their business commons to help entrepreneurs in the area get started. There is a display set up called "I am not invisible" for women's history month and on Saturday March 9<sup>th</sup> there will be an open house in the rare books room to view rare Japanese art.

Hales Corner- Received a WILS grant for a learning garden which is being followed on their blog post,

Whitefish Bay- Are offering reference assistant sub positions to current staff with different pay rates to cross train and utilize when short staffed.

#### SUB-COMMITTEE AGENDAS AND MINUTES.

Circulation Services—Agenda and minutes available at <https://mcfls.libguides.com/circulation/meetings>

Youth Services—Agenda and minutes available at <https://mcfls.libguides.com/youth/meetings>

Young Adult Services—Agenda and minutes available at <https://mcfls.libguides.com/youth/yameetings>

Adult and Reference Services—Agenda and minutes available at <https://mcfls.libguides.com/adult/meetings>

#### Next meeting

Scheduled for Thursday, April 11<sup>th</sup>, 2024 10:00 am, at UW-Milwaukee SOIS, 2025 E Newport Ave, Milwaukee WI 53211 with a tour to follow the meeting. Parking information will be sent out with the agenda as it is very specific.

With no further business, Stephanie Lewin-Lane motioned, and Dana Anderson-Kopczyk seconded to adjourn the meeting at 11:40 am. Unanimously approved.

## TALKING POINTS FOR PUBLIC LIBRARY BOARDS TO USE WITH LOCAL ELECTED OFFICIALS

Here are some talking points that library boards can use to advocate for libraries:

1. **Community Impact:** Highlight the significant impact the library has on the local community. Discuss how libraries serve as vital community hubs, providing access to information, resources, educational opportunities, and cultural enrichment for people of all ages and backgrounds.
2. **Education and Literacy:** Emphasize the role of the library in promoting literacy and supporting education. Discuss programs and services such as early childhood literacy initiatives, homework help, tutoring services, and adult education programs that contribute to lifelong learning.
3. **Digital Inclusion:** Address the importance of bridging the digital divide and providing access to technology and the internet for those who may not have it at home. Highlight the library's role in offering computers, Wi-Fi access, digital literacy classes, and assistance with online resources.
4. **Economic Development:** Discuss how libraries contribute to local economic development by providing resources and support for job seekers, entrepreneurs, and small businesses. Highlight programs such as resume assistance, career workshops, business development resources, and support for startups.
5. **Social Equity and Inclusion:** Stress the library's commitment to equity, diversity, and inclusion. Discuss initiatives to serve underserved and marginalized populations, including outreach programs, multicultural collections, and initiatives to make the library a welcoming and inclusive space for all.
6. **Cultural Enrichment:** Highlight the role of the library in promoting culture, creativity, and the arts. Discuss programs such as author readings, art exhibits, film screenings, and workshops that enrich the cultural life of the community.
7. **Health and Wellness:** Discuss the library's role in promoting health and wellness through programs and resources that support physical and mental well-being. Highlight initiatives such as health information services, fitness classes, wellness workshops, and mental health resources.
8. **Partnerships and Collaboration:** Emphasize the importance of partnerships and collaboration with other community organizations, schools, businesses, and government agencies. Highlight examples of successful collaborations and discuss how continued support for the library can strengthen these partnerships and benefit the community as a whole.
9. **Evidence-Based Decision Making:** Provide data and evidence to support the value of libraries in the community. Share statistics on library usage, program attendance, circulation numbers, and other relevant metrics to demonstrate the library's impact and effectiveness.
10. **Future Needs and Challenges:** Discuss future needs and challenges facing the library, such as infrastructure improvements, technology upgrades, staffing needs, and evolving community needs. Emphasize the importance of continued support and investment to ensure that the library can continue to meet the needs of the community now and in the future.

