

Notice

Milwaukee County  
Federated Library System  
Library Directors Advisory Council

Regular Meeting  
Thursday, January 3<sup>rd</sup>, 2019  
9:00 – 11:30 AM

This meeting will be held in a meeting room of the  
Greendale Public Library  
5647 Broad Street  
Greendale, WI 53129

Agenda

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

1. LDAC Chair 2019 – Susan Draeger-Anderson, North Shore Library
2. Call to order
3. Additional agenda items/adoption of agenda
4. Approval of minutes for the December 6<sup>th</sup>, 2018 LDAC meeting  
Action [Attachment A](#)
5. MCFLS Strategic Planning update. Final survey: January 7<sup>th</sup> – 23<sup>rd</sup>, 2019  
[Attachment B](#)
6. Annual report review and wireless statistics information. Annual reports are due 03/01/19.  
[Attachment C](#)

7. Hoopla quarterly evaluation

Distributed at meeting

8. Summer Reading Program communication pilot proposal

[Attachment D](#)

9. Proposed quarterly process for showing replacement fines collected at non-owning libraries

[Attachment E](#)

10. System Feedback on OverDrive Instant Digital Card proposal

[Attachment F](#)

11. Interest in NewsBank proposal for Milwaukee Journal Sentinel subscription

[Attachment G](#)

12. MCFLS Staff and Library Visits

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, February 7<sup>th</sup>, 2019 at the Oak Creek Public Library, 8040 S 6th Street, Oak Creek, WI 53154

Milwaukee County Federated Library System  
Library Directors Advisory Council  
Regular Monthly Meeting held Thursday, December 6, 2018  
Greendale Public Library  
5647 Broad Street  
Greendale, WI 53129

Present: Pat Laughlin, Chair, Hales Corners Library  
Dana Anderson-Kopczyk, Brown Deer Public Library  
Rachel Arndt, Milwaukee Public Library  
Nan Champe, South Milwaukee Public Library  
Rachel Collins, Shorewood Public Library  
Susan Draeger-Anderson, North Shore Library  
Amy Krahn, St. Francis Public Library  
Jill Lininger, Oak Creek Public Library  
Jennifer Loeffel, Franklin Public Library  
Pete Loeffel, Wauwatosa Public Library  
Sheila O'Brien, Greenfield Public Library  
Judy Pinger, Milwaukee Public Library  
Nyama Reed, Whitefish Bay Public Library  
Rebecca Roepke, Cudahy Family Library  
Brian Williams-Vanklooster, Greendale Public Library

Absent: Michael Koszalka, West Allis Public Library

MCFLS Staff: Steve Hesel, Director  
Judy Kaniasty, Business Manager  
Jen Schmidt, Library Systems Administrator

Others: Paula Kiely, Milwaukee Public Library

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 9:00 a.m. Greendale was thanked 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:

- Replacement Fines & Self-Check Machines/Steve Hesel
- Online Facet Groups/Steve Hesel
- Digital Magazine Statistics/Steve Hesel
- Continuing Education Liaisons/Steve Hesel
- Brown Deer-North Shore Merger Experience/Susan Draeger-Anderson

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

Approval of Minutes for the November 1, 2018 LDAC Meeting. Chair Laughlin referred to the minutes of the November 1 meeting which are shown as Attachment A of the agenda packet. One correction was noted by Susan Draeger-Anderson, on Page 4, under Local Library Updates—North Shore – one of her four—not three communities, so three more need to approve to proceed. Brian Williams-VanKlooster moved and Rachel Arndt seconded a motion to approve the minutes as modified. Unanimously approved.

Update on PLSR Recommendation Process and Survey. Steve Hesel referred to Attachment B of the agenda packet—the first two pages are an Executive Summary of the PLSR Steering Committee report Draft Version 6 and the remaining 33 pages are the complete report draft as of 11/7/18; Steve noted that here is a more recent report dated 11/27/18. Steve reported that the MCFLS Board did approve the contents of Attachment B in principle and directed him to send a letter to the PLSR Steering Committee asking that someone from MCFLS be included when discussions occur regarding the funding formula and noting that MCFLS does welcome System Standards in terms of equity and best practices and that due to the delivery volume within Milwaukee County that if the hub is not in Milwaukee County that a second hub be located within Milwaukee County as it doesn't make sense to move that amount of materials out and then back in the county. Paula Kiely noted that the PLSR Steering Committee would love to hear positive comments to the report since there are some that oppose the whole report. Paula also encouraged the LDAC to respond to the survey before the end of Sunday and comments should be sent via email to the PLSR website.

