

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, October 4th, 2018
9:00 – 11:30 AM

This meeting will be held in a meeting room of the
Wauwatosa Public Library
7635 W North Ave
Wauwatosa, WI 53213

Agenda

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

1. Call to order
2. Additional agenda items/adoption of agenda
3. Approval of minutes for the September 6th, 2018 LDAC meeting
Action Attachment A Page 3
4. 2019 MCFLS System Plan
Attachment B Page 11
5. MCFLS Strategic Planning update
6. 2019 LDAC meeting locations
Attachment C Page 19

7. CollectionHQ update

Attachment D Page 20

8. 2018/19 MCFLS Training Schedule

Distributed at meeting

9. Encore discussion

- a. Encore upgrade October 17th
- b. Encore articles discussion

10. MCFLS Emergency Help Desk Assistance

Attachment E Page 23

11. Review of WPLC Instant Digital Card concept

Attachment F Page 24

12. Follow up on WLS Cooperative Purchasing discussion. Information on Discounts.

Attachment G Page 26

13. Additional business

14. Member library updates

Sub-committee agendas and minutes

Circulation Services— Agenda and minutes available at

<http://www.mcfls.org/staff-circ-services-comm.asp>

Youth Services— Agenda and minutes available at

<http://www.mcfls.org/staff-youth-services-comm.asp>

Young Adult Services— Agenda and minutes available at

<http://www.mcfls.org/staff-young-adult-services-comm.asp>

Adult and Reference Services— Agenda and minutes available at

<http://www.mcfls.org/staff-reference-comm.asp>.

The next meeting is scheduled for Thursday, November 1st, 2018, at the Franklin Public Library, 9151 W. Loomis Rd., Franklin, WI 53132.

Milwaukee County Federated Library System
 Library Directors Advisory Council
 Regular Monthly Meeting held Thursday, September 6, 2018
 Whitefish Bay Public Library
 5420 N. Marlborough Dr.
 Whitefish Bay, WI 53217

- Present: Pat Laughlin, Chair, Hales Corners Library
 Rachel Arndt, Milwaukee Public Library
 Nan Champe, South Milwaukee Public Library
 Rachel Collins, Shorewood Public Library
 Susan Draeger-Anderson, North Shore Library
 Amy Krahm, St. Francis Public Library
 Jill Lininger, Oak Creek Public Library
 Jennifer Loeffel, Franklin Public Library
 Pete Loeffel, Wauwatosa Public Library
 Judy Pinger, Milwaukee Public Library
 Nyama Reed, Whitefish Bay Public Library
 Brian Williams-VanKlooster, Greendale Public Library
- Excused: Dana Andersen-Kopczyk, Brown Deer
 Sheila O'Brien, Greenfield Public Library
 Rebecca Roepke, Cudahy Family Library
- Absent: Michael Koszalka, West Allis
- MCFLS Staff: Steve Hesel, Director
 Judy Kaniasty, Business Manager
 Jennifer Schmidt, Library Systems Administrator
- Others: Emily Alford, Greenfield Public Library/Young Adult Services Committee
 Barbara Alvarez, North Shore Library/Adult & Reference Services Committee
 Theresa Hoge, Whitefish Bay Public Library
 Anne Kissinger, Wauwatosa Public Library/Youth Services Committee
 Jamie Mercer, Cudahy Family Library/Youth Services Committee
 Jessica Morris/ St. Francis Public Library/Mke Mixers Committee
 Kellie Nimphius, Oak Creek Public Library/Circulation Services Committee.

Call to Order. The regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees' Library Directors Advisory Council was called to order by Chair Laughlin at 9:02 a.m. Since many visitors were in attendance, everyone introduced themselves. Chair Laughlin thanked Whitefish Bay for hosting the meeting.

Additional Agenda Items/Adoption of Agenda. Chair Laughlin inquired whether there were any additions to the agenda. The following topics were suggested:

- Wifi Hotspots/Steve Hesel

- WPLC Selection Team Member/Steve Hesel
- MCFLS Strategic Plan/Steve Hesel
- Moving Article Content out of Encore/Jennifer Schmidt

Nyama Reed moved and Rachel Collins seconded a motion to modify the agenda to add the topics suggested. Unanimously approved.

Approval of Minutes. Chair Laughlin referred to the minutes of the August 2, 2018 meeting which are shown as Attachment A of the agenda packet. Rachel Collins noted a correction to the Shorewood Local Library Update on Page 5—second line--Shorewood Historical Society instead of National Historical Society. It was also noted that Michael Koszalka's first name was misspelled. Susan Draeger-Anderson moved and Amy Krahn seconded a motion to approve the minutes as modified. Unanimously approved.

Youth Services Committee. Anne Kissinger and Jamie Mercer reviewed the proposed 2018-2019 program schedule which is shown as Attachment B of the agenda packet noting that the February dates have been changed to February 19 and 20, 2019.

Young Adult Services Committee. Emily Alford reviewed the proposed 2018-2019 program schedule shown as Attachment C of the agenda packet.

Adult and Reference Services Committee. Barbara Alvarez reviewed the proposed 2018-2019 Program. Attachment D of the agenda packet noting that David Kelsey will not be a presenter at the September 24, 2018 meeting and that Ryan Dowd will not be presenting at the March 25, 2019 meeting due to conflicts.