## CountyCat Help

- [FAQs for the Next Catalog](#)
- [Import Your Reading History](#)
- [Import Your Lists](#)
- [Linking Accounts](#)
- [Gettings Started with Your Account](#)

# A NEW COUNTYCAT IS COMING IN JUNE 2024

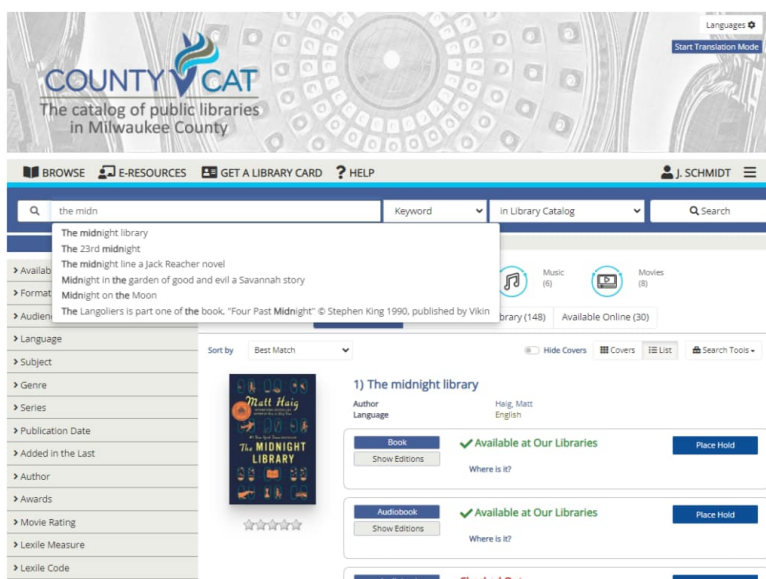
## Get ready for an improved catalog experience in June 2024.

CountyCat, the online catalog of all the public libraries in Milwaukee County, will soon have an updated interface with new features that allow you to do such things as

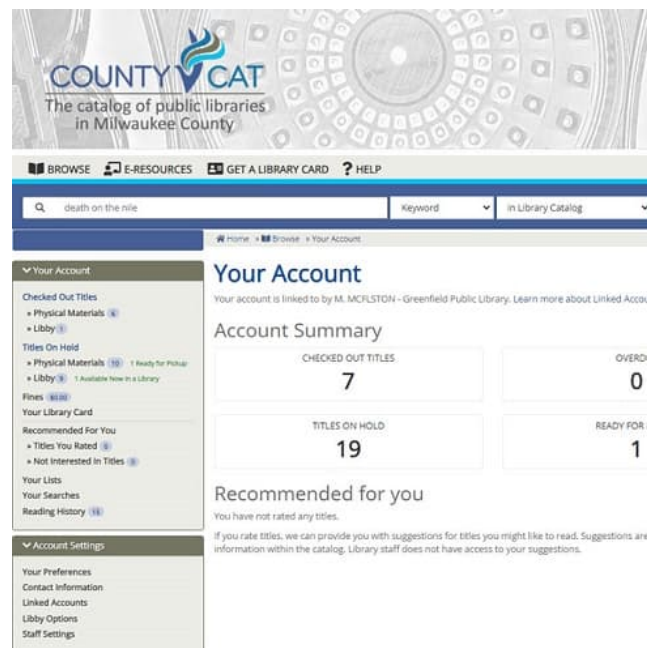
- Browse collections online
- View multiple formats of a title grouped together in one place
- See search suggestions automatically to help you avoid spelling errors
- Manage Libby holds, check out Libby titles AND access your Libby reading history
- Link multiple family accounts together and pay fines online for all linked accounts
- Get title suggestions from the “While You Wait” feature that appears after you place a hold

In addition, each of our libraries will have their own CountyCat catalog version. Residents still have access to our full CountyCat catalog collection but now local copies display first and more prominently.

Here are some screenshots to get you excited for the upcoming catalog. **Click an image to see a larger version.**



CountyCat Will Offer Search Suggestions



The Patron Account In CountyCat



1) The midnight library

Author: Haig, Matt  
Language: English

- Book**: Available at Our Libraries. Place Hold
- Audiobook**: Available at Our Libraries. Place Hold
- eAudiobook**: Checked Out. 9 copies, 764 people are on the wait list. Place Hold Libby
- eBook**: Checked Out. 21 copies, 678 people are on the wait list. Place Hold Libby
- Kindle**: Checked Out. 21 copies, 678 people are on the wait list. Place Hold Libby
- Large Print**: Available at Our Libraries. Place Hold

"Between life and death there is a library, and within that library, the shelves go on forever. Every book provides a chance to try another life you could have lived. To see how things would be if you had made other choices... Would you have done anything different, if you had the chance to undo your regrets? A dazzling novel about all the choices that go into a life well lived, from the internationally bestselling author of Reasons to Stay Alive..."

Beat cancer kitchen : deliciously simple plant-based anticancer recipes /

Your hold was placed successfully.

Once the title arrives at your library you will receive a notification informing you that the title is ready for you.