[Agenda topics #10 and #11 were taken now, out of order, but the minutes are reflected in original agenda order.]

MCFLS Strategic Planning Update. Steve Hesel referred to the Strategic Planning activities timeline which is shown as Attachment C of the agenda packet. Per the timeline, the first survey was emailed to member libraries on Monday and he is hoping for 100 percent participation. The second survey will be sent out January 7 and will be the basis for the all-day development meeting on February 28 which will be held at UWM CE Conference Facility at 161 W. Wisconsin Ave, Ste 6000 in the Grand Avenue Mall in downtown Milwaukee which was used last time and the facility was very comfortable for this purpose.

Annual Report Preview. Steve Hesel referred to Attachment D of the agenda packet which is the list of pre-filled sections MCFLS will complete for the member library annual reports, which is nearly a repeat of last year's report. Michael Dennison of DPI is the contact if there is need by anyone with questions. The annual reports are due by March 1<sup>st</sup> as usual and will be available on January 22, 2019. Discussion ensued regarding wireless counts and Steve Hesel reported that he has reached out to DigiCorp regarding Meraki and whether daily, weekly, monthly or every six months is best. Steve also noted that at a recent SRLAAW meeting he learned that there is an address verification service that is reasonably priced to check addresses and patrons flagged to be checked and when he learns more he will see if a demo should be arranged for LDAC consideration and he brings this up since the annual report process says that a purge of inactive borrowers after three years is the guideline to be used for reporting the number of registered borrowers so unless your staff has done that for your community you should use the pre-filled number MCFLS will supply.

Inclusive Services Guidelines. Steve Hesel referred to the Inclusive Services Assessment and Guide for Wisconsin public libraries which is shown as Attachment E of the agenda packet. Kristina Gomez from Milwaukee Public Library participated in this project. Between now and the end of the year is the time for public feedback to DPI and it is included in this agenda packet to get it on the LDAC radar. Brian

Williams-VanKlooster noted that he found the document very helpful to him to gauge how his library is performing and to showcase areas for improvement.

Due Slips with "You've Just Saved..." Now Available. Chair Laughlin referred to Attachment F of the agenda packet. Jen Schmidt explained that the costs reflected on the receipts is the average cost per item type. The receipts can be customized as member libraries desire. As to the receipts being available on self-check machines, it was suggested that the vendors for equipment be asked, and Steve Hesper agreed to reach out and inquire for member libraries and he will report back with what he learns. Libraries interested in this new offering will need to have the print template installed and thermal receipt paper will be required too.

BREAK

Proposed Changes to Circulation Inserts/Forms: Jen Schmidt reported that she attends the sub-committee meetings and during those meetings it is customary to review procedures and forms and she would like to take this opportunity to discuss with the LDAC:

C-92: Damaged and Missing Items Procedure. Jen Schmidt reviewed proposed changes to the Damaged and Missing Items Procedure, which are shown as Attachment G of the agenda packet. It was pointed out that libraries need to precisely say what the damage is so when it arrives at the owning library there is no question as to why the item is marked damaged. All damaged materials should be placed in an interoffice envelope so notes accompanying the item are not lost in transit. Steve Hesper feels it is important to contact libraries that do not be following these directives so the mistakes can be corrected. Susan Draeger-Anderson moved and Rachel Collins seconded a motion to make the suggested changes as shown. Unanimously approved.

FL-37: Examples of Acceptable IDs. Jen Schmidt reviewed an updated version of the FI-37 form, which is shown as Attachment G of the agenda packet and asked for comments. Discussion ensued and suggestions for changes were shared; Jen will rework and return at a future LDAC meeting with a version that the LDAC will consider for approval after the Circulation Services Committee reviews again.

Bootleg Materials in Circulation. Steve Hesper reported that Judy Pinger had notified him with concerns of possible bootleg materials purchased through Amazon or other online methods via unauthorized third party vendors. Steve Hesper suggested that the Database Maintenance Committee should be made aware of this concern.

WPLC OverDrive Instant Digital Card Fact Sheet. Chair Laughlin referred to Attachment H of the agenda packet. Judy Pinger reported that a beta project is being considered using Wisconsin area codes and she hopes after consideration of the issues that an LDAC recommendation could be arrived at for next month's meeting. Discussion ensued regarding patron confusion with Overdrive/Libby/WPLC in the catalog and it was felt that Wisconsin Digital Library is the correct name to be used; Jen Schmidt will look for an icon and hopes to change "OverDrive" to Wisconsin Digital Library throughout. Nyama Reed noted in a community survey patrons use Libby and Lynda the most. Amy Krahn pointed out that OverDrive is best used for desktop users and Libby is used by mobile users. Jen Schmidt encouraged library staff to attend a continuing education program which will be offered next week Thursday on OverDrive and the Libby App/Hoopla.