Circulation Services Committee. Kellie Nimphius reviewed the proposed 2018-2019 Program Schedule which is shown as Attachment E of the agenda packet.

MKE Mixers 2018-2019 Meeting Schedule and Proposed Budget. Jessica Norris reported that the MKE Mixers Committee is new and she reviewed the proposed 2018-2019 meeting schedule and referred to the proposed budget which is shown as Attachment F of the agenda packet. Jessica reported that 71 mixer boxes have circulated in one year and that the Committee is always looking for additional members.

Nyama Reed moved and Rachel Collins seconded a motion to approve all of the proposed Committee program schedules as presented and it was noted that the programming looks well thought out and worthwhile. Unanimously approved.

Nyama Reed moved and Brian Williams-Vanklooster seconded a motion to approve the MKE Mixers budget as presented. Unanimously approved.

Evaluating Options for CountyCat Mobile. Jennifer Schmidt provided a visual presentation of a few options which are being considered for the MCFLS mobile presence for informational purposes since the current product has been offered for a number of years and it is always good to look at what is new and available. A chart of vendors/products along with features/options of the three finalists MCFLS would consider will be prepared and distributed which then can be discussed in detail at a future LDAC meeting as well as demos scheduled of them in the future. Steve Hesel noted that discussion of this topic will be part of the Strategic Planning process for budgeting purposes.

BREAK

Sierra Update:

LibraryNOW and Seton Catholic students. Jennifer Schmidt reviewed the contents of Attachment G of the agenda packet for informational purposes. Judy Pinger reported that MPL has experienced an 80% increase in electronic database usage and it is believed that the LibraryNow students are responsible for the uptick in usage.

August 27 upgrade to Sierra 3.4 follow-up. Jennifer Schmidt reported that she was happy with the relatively smooth upgrade which is needed before the Encore upgrade which will be scheduled for the near future. Database maintenance was slightly affected in terms of brief bib templates and copy orders but that has been corrected.

CollectionHQ Update. Steve Hesar reported that the reports were made available August 27 and that training will be held soon; when scheduled he will send out an email to all with information regarding when and where. [After this meeting, the training was scheduled for Wednesday, September 19 at 10 a.m. at Shorewood Public Library.] Data uploads will occur every first Thursday of the month during off-hours moving forward. This topic will be placed on next month's agenda for follow-up. Steve will acquire a recorded training session for those staff that are unable to attend and for reference/refresher purposes for those that attend. Steve Hesar commented that he plans on putting this expense in the 2019 budget depending upon usage and whether it is desired.

CFRA Marketwatch. Steve Hesar noted that due to the cost of NetAdvantage, only four member libraries continue to be interested and the 2019 quote shows a \$900 annual increase to \$14,900 so he has been looking for options and a competitor to S&P -- CFRA Marketwatch (which uses S&P data) has a price of \$8,000 a year for all system members so he is gauging interest in a possible system-wide subscription. Attachment H of the agenda packet describes the new product being considered along with the costs for each member library. Discussion ensued and many were in favor of the new product which is cheaper and has usage statistics and a mobile app. Steve Hesar will send out an email outlining details and inquiring about interest to move forward with the new option.

Transparent Language. Steve Hesar reported that at the WPLC Board meeting the possibility of a statewide subscription through WPLC to Transparent Language was discussed. The statewide cost would be \$34,500 and MCFLS's portion could be 16.5% or \$5,700. WPLC is waiting to hear back on how many of the library systems are interested in proceeding. Milwaukee Public Library is committed to Pronunciator due to a citizenship component but feels Transparent is comparable to Mango. Brian Williams-VanKlooster feels Transparent is better than Mango after researching the product. Steve Hesar offered MCFLS to pay for the cost in 2019 if there is interest by member libraries.

Possible cooperative purchasing through WILS. Steve Hesar distributed a handout, shown as Exhibit 1 attached to these minutes relating to the WILS Cooperative Purchasing Services and the participating vendors. The cost for each member library is \$200 and Steve Hesar feels MCFLS could pay for member library annual subscriptions if there is interest. Discussion ensued and it was suggested that MCFLS could go to desired vendors and seek discounts outside of this scenario. It was decided that research be done on the vendors, what products would be desired to purchase and the process of how the WILS scenario works with vendor payments, etc. and to come back to this topic at a future meeting.

Additional Business.

Wifi Hotspots. Steve Hesel reported that he has talked to a few cellular vendors regarding purchasing wifi hotspots for member libraries to use when doing off-site registrations by staff and he plans on including this in the MCFLS budget for 2019 since there is some interest by member libraries for this service.

WPLC Selection Team Member. Steve Hesel reported that MCFLS has two representatives serving on the WPLC Selection Team—Jackie Potratz from Milwaukee and the other seat has become vacant; he is looking for a replacement hopefully from a suburban library. Steve will send out an email detailing the time commitment and he hopes to hear back that there is someone interested in representing MCFLS in this capacity.