While You Wait

- the cancer diet cookbook
- NOURISH
- Cancer Treatment Nutrition Guide & Cookbook

Close

The While You Wait Feature Offers Up Other 'Like' Tit

Multiple Formats Are Grouped Together

Greenfield Public Library

COUNTY CAT  
The catalog of public libraries in Milwaukee County

BROWSE E-RESOURCES EVENTS GET A LIBRARY CARD HELP

Popular Items

DREAM SCENARIO  
FREELANCE  
ANYONE BUT YOU  
I.S.S.

Your Home Library Will Have Its Own Branded CountyCat

Greenfield Public Library

cheddar off dead

Narrow Your Results

1) Cheddar off dead

Author: Buckley, Julia  
Language: English

Book: Available at Our Libraries

Greenfield - Paperbacks  
F BUC  
1 available

Where is it?

2) Pudding up with murder

Author: Buckley, Julia

Local Copies And Content Are Set To Appear First Within Libr  
Catalogs

**Q: WHY A NEW CATALOG?**

The software behind the current CountyCat is being discontinued. At the same time, we want to offer a more user-friendly catalog with an easy-to-use browsing experience.


The functions you expect, like placing holds and managing your account will remain. The catalog will showcase the unique items in our libraries' collections.

**Q: HOW WILL THE NEW CATALOG BE DIFFERENT?**

- You will be able to see all formats of a title grouped together, to see, at a glance what the library has to offer.
- You will have access to your Libby reading history.
- You will be able to manage family library accounts and pay fines all in one place.
- You will be able to browse for bestsellers and new materials online.

**Q: WHEN CAN I EXPECT TO SEE CHANGES?**

We will post a preview on the current CountyCat, May 15th. The new CountyCat will be fully implemented on **June 15th**.



**COUNTY CAT**  
The catalog of public libraries  
in Milwaukee County

**A new catalog is coming  
JUNE 2024**

**Q: WILL I NEED TO CHANGE MY ACCOUNT?**

No. Your current account will be migrated over to the new system automatically. Your card number and PIN remains the same. We will provide instructions to help you transfer over your lists and reading history.

**Q: DOES THE MOBILE APP CHANGE?**

The CountyCat app remains the same. You will be able to continue to use it as you do now with no interruption.

**TRANSFER** over your reading history and lists

**BROWSE** Collections easily online

**SEE ALL FORMATS** of your favorite title

**KEEP TRACK** of what you've read

**LINK AND MANAGE** family accounts

**RATE TITLES** and get customized recommendations



**COUNTY CAT**  
The catalog of public libraries  
in Milwaukee County



**DISCOVER MORE**

## COMMUNICATION POLICY FOR THE MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM

Effective communication is fundamental to the success of our library system. This policy outlines the guidelines and channels for communication within the organization to ensure clarity, efficiency, and collaboration among staff members and member libraries.

### COMMUNICATION CHANNELS

#### ALL-STAFF COMMUNICATION

- General announcements, updates, and information relevant to all staff members will be disseminated through the MCFLS Notification email distribution list, posted on the MCFLS Libguides site, and/or communicated through LDAC subcommittee meetings.
- Important updates, policy changes, and event information will be shared via the MCFLS Notification email distribution list.

#### LIBRARY DIRECTORS ADVISORY COUNCIL (LDAC) COMMUNICATION

- Sensitive or confidential information, financial details, and high-level decision-making will be communicated directly to LDAC committee members.
- LDAC meetings will serve as a forum for in-depth discussions on strategic initiatives, financial matters, and long-term planning.

#### LDAC SUBCOMMITTEE MEETINGS

- Regular LDAC subcommittee meetings will be held to discuss operational updates, share information, and address concerns.

#### EMERGENCY COMMUNICATION

- In an emergency, critical information will be communicated promptly to all staff members through multiple channels, including email, telephone and in-person communication.

#### FEEDBACK MECHANISM

- MCFLS uses an open-door policy, and all member library staff are encouraged to share feedback, ideas, and concerns with their immediate supervisors regarding system communication.

#### TRAINING AND DEVELOPMENT

- Information related to professional development opportunities, training sessions, and workshops will be communicated through the MCFLS Notification list to encourage continuous learning.

By adhering to this communication policy, MCFLS aims to maintain transparency, promote collaboration, and ensure that all staff at member libraries are well-informed and contribute to the overall success and growth of the system.