LD&L Update. Pete Loeffel reported that Paula Kiely will be joining the Library Development and Legislation Committee in 2019. The Committee be developing a legislative policy statement in advance of the February 12<sup>th</sup> Library Legislative Day. A campaign will begin to increase LSTA funding. Paula Kiely reported that the WLA Board is looking into creating a librarian association conduit that would allow representatives to attend fundraising events where individual librarians fund and connect with. Paula noted that she is interested in future PLSR legislative matters.

#### ADDITIONAL BUSINESS

Replacement Fines & Self-Check Machines. Steve Hesel stated that since some self-check machines at member libraries can collect payment for fines and replacement costs for items not returned which got him thinking about MCFLS running reports for all replacement costs for libraries then they can send monies to owning libraries, perhaps on a quarterly basis instead of sending money and checks on a daily basis, if there is interest. Discussion ensued and Steve agreed to put this agenda topic on next month's agenda for further consideration. Sheila O'Brien noted that she would like to add the topic of transaction charges for those libraries with those expenses since patrons are currently not charged those costs and the libraries offering that service assumes that expense.

Online Facet Groups. Jen Schmidt reported that with the recent Encore upgrade the search location codes and patron age can be separated to allow more precise searching so she is interested in knowing whether that is desired. Discussion ensued and it was agreed that separating things would be helpful to patrons and Jen will proceed to make changes accordingly.

Digital Magazine Statistics. Steve Hesel reported that RBDigital magazine statistics are up since a practice made in mid-October to check out titles to patrons automatically began instead of just notifying patrons that a new magazine is ready for them to view. The question is now whether the vendor manipulation of stats will affect the cost to renew and whether patrons are aware they can either opt in or out of this service.

Continuing Education Liaisons. Steve Hesel reported that when we attended the SEWI Continuing Education planning meeting recently that the idea of every member library having a dedicated staff member to pass along training information came up as a possible better method of getting that information to all staff. Jill Lininger asked whether every staff member could receive the information directly and Steve Hesel will ask that question and report back to the LDAC.

Brown Deer-North Shore Merger Experience. Susan Draeger-Anderson reported that the recent developments surrounding the desire by Brown Deer to question whether the North Shore communities might be interested in merging libraries as a cost saving measure has been withdrawn by Brown Deer as the idea received a warm response. Library Board and patron response in North Shore was strong in support of having a local public library.

#### MEMBER LIBRARY UPDATES

Cudahy – Rebecca Roepke reported that TBS printing has been installed and things are working well.

Whitefish Bay – Nyama Reed reported that a donation was received to help pay off student fines so they are not refused library services and they are focusing on helping the largest amount of kids as possible

with that money. The community survey is done and nothing outstanding was learned but it was a worthwhile endeavor. The budget is done and staff will receive a 2.5% COLA in 2019.

Milwaukee – Rachel Arndt reported that DVD fines will be decreased from \$1.00 a day to .15 cents a day effective 1/2/2019 so now all materials have a universal late fee.

Rachel Arndt also reported that 25 residents will be granted scholarships for the Gale Career Online High School program in 2019 and after 12-18 months a diploma will be achieved and awarded; a dedicated staff member will be monitoring this program.

Paula Kiely reported that a donation from the Russell Zimmermann Collection of building architectural plans will be presented to the Wisconsin Architectural Archives at Central Library which contains drawing by many architects.

Shorewood – Rachel Collins reported that the high school play “To Kill A Mockingbird” was very controversial recently and ultimately the play did not proceed. This coming Thursday Reggie Jackson is coming to the library to discuss black feelings about it. A racial equity program will be coming to the high school and the library will participate.

Oak Creek – Jill Lininger reported that staff changes will take place in January with an intern taking a Reference Librarian position and the Circulation Supervisor becoming the Access Services Librarian position performing outreach in the community.

North Shore – Susan Draeger-Anderson reported that the library will be closed on Friday for a Professional Development day for staff. A subscription to Creative Bug by JoAnn Fabrics is proving popular. A new product—EBSCO Auto Mate which is a video database includes what patrons should expect to pay for auto repair services. Another interesting program idea is located at EBSCO Help for scavenger hunt ideas which can be valuable lesson plan ideas for teachers and librarians.