MCFLS Strategic Plan. Steve Hesel reported that he took the strategic plan consultant ideas to the MCFLS Board and they have decided to seek revised costs on a plan containing the same components since the original bids were based on different things. The goal is to have a final Strategic Plan by April, 2019. Steve plans to have the MCFLS Board review the three proposals and to take action to move forward with one at their next meeting.

Moving Article Content out of Encore. Jennifer Schmidt questioned whether it is desirable to move article content out of Encore searches? Currently after three holdings are listed, associated articles are shown and then additional titles held by member libraries continues and some patrons find that confusing. Jennifer suggests perhaps those articles be moved to an article tab or to add an icon, however it is wondered whether patrons will ever look there for those items. Discussion ensued regarding making articles a different color and ranking articles so they don't come before more related holdings, and it was decided to have the Adult & Reference Services Committee consider this topic and report back to the LDAC at a future meeting for further discussion.

Member Library Updates. [Rachel Collins left at this point in the meeting.]

Hales Corners – Pat Laughlin reported she is working on her 2019 budget.

Oak Creek- Jill Lininger reported she is interviewing for a vacant position for mid-October.

Whitefish Bay- Nyama Reed reported she is working on her 2019 budget which looks to be challenging.

North Shore – Susan Draeger-Anderson reported that a summer intergenerational pen pal program was a huge success with patrons with a fun picnic to end the project.

Franklin- Jennifer Loeffel reported that TBS MyPC installation is complete and things are running well.

Shorewood – Rachel Collins reported she has completed a five year contract with OCE and that a security data kit was added. A UWM SLIS professional immersion day was held with 30 master's degree students and staff. The budget process is underway with new Village employees.

Milwaukee – Judy Pinger reported that the Gordon Fleisch/MyPC conversion took place on the 27th with seamless technology, however SAM customization is causing some struggles.

Greendale – Brian Williams-VanKlooster reported that the Greendale School District has sent over 2000 student names for inclusion into Sierra. This school/public library partnership was positively received in the community.

Sub-Committee Agendas and Minutes. Links provided on the agenda for the Circulation Services, Youth Services, Young Adult Services and Adult & Reference Services Committees agendas and minutes.

Next Meeting. Scheduled for Thursday, October 4, 2018 at the Wauwatosa Public Library, 7635 W. North Avenue, Wauwatosa, WI 53213. Chair Laughlin noted she will not be able to attend this meeting and Nyama Reed volunteered to chair the meeting in her absence.

Adjournment. With no further business to be addressed, Brian Williams-VanKlooster moved and Susan Draeger-Anderson seconded a motion to adjourn the meeting at 11:52 a.m.


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*Exhibit 1 to Minutes (09/06/18)
Attachment A (10/04/18)
Page 1 of 3*

- [Britannica](#)
- [Brodart](#)
- [Business Expert Press and Momentum Press](#)
- [c.Cal Design](#)
- [Capstone](#)
- [Centurion Technologies](#)
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- [Swank Motion Pictures](#)
- [Symbology, Inc.](#)
- [Tantor Audiobooks](#)
- [Taylor and Francis](#)
- [The Chronicle of Higher Education](#)
- [The Library Store, Inc](#)
- [The Team W](#)
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GENERAL INFORMATION

Library System

Milwaukee County Federated Library System

Describe demographic, economic, and other facts about your system that influenced the development of this and other system plans.

The Milwaukee County Federated Library System (MCFLS) consists of 15 member libraries, 18 communities, and 28 library locations serving more than 950,000 people.

Although Milwaukee County makes up just under 2% of the square mileage in Wisconsin, more than 16% of the population lives there. Population density is almost ten times the state average. Additionally, every community but one (West Milwaukee) directly supports a municipal library. Because the member libraries are so close to each other with no rural areas in between, MCFLS member libraries need to work together closely to meet the needs of a population that often doesn't notice or understand the differences between each library. This has affected the development of this plan and other plans--most directly the most recent MCFLS strategic plan, which sought to provide additional services to be shared equitably by all member libraries. MCFLS will complete additional strategic planning later in 2018 through 2019 to inform budget priorities for member contracts and provide a strong foundation to provide system services for all county residents.

Along with a much higher density in the system, Milwaukee County has significant diversity, both racially and socio-economically. Milwaukee County is 27% African-American and 15% Hispanic origin, both of which are much higher than in the state as a whole. The County also faces a higher poverty level than the state as a whole, and the median household income of \$45,263 is only 83% of the state-wide level of \$54,610. These circumstances directly affect how member libraries are used. Members discuss the need for removing barriers to access caused by excessive fines. Also, use of digital and streaming media is affected by the demographic characteristics in the county, with lower-than-average circulation of Overdrive titles. The system partners with member libraries to provide access to online courses in an effort to provide job training.

Additionally, all member libraries in Milwaukee County have directors at the Grade 1 level, and no 2017 MCFLS library expenditures were below \$500,000. The size of the member libraries, and their resulting resource levels, means MCFLS does not provide services other systems in the state may provide out of necessity. For instance, it is unusual for MCFLS staff to offer a great deal of consulting help on hiring issues simply because member libraries are well staffed and supported by their municipalities to provide this service.