Greendale – Brian Williams-VanKlooster referred to the posters on the wall which were are Greendale Public Library staff posing similarly to Danielle Steele book covers and the idea of the Reference Librarian Tara.

Hales Corners – Pat Laughlin expressed her gratitude as being LDAC Chair for 2018 and wished Susan Draeger-Anderson well in 2019 as LDAC Chair.

SUB-COMMITTEE AGENDAS AND MINUTES. The agenda notice contained web-links to the Circulation Services, Youth Services, Young Adult Services and Adult & Reference Services agendas and minutes.

NEXT MEETING. Scheduled for Thursday, January 3, 2019 at the Greendale Public Library, 5647 Broad Street, Greendale, WI 53129.

ADJOURNMENT. With no further business to be addressed, Brian Williams-VanKlooster moved and Nyama Reed seconded a motion to adjourn the meeting at 11:50 a.m. Unanimously approved.

Point total	Area or theme	Sub area or theme	question	Activity	Not interested and satisfied with what the library is currently / providing doing responses (0 points)	Somewhat interested in doing or providing response (1 point)	Very interested in doing or providing and currently doing or providing but would like to be doing better responses (2 points)	Point total
				Develop library marketing plan				
23	Marketing	Action	Trends & innovations	Community outreach librarianship	2	1	11	23
25	Partnerships & Community Engagement	Outreach	Community roles	Seek new partnerships that further the values of the library	1	1	12	25
22	Partnerships & Community Engagement	Value adding	Community roles	Develop programming in partnership with community groups, non-profits, and other municipal and county government agencies	3	0	11	22
21	Partnerships & Community Engagement	Programming	Community roles	Provide space and/or opportunities for community members to connect and learn from and with each other	3	1	10	21
21	Partnerships & Community Engagement	Spaces for community	Community roles	Develop the library as the "Community Third Place"	2	3	9	21
19	Partnerships & Community Engagement	Spaces for community	Trends & innovations	Provide space and resources for virtual office workers, students, and others that need co-work spaces	4	1	9	19
16	Partnerships & Community Engagement	Spaces for community	Community roles	Develop/increase programming and services that prioritize a number of literacies, including early and school-age reading skills, civic and social literacies, financial literacy, and health and wellness literacy	5	2	7	16
24	Literacy & Inclusive Services	Programming & services	Want to provide	Promoting information literacy by recognizing when information is needed and having the ability to locate, evaluate, and effectively use the needed information	2	0	12	24
22	Literacy & Inclusive Services	Programming & services	Want to provide	More inclusive programming to address underserved community members	2	2	10	22
21	Literacy & Inclusive Services	Programming & services	Want to provide	Diversity and inclusion training	3	1	10	21
20	Literacy & Inclusive Services	Staff training	Trends & innovations	Programming and services for English as a Second language community members	2	4	8	20
15	Literacy & Inclusive Services	Programming & services	Want to provide	Robust and active teen participation in library advisory group	5	3	6	15
21	Programming & services	Teen	Want to provide	Makerspace and programming	3	1	10	21
20	Programming & services	Maker	Want to provide	Outreach to and services for local senior residents	3	2	9	20
20	Programming & services	Seniors	Want to provide	Develop or increase small business resources & outreach	4	0	10	20
19	Programming & services	Businesses/employment	Want to provide	Expand technology instruction	2	5	7	19
19	Programming & services	Educational/Training	Want to provide		4	1	9	19



19	Programming & services	Schools/students	Want to provide	Outreach or programming for homeschooled students	2	3	8	19
19	Programming & services	Teens	Want to provide	Out-of-School learning for teens such as technology programming, online learning, and teen-only spaces	3	3	8	19
18	Programming & services	Adult	Want to provide	Programming and events that appeal to adults (non-family programming)	5	0	9	18
18	Programming & services	Businesses/employment	Want to provide	Increase services and programs to help community members seek jobs and successfully find employment	2	6	6	18
18	Programming & services	Maker	Trends & innovations	Makerspace and programs	4	2	8	18
17	Programming & services	Schools/students	Want to provide	STEM/STEAM programming	5	1	8	17
22	Technology	Staff training	Trends & innovations	Create opportunities for library staff to learn about new technologies, develop new skills, and practice techniques that will lead to improved service and job satisfaction	3	0	11	22
21	Technology	Trends	Trends & innovations	Identify future trends to ensure library users have access to important mainstream technology	3	1	10	21
15	Technology	Updates	Trends & innovations	New and/or improved technology such as photocopiers, scanners, and mobile printing	6	1	7	15
24	UX	Digital	Want to provide	Displays and easy-to-follow guides to digital resources	2	0	12	24
24	UX	Digital	Want to provide	Enhancing user experience on the library website	2	0	12	24
24	UX	Digital	Trends & innovations	Improve CountyCat app or overall mobile presence for the library	2	0	12	24
23	UX	Physical	Want to provide	Enhancing user experience in the physical library	2	1	11	23
22	UX	Digital	Trends & innovations	Better user experience and design for both online and physical spaces, especially the library website	3	0	11	22
21	UX	Space	Trends & innovations	Space adaptations for mobile device users	2	3	9	21
20	UX	Space use	Trends & innovations	Space improvements, including comfortable seating, better wayfinding, single point of contact, and more	4	0	10	20
19	UX	Digital	Trends & innovations	Improve the discovery layer experience for staff and patrons	3	3	8	19
16	UX	Inclusion	Want to provide	Promote digital inclusion	3	4	6	16
17	Funding	Grants	Trends & innovations	Knowledge of available grants and ability to successfully apply for them	4	3	7	17
17	Funding	Grants	Trends & innovations	Seeking grants to expand library services	4	3	7	17
15	Funding	Fundraising	Trends & innovations	Fundraising	5	3	6	15
13	Funding	Fundraising	Trends & innovations	Capital campaign development	6	3	5	13

10	Funding	Fundraising	Trends & innovations	Library foundation development	8	2	4	10
15	Data	Operational use	Trends & innovations	Understanding community demographics to better develop services and collections	6	1	7	15
15	Data	Operational use	Trends & innovations	Data collection and use to make collection and service decisions	5	1	7	15
17	Space	Outdoor	Want to provide	Providing better outdoor spaces (and potentially programming to compliment the space)	4	3	7	17
16	Marketing	Risk	Risks	Lack of awareness in the community	2	8	4	16
15	Marketing	Action	Want to provide	Outreach in the community at events and festivals	6	1	7	15
14	Programming & services	Businesses/employment	Community roles	Act as a busines/entrepreneurial support or resource	5	4	5	14
14	Space	Physical improvements	Trends & innovations	Add amenities in the library such as a charging station, coffee area, and/or a water bottle filling bubbler	6	2	6	14
13	Funding	Risk	Risks	Reduced funding	5	5	4	13
13	Programming & services	Risk	Risks	Declining circulation numbers	5	5	4	13
13	Space	Risk	Risks	Facility space/limitations	5	5	4	13
13	Space	Service points	Want to provide	Single point of service/combined service desk	7	1	6	13
12	Programming & services	Schools/students	Want to provide	Outreach to schools and daycares	8	0	6	12
11	Partnerships	Friends groups	Trends & innovations	Relationship building with Friends	8	1	5	11
10	Partnerships	Space use	Community roles	Making space in the library for public health nurses, social workers, other city departments	8	2	4	10
10	Space	Security/safety	Risks	Security/safety issues	5	8	1	10
10	Staffing	Volunteers	Trends & innovations	Develop a volunteer corps to expand the capacity of staff and to strengthen community support	8	2	4	10
10	Technology	Updates	Trends & innovations	Evaluate possible replacements for an existing computer and print management system	8	2	4	10
7	Staffing	Hiring	Risks	Staff turnover	9	3	2	7
6	Community	Engagement	Risks	Decreasing civic engagement	7	6	0	6
5	Staffing	Hiring	Risks	Staff does not reflect the diversity of the community	10	3	1	5
4	Technology	Efficiency	Trends & innovations	RFID for all physical items that circulate	12	0	2	4

## General info

### Survey Intro

This is a 3-part survey from which the results will form a foundation of the information that will be reviewed at the February 28<sup>th</sup> strategic plan session to identify strategic issues and opportunities for MCFLS.

Member libraries recently completed an initial survey for this strategic planning process. Based on the results of that survey, the first part of this survey asks for your input to determine what support and leadership roles the system could fulfill or enhance, if any, for the areas identified among the libraries as having the highest levels of common interest and risk related to their opportunities and needs.

The second part of the survey will explore strategic options the system might consider engaging in related to the service models and recommendations from the Public Library System Redesign (PLSR) process.

The last part of the survey asks questions to assess the level of success achieved implementing the goals and activities established in the system's last strategic plan.

Thank you for your time providing this valuable information and feedback.

### Respondent info

One response per: ask if board, staff or member library - if member, we will have survey logic ask them to write their library name.