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

As part of the MCFLS strategic plan, member libraries identified several areas of need for the system to concentrate on. In 2018, MCFLS has devoted significant funds to streaming movies, music, and graphic novels to meet member library needs. Although the service has been popular, rising costs force the system and members to continually re-evaluate this investment.

Many of the member library communities are struggling with revenue for their library. Although state aid for MCFLS has increased recently, member libraries and MCFLS struggle to balance the need for new services with existing financial commitments. The current set of contracts for the member libraries provides increased services but has shifted some costs to members which were previously managed through the system. Many member libraries rely heavily on MCFLS reciprocal borrowing and resource library payments; these payments provide important services for member libraries directly. The larger impact is that while these contracts provide some relief to member libraries, system services may suffer in comparison to others within the state.

Describe the planning environment and process under which this and other system plans were developed. Include how member libraries are involved in plan development and review and whether your system has a formally appointed advisory committee. If an advisory committee is appointed under Wis. Stat. § 43.17(2m), how are appointments made, meetings posted, and how does the committee report to the board? (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

The Library Director's Advisory Council (LDAC) has significant ongoing input on system planning and reviews the system plan annually. The MCFLS Board of Trustees reviews and approves the plan along with providing input on MCFLS strategic initiatives throughout the year. Previously submitted planning documents include the Milwaukee County Federated Library System Strategic Plan, the Interlibrary Services Contract with the Milwaukee Public Library, the 2016-2019 Cataloging

GENERAL INFORMATION (cont'd.)

Contract, the MCFLS Membership Agreement, the 2016-2019 ILS, Resource Sharing, and Technology Agreement, and the 2016-2019 Resource Library Agreement.

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 **2019**. 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

- ☒ (a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4. with all member libraries.
- ☒ A copy of the agreement with a list of all members signing and the dates signed provided to the division by January 15.

Resource Library Agreement

- ☒ (b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- ☒ A signed copy of the resource library agreement will be provided to the division by January 15.

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 this service 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.

MCFLS contracts with the Milwaukee Public Library to provide back-up reference as the system resource library. As part of the 2016-2019 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 360 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;
- *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 38% 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 2019.

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

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

*MCFLS has plans to provide WiFi hotspots to member libraries for remote access to the MCFLS network to allow for patron registration off site at schools, fairs, farmers' markets, etc.

*MCFLS will upgrade its website to Wordpress and knowledgebase to LibGuides CMS to better serve staff needs for information related to procedures and system policies.

	ASSURANCES (cont'd.)	
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*Pending completion of the 2018-19 strategic planning process, the system will investigate alternatives to its current discovery layer and mobile catalog solutions.

Inservice Training

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

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 director assumes primary responsibility for continuing education planning, with MCFLS staff reviewing CE hours related to member library director certification. MCFLS also provides more than a dozen 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 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 again offering a set of training sessions designed to improve staff knowledge of the Sierra ILS and electronic resources offered throughout the system. Last year we offered basic circulation and cataloging training for staff and we plan on building on that training.

List specific staff and resources dedicated to this requirement and/or contract arrangements with other libraries or systems.**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 Action Logistics. MCFLS fully funds this service 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.

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

* MCFLS plans an upgrade to its website using Wordpress and communication to staff with a conversion of our knowledgebase to LibGuides CMS.

Service Agreements

- ☒ Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- ☒ A copy of the agreement with adjacent systems with a list of all systems signing the agreement will be provided to the division by January 15.

ASSURANCES (cont'd.)

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. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.
- ☒ Other types of libraries in the system area have had an opportunity to review and comment on the plan.

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.
- ☒ Member public libraries and other types of libraries in the system area have had an opportunity to review and comment on the plan.
- ☒ By January 1, 2019, the system's current plan for library technology and resource sharing or changes to the current plan will be submitted to the division.

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

Professional Consultation

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

Specifically identify consultants, their service areas, and related activities.

MCFLS staff provide direct consulting to member libraries. The MCFLS director consults libraries on staffing, legal issues, continuing education, library boards, and the annual report. The MCFLS network manager consults with member libraries on all technology-related questions, including full inventories of member library equipment. He also assists libraries with upgrades and direct management of library equipment. The MCFLS ILS administrator consults libraries on ILS questions, databases and authentication, and streaming services.

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

None

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

Direct monthly meetings with library directors; frequent use of email; telephone.

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.

List ongoing activities related to this requirement.

The Milwaukee Bucks reading program is managed through the MCFLS office. The system also has used resources to add Spanish language materials to the Overdrive collection. The system supports multiple member libraries with Memory Café programs including financial support for the South Shore Libraries Memory Café. 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. Standing library committees, including the Adult & Reference Services committee, the Youth Services committee, and the Young Adult services committee, frequently include inclusive services as a topic in their regular meetings. For example, the Adult & Reference Services committee will have special presentations on serving the homeless and providing services to those with dementia in 2018-2019.

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

MCFLS will continue to expand its role in the LibraryNow project with Milwaukee Public Libraries, offering data and research support for the project. Seton Catholic schools were added in 2018; more academic organizations may soon be added.

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

Direct monthly meetings with library directors; frequent use of email; telephone.

ASSURANCES (cont'd.)**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 the state aid projected to be received in the plan year for administration.
- ☒ The 2018 system audit will be submitted to the division no later than September 30, 2019.