## Part 1

### Page title:

Ideas and opportunities for the system to support and lead

### Description:

Member libraries recently completed a survey which had three questions that asked libraries to indicate their level of desire and/or need to provide certain services, explore and implement new innovations, and pursue new roles for the library in the community. A fourth question asked about risks and challenges the libraries are facing. This part of the survey asks you to identify if, how, and to what extent the system could or should be addressing the areas identified among the libraries as having the highest levels of common interest and risk related to their opportunities and needs.

### Question:

The following services areas and topics have been identified by libraries as having the highest levels of common interest and risk related to their opportunities and needs. Please indicate what you think is or are the appropriate role(s) for the system to fulfill to help libraries pursue, explore, and improve (select all that apply).

## Options for the system's role:

- No system role - the system should not focus efforts or resources on this
- Use system scale to increase or leverage buying power of member libraries
- Seek methods and systems to reduce or eliminate duplicative efforts among the libraries
- Facilitate coordination of group efforts and collaborations among member libraries and with other libraries or partners
- Provide professional education support and training
- Identify and connect libraries to needed resources and/or expertise
- Other – please note any other support or leadership roles you would like to see the system fulfill or enhance related to any of the above areas and topics.

## Areas and topics of highest common interest

- Helping libraries develop a marketing plan
- Developing partnerships between libraries and other groups and organizations to foster community outreach and engagement, increased use of library spaces by the community, and programming opportunities
- Promoting and developing literacy programming (ESL, health, financial, technology and other literacies)
- Inclusive services, programming, spaces, and awareness, including training for staff
- Services, resources, and programming for teens
- Services, resources, and programming for adults and seniors
- Services, resources, and programming for businesses and job seekers
- Services, resources, and programming related to schools and students
- Technology instruction for patrons
- Makerspaces and related programming
- Technology training for library staff
- Keeping library technology up to date and relevant with current trends
- Improving user experience with digital spaces and content including websites, mobile devices, apps, and providing how to access and use various platforms and content
- Improving user experience in physical library spaces such as wayfinding, improving and simplifying service points, improving comfort, and creating flexible use spaces
- Improved efforts to seek and obtain grant funding
- Development of capital campaigns and/or library foundations for fundraising
- Data and reporting to improve operational decision making, effectiveness, and efficiency

## Part 2

Page title:

Potential strategic analysis or efforts related to the results of PLSR

Description:

Over the last three years, ideas, models, and recommendations have been developed by PLSR workgroups and the PLSR Steering Committee regarding library systems and services. This part of the survey asks for your input regarding potential system engagement in any potential actions related to the Steering Committee recommendations emerging from PLSR. At the February 28<sup>th</sup> session, we will explore and discuss in more detail any potential goals, objectives and actions related to options that are identified as strategic issues for the system to consider based on your survey responses. More details about not knowing all the details.

Note: The PLSR Steering Committee has not finalized their recommendations at this time. Respond to the following under the assumption that the main concepts and ideas within the committee's recommendations will remain in their final report to DPI.

Question:

Please indicate what level(s) of system engagement you think should be considered related to each of the following PLSR Steering Committee recommendations ([LINK to last draft of Steering report & share PLSR survey results for MCFLS](#)).

Recommendations:

- Develop System Standards, Best Practices, and Accountability
- Enhance Collaboration by Creating Incentives and Removing Barriers
- Reduce the Number of Regional Library Systems
- Analyze the Current Funding Formula
- Initiate Delivery Service Pilot Projects
- Create an Effective, Well-Managed, State-Scale Discovery Layer
- Implement a Learning Management System for Professional Development

Options for the system to consider for each recommendation (select all that apply):

- The system should take a wait and see approach and not proactively engage in any efforts related to the recommendation.
- The system should further study, pilot, or implement some or all components from the recommendation for potential action within MCFLS.
- The system should engage in regional efforts, as an advocate, participant, and/or leader, to further study, pilot, or implement some or all components of the recommendation.
- The system should engage in statewide efforts, as an advocate, participant, and/or leader, to further study, pilot, or implement some or all components of the model/recommendation.

- The system should support individual library efforts to further study, pilot, or implement some or all components of the model/recommendation with libraries, systems, state agencies, and other entities outside of MCFLS.
- Other – please note any other response or effort you see as an option for the system for any of the models or recommendations or additional information related to a “not engage” response.

Workgroup open ended question -

## Part 3

Page title:

Assessment of the implementation of the 2015-17 MCFLS strategic directions.