Budget

- ☒ A copy of your public library system budget by service program category and fund source for the plan year is attached (see guidelines).

	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 2019 resource library contract.*

MCFLS 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. MCFLS is also currently investigating collaborations with other systems for Dell computer and hardware purchases, firewall solutions and backup space, some of which could come to fruition in 2019.

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

Activity	Amount
1. Trustee Training Week	\$1,500
2. SEWI Continuing Education Program	\$15,000
3. Wild Wisconsin Winter Web Conference	\$1,500
4. Tech Days	\$2,500
5.	
6.	
7.	
8.	
9.	
10.	
Cost Benefit Total	\$20,500

2019 BUDGET INCREASE ACTIVITIES

Summary of Activities Identify any specific activities and allocations supporting broadband access, workforce development, and lifelong learning.



MCFLS has had an ongoing subscription to Gale Courses for several years. This resource provides training in several important areas of workforce development and lifelong learning, including Microsoft Office product training and project management. Participation in the Wisconsin Public Library Consortium has enriched our member libraries' ability to provide lifelong learning opportunities for all county residents. Recent upgrades to system-site hardware, networking equipment and TEACH internet lines has allowed the system to provide the necessary infrastructure to support member libraries and their technology needs, but this is an ongoing challenge.

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


Activity	Amount
1. Ongoing systemwide subscription to Gale Courses	\$100,000
2. Upgrades to hardware and networking equipment	\$30,000
3. TEACH Internet lines	\$50,000
4. Participation in the WPLC and OverDrive	\$200,000
5.	
6.	
Cost Benefit Total	\$380,000

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 **2019**.

Name of System Director Steven Hesper	Signature of System Director 	Date Signed Mo./Day/Yr.
Name of System Board President Paul Ziehler	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: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature 	Date Signed Mo./Day/Yr.
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Comments

PUBLIC LIBRARY SYSTEM 2019 ANNUAL PROGRAM BUDGET					
Program	2019 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	\$680,575	\$2,000		\$949,849	
2. Reference	\$185,596				
3. Interlibrary Loan	\$37,000				
4. Electronic Resources	\$138,476	\$30,000		\$256,897	
Program Total	\$1,041,647	\$32,000	\$0	\$1,206,746	\$2,280,393
Continuing Education and Consulting Service*					
1. Continuing Education	\$50,189				
2. Consulting	\$72,474				
Program Total	\$122,663	\$0	\$0	\$0	\$122,663
Delivery Services	\$324,669				\$324,669
Library Services to Special Users	\$7,108				\$7,108
Library Collection Development					\$0
Direct Payment to Members for Nonresident Access	\$1,034,610			\$54,000	\$1,088,610
Direct Nonresident Access Payments Across System Borders					\$0
Library Services to Youth	\$3,972				\$3,972
Public Information	\$43,696				\$43,696
Administration	\$332,684				\$332,684
Subtotal	\$1,746,739	\$0	\$0	\$54,000	\$1,800,739
Other System Programs					
1. Multi-type	\$7,918				\$7,918
2. Member office	\$3,000			\$52,500	\$55,500
Program Total	\$10,918	\$0	\$0	\$52,500	\$63,418
Grand Totals	\$2,921,967	\$32,000	\$0	\$1,313,246	\$4,267,213

* 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 4 is reserved for the amounts budgeted for electronic resources (see Program Budget Guidelines).

2019 LDAC Meeting Dates and Locations

Date	Location
January 3, 2019	
February 7, 2019	
March 7, 2019	
April 18, 2019	
June 6, 2019	
August 1, 2019	
September 5, 2019	
October 3, 2019	
November 7, 2019	
December 5, 2019	

- 1/25-1/29—ALA Midwinter conference (Seattle)
- 5/1-5/3—WAPL conference (Wausau/Rothschild)
- 6/20-6/25—ALA conference (Washington, DC)
- 10/8-10/11—WLA conference (Kalahari Resort, Wisconsin Dells)