Description:

This last part of the survey seeks your feedback to assess the implementation of the last MCFLS strategic plan. The goal of this part of the survey is to learn from the results of implementing the last plan to understand what might have led to something having been successfully implemented or what potential issues or obstacles might have caused something to not have been successfully implemented. At the February 28<sup>th</sup> planning session, this information will be used as a lens to help prioritize potential strategic issues and develop possible strategies to address a strategic issue. This information will also inform the strategic plan implementation development meeting with MCFLS staff in March.

Questions:

Having reviewed the summary document regarding the implementation of initiatives to achieve the strategic directions and reach service goals in the last MCFLS strategic plan, from your perspective as a MCFLS Trustee, staff member, or member library, please respond to the following questions.

1 - Please indicate how successful you think the system was in meeting each strategic direction and its service goals. (Matrix with the four strategic directions as rows and the following column options to select for each strategic direction)

- Not successful at all
- Somewhat successful
- Successful
- Very successful
- Don't know / no opinion

2 - Overall, please indicate the level of service improvement you believe the implementation of the initiatives achieved for the system and member libraries for each service goal. (Matrix with the 13 service goals as rows and the following column options to select for each service goal)

- No improvement
- Some improvement
- Improved
- Significantly improved
- Don't know / no opinion

3 – When considering the results of the implementation of the last plan and strategies that might be utilized by the system with the new strategic plan, please rank in importance (1 = most important; X = least important) the following factors in regards to their impact on successfully implementing any activities and initiatives the system may undertake to reach the goals and objectives established in the new plan.

- Communication
- Necessary expertise and capacity to develop and support service or resource (at system, member libraries, or outside assistance)
- Capacity or ability of libraries to use services and resources provided
- There's enough need among member libraries for a service or resource
- Providing enough time to implement a service or resource
- Quality project planning
- Providing necessary resources to implement
- Other

4 – Please think about the last strategic plan and the upcoming plan development process, including the February 28<sup>th</sup> all-day plan development meeting. Is there anything else you would like to share? Are there any thoughts you have about whether any strategic direction or service improvement areas addressed in the last plan that should continue or not continue to be a focus for the system in the new plan? (Open-ended comment box)