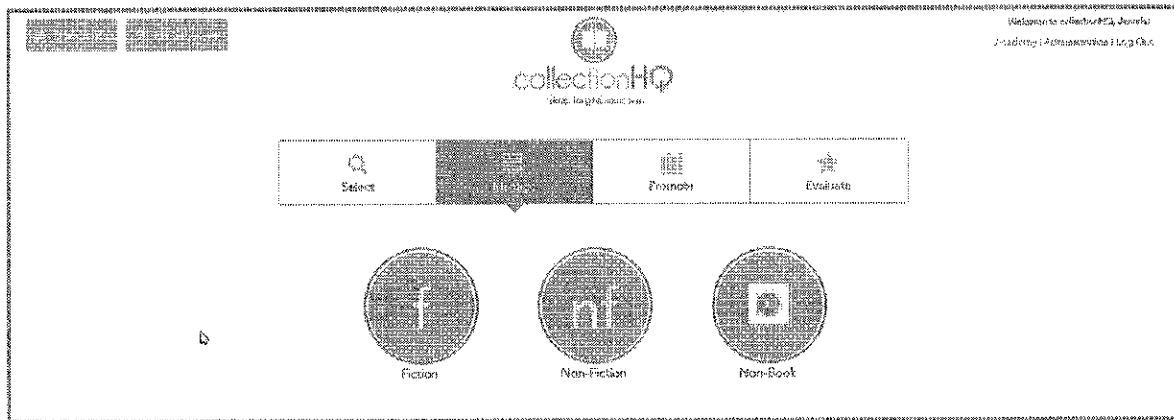
Collection HQ Follow Up

Training Held at Shorewood Library. Wednesday 9-19-2018

Attendees: Emily Veyra (Shorewood), Jen Schmidt (MCFLS), Jenny Davis (Oak Creek), Sarah Corso (Oak Creek), Emily Weiss and another staffer (South Milwaukee), Anne Kissinger (Wauwatosa), Shellie Anderson (Wauwatosa), Sheila O'Brien (Greenfield), Amy Krahn (St. Francis), Lisa Liban (St. Francis).

Collection HQ Login

<https://www.collectionhq.com/login/>



NOTES:

- All libraries will be sent the current accounts for Collection HQ so they can determine which staff need a login. Logins, by default, allow for the running and viewing of reports. Some staff will want to be authorized to schedule reports. Contact Jen Schmidt at MCFLS to update that permission in the Admin area of cHQ.
- Collection HQ can be run on mobile devices.
- The attendees wanted to know about the default parameters for the major reports. The default settings or "TARGETS" are for the Manage reports area. Under the Manage reports area, staff run reports to see sections of their library's collection.

A library starts under cHQ's **MANAGE** area. Here a library typically runs a **COLLECTION CHECK** report on any segment of the library's collection for "Fiction," "Non-Fiction" and/or "Non-Book"

COLLECTION CHECK

Target is defined as 1460 days or 4 years of NO circulation

[illegible]

Still under the MANAGE area (other areas of CHQ are called PROMOTE, EVALUATE, SELECT). . . . a library now does "maintenance" on the collection by running reports to find DEAD items or GRUBBY ITEMS.

- ▶ Collection Maintenance
- ▶ Collection Demand
- ▶ Collection Record
- ▶ Collection Removal

Grubby Items Summary

Grubby Items Removal

Dead Items Summary

Dead Items Removal

- ▶ Collection Rebalance
- ▶ Collection Renewal

The reports done to maintain and weed your collection include:

DEAD ITEMS.

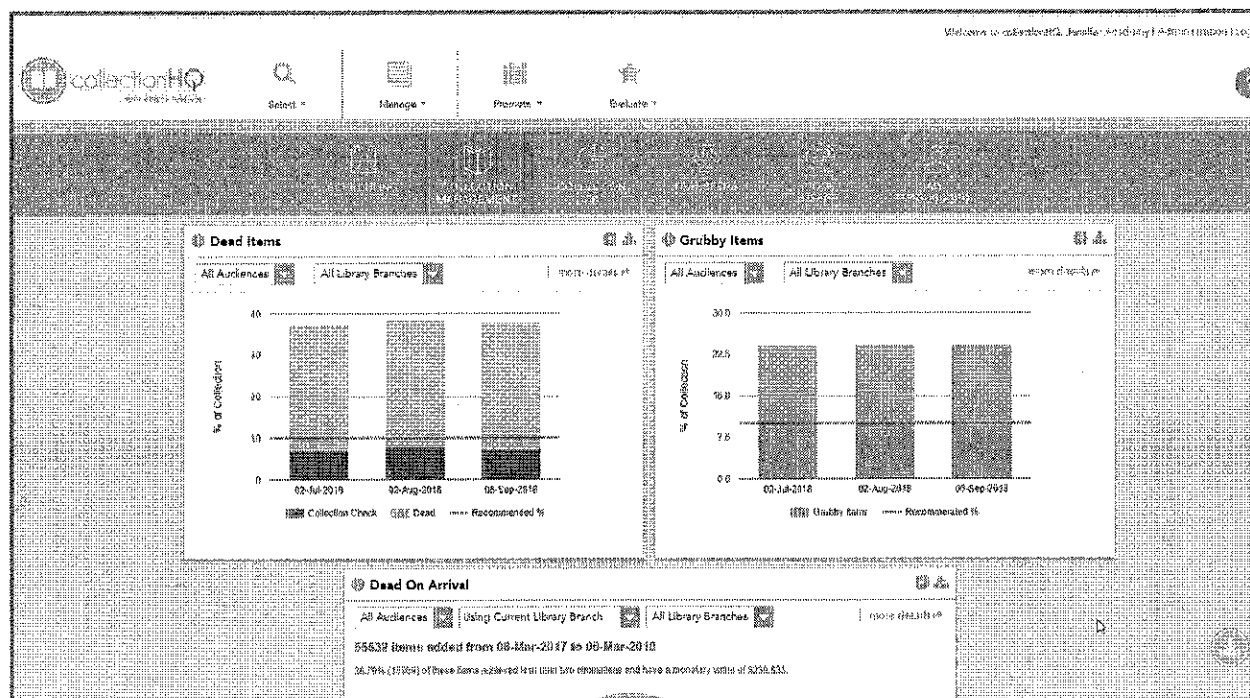
Target is defined as an item that has ZERO CIRC in 365 days.

GRUBBY ITEMS:

Target is defined as having a cumulative use of 40 circs

Grubby items are those items that have circulated a set number of times and need to be evaluated for their physical condition. The default is a circ of 40 times. This is not to say you couldn't/wouldn't still retain the item but you want to evaluate it to see if it's too 'grubby' to keep on the shelves or if you shouldn't replace it.

- If a library has a connection with Better World Books, they can get a credit on chQ's cost
- These reports are based on EBSM – evidence based methodology
- The statistics come in from the MCFLS Sierra ILS
- There is a TRANSFER tool whereby a library can have a report of items they are getting rid of and another library could claim it. The titles would be transferred to the other library's collection.
- There is a DASHBOARD



- There is the ability to SCHEDULE reports which are emailed to staff on a monthly basis!!
- The QUESTION MARK always available in the top upper right, gives point-of-need help instructions specifically addressing whatever part of chQ you are working in.
- You can export to many different formats. Donna Boecker recommends exporting as a PowerPoint slide as then you can put in text boxes to support the images being exported.
- Column headers can be reordered and sorting is available on any column header (SEE GOLD BELOW)

Region: Milwaukee County Library: Brown Deer Library Description: 001.990090 - 001.999999 (Controversial knowledge e.g. UFOs, Crop circles etc) The following titles may not be on your shelves. Action: Check shelves and update ILS for missing stock.											
Item	Author	Title	Year	Call Number	Barcode	Location	Status	Notes	Action	Due Date	Comments
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090
Valley, Jacques	Valley, Jacques	Explained serial objects from antiquity to modern times and their reputation	2010	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090	001.990090



MCFLS Emergency Help Desk Assistance HOW TO CONTACT STAFF

Emergency HELP DESK

Follow during normal business hours 7:30am-5:00pm MON-FRI

An emergency defined here is a system problem of a critical nature that requires immediate MCFLS intervention.

Examples of this include:

- An interruption of service for staff using Sierra and/or patrons using CountyCat (Encore) where all work stations in a library building are down.
- A network outage or connection issue that persists beyond 15 minutes especially if a power outage took place.
- The MCFLS web page, email or another network service maintained by MCFLS is completely down.

If a problem of a critical nature as defined above occurs, follow these steps:

1. Contact the MCFLS Helpdesk at 286-3520. **PRESS 1** to listen to a message on the current status of the MCFLS network. MCFLS will post OUTAGE ALERTS when there is a system-wide emergency outage. A recorded message will include the nature of the problem, the date/time it occurred and an estimate on how long the problem will last.
2. Check your email looking for a MCFLS-specific message relating to an unscheduled network or system outage.
3. If you have not received information on your issue within a half hour, contact the MCFLS Helpdesk by email or phone (helpdesk@mcfls.org or 286-3527) providing your name, library and a brief description of the issue.
4. If you are unable to reach any MCFLS staff, call the off-hours extension at (414) 286-3923.
5. Staff may also want to contact another library to inquire if it is experiencing the same problem.

Off Hours HELP DESK

Follow EVENINGS after 5:00pm MON-FRI as well as SAT & SUN

The MCFLS after hours / on call phone number is (414) 286-3923.

Please limit calls at this number to MCFLS system issues of a critical nature that require relaying specific information directly with MCFLS staff rather than leaving a voice mail message. To ensure proper off-hours coverage, MCFLS technology staff rotate this responsibility on a weekly basis to answer calls via cell phone responding at most within 15-30 minutes of receiving a call.

Updated 9-24-2018



MCFLS Emergency Help Desk Assistance HOW TO CONTACT STAFF

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*MCFLS Emergency Help Desk
Attachment E (10/04/18)
Page 1 of 1*

Instant Digital Card (IDC) Proposal

Summary. The Instant Digital Card is an OverDrive service that allows instant access to the OverDrive collection. Users provide their name and mobile number, and OverDrive looks up their address using a third-party service called Cognito. If their recent address matches a zip code in Wisconsin, OverDrive allows access to the digital collection using their mobile number to sign in.

Pros

- Marketing: reaching people that you otherwise may not get. Could potentially gain library supporters, especially if marketed as a library service.
- This could reach folks without a permanent addresses or others that might have a hard time getting a physical card.
- This could encourage folks to go to the actual library to renew or get full access. Low barrier to entry and increase overall patron base.

Cons

- People who already have cards will sign up. Very active OverDrive users might use this as a way to get more checkouts and holds by getting duplicate cards. While libraries can block these cards, it is only done after the card is issued.
- Some patrons are less likely to have mobile phones, which are required.
- Not being able to gather actionable data (or not as much) is a problem; the data could be used in decision making.

WPLC Digital Library Steering Committee Discussion

(Minutes from September 20th meeting)

The WPLC project managers have been advocating to OverDrive to make this program able to be utilized by consortia. OverDrive has offered this program to the WPLC for free if we are willing to validate on phone number area code. It was noted the only information we would get about the patron would be phone number and an optional email address. Additional updates and information about the program:

- When a patron gets an IDC card, their history is recorded as the IDC Branch. When they get an actual library card with a new barcode, new checkouts with that card will be recorded to the

new, correct branch. If their card number remains their phone number, it will remain as IDC. Old checkouts on the IDC card statistics are retained as IDC branch.

- Nine-digit zip code is not possible to get. As of today, it also can't capture the same geolocation data that Google grabs when you search for books or libraries. This is on the roadmap, though.
- We have control over how long the IDC cards are valid. We could potentially say the card is valid for a month instead of a year, for instance.
- It is possible to customize the checkout/hold limits for IDC users as well. It would be possible to allow fewer checkouts to encourage users to upgrade to full library cards.
- When IDC user cards expire, OverDrive SMS messages them (no email). Because of length restrictions, they do not customize those messages. But, they can customize the message displayed if the user logs in with an expired IDC card.

The Committee was asked their thoughts, how they would like to proceed or if they would like to table this until OverDrive provides further development for consortia. J. Stoltz said Bridges' directors are in favor of IDC with caveats, including no holds allowed, impose checkout limits to three, one renewal and a one-month expiration as well as monitoring to ensure that the program would not deplete the Advantage collections and budgets. It was clarified that IDC patrons would be their own branch and therefore not have access to Advantage collections. S. Heskin has said NWLS hasn't had a chance to discuss IDC for their system but would be interested in allowing holds. R. Staveness would like data on IDC success from other systems that have implemented it. She is specifically interested in seeing the percentage of IDC cards issued that have resulted in a full library card conversion. M. Clark will ask OverDrive if any data is available to share. The Committee will discuss the updated information and implementing limits with their libraries and systems and will discuss and vote on implementing the program at the November meeting.

Discounts Available through WILS Cooperative Purchasing
- Order Through WILS -

Vendor	Discount
Springshare	2.50%
OverDrive	2% or if content only 0%
Flipster	0%
ABC-CLIO	up to 25%
ALA Publishing	15%
AtoZdatabases	15%
Baker and Taylor	20%
Basecamp	Varies
Britannica	25%
Capstone	15%
Countrywatch	15%
Credo	15%
Demco Software	15%
Digital Theatre	15%
Docuseek2	15%
EBSCO	15%
Euromonitor	15%
FactCite	15%
Flocabulary	15%
Gale	20%
Infobase Learning	15%
Infogroup	15%
Innovative Interfaces,	15%
LexisNexis	15%
LibraryH3lp	15%
Lyrasis	15%
Mango	15%
Marketline	15%
McGraw-Hill	15%
Mergent	15%
Mitinet	15%
MorningStar	15%
NAXOS	15%
NewsBank	15%
Niche Academy	15%
NoodleTools	20%
OVID	15%
Oxford	20%
ProQuest	varies
Recorded Books	15%
Rosen	20%
Sage	10%
Scholastic	10%
Swank Motion Picture	15%
Tumbleweed Press	5%
ValueLine	5%
World Trade Press	15%

Discounts Available through WILS Cooperative Purchasing
- Order Direct from Vendor -

Name	Discount Amount	Website
3M Security	Varies	http://www.minitex.umn.edu/Products/3M/
Affordable Library Products	Varies	http://www.affordablelibraryproducts.com/default.asp
ALA Graphics	10%	
AVPreserve	10%	
AWE	Discounts are based on volume purchase in Fall . See WLA Flyer for details	
Backstage Library Works	Varies	http://www.bslw.com/
Better World Books	Varies	http://www.betterworldbooks.com/
Brodart	20% off consumables, 15% off furniture or equipment; free shipping for orders over \$100	
c.Cal Design Studio	10%	
Centurion Technologies	Contact directly for discounts	http://www.centuriontech.com/
Computers in Libraries	15% off annual conference registration	
Computype	Contact directly for discounts	http://www.computype.com/
Data2 Corporation	10-82%	
Demco	\$75 minimum and then: 5% on learning materials, 7% on furniture and equipment under \$2000, 15% on library, office, and technology supplies (consumables)	
Follett	3%	
Gaylord	15% archival supplies, 10% furniture	
Holder Printworks	10%	
Imprint Plus	Contact directly for discounts	http://www.imprintplus.com/
K-Log	5%	
Library Furniture International	8-40%	
Listen and Live Audio	30%	
Mackin	varies	https://www.wils.org/wp-content/uploads/2014/04/WILS-Mackin-Info.pdf
Northern Micrographics	15% off of 15 titles or less, in a single order; 20% off of 16 titles or more, in a single order	
Omnigraphics		

Discounts Available through WILS Cooperative Purchasing
- Order Direct from Vendor -

Organic Arts			
Playaway Library	Varies		http://library.playaway.com/
RACO	Varies		http://www.racoindustries.com/
Rourke Educational Media	varies		http://rourkeeducationalmedia.com/
Symbology, Inc.	Varies		http://www.symbology.com/
Tantor Audiobooks	Varies		http://www.tantor.com/home-consumer.asp
The Library Store, Inc	25% off of minimum order of \$50		
The Team W	35%		
Watson Label Products	Varies		http://www.wlp.com/
CESA Purchasing Vendors	https://www.wils.org/services/cooperative-purchasing/direct-discounts/cesa-purchasing/		
Minitex Vendors	https://www.wils.org/services/cooperative-purchasing/direct-discounts/minitex/		