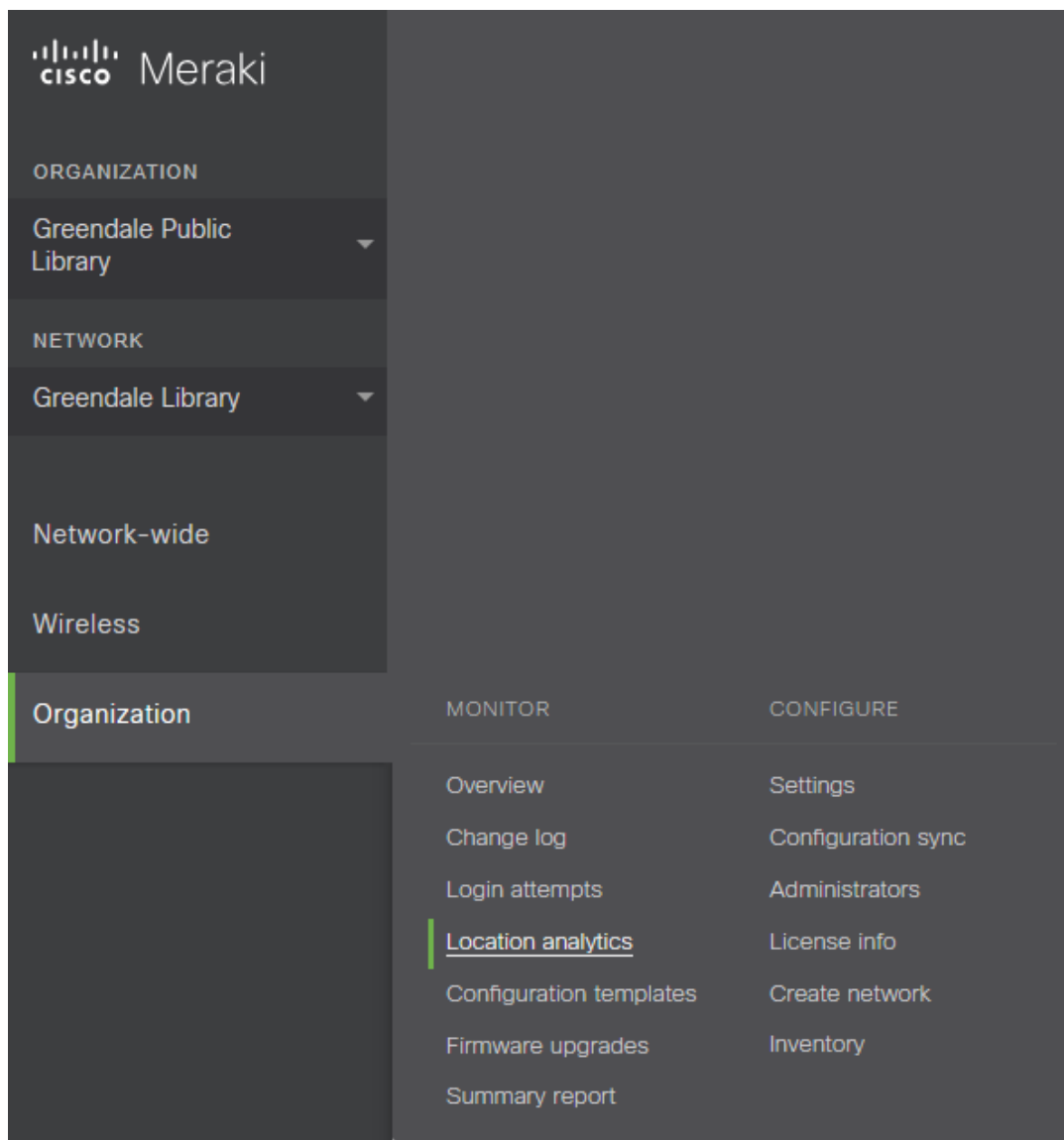


## Instructions for Reporting Wireless Internet Sessions for Meraki Libraries

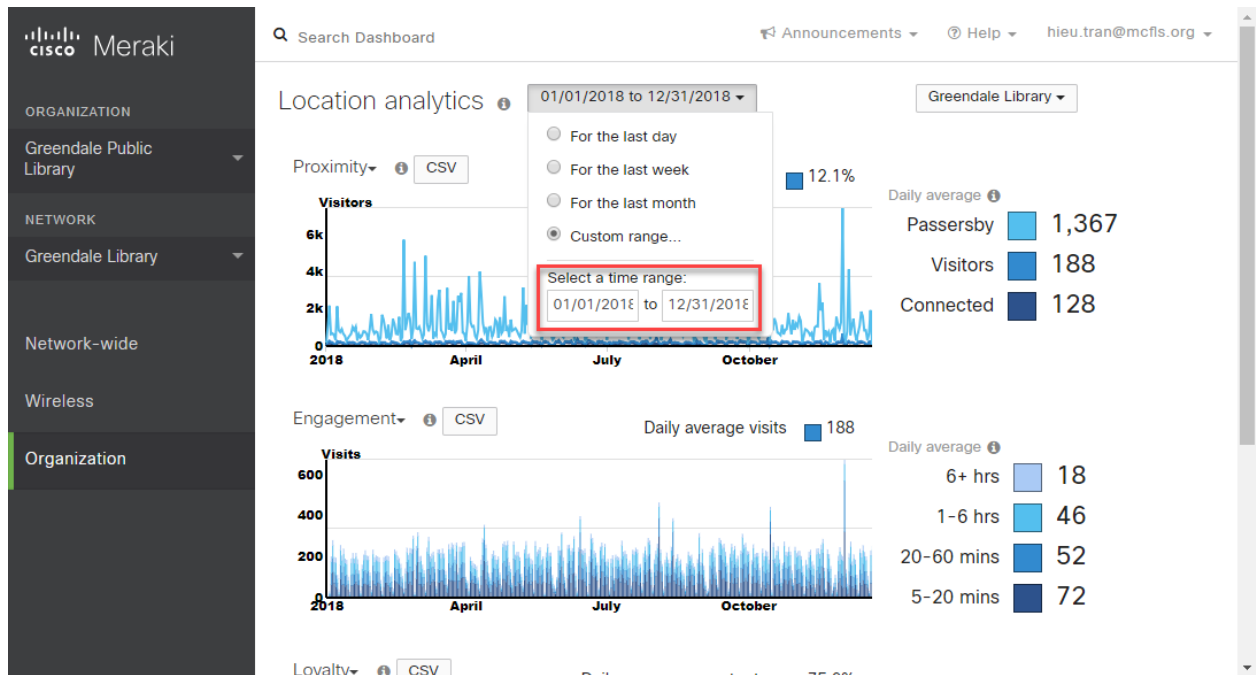
### Annual Report. Section III.7a-7b

MCFLS has consulted with member library staff and Digicorp (who has installed the Meraki wireless systems at 10 MCFLS libraries) to determine the most accurate way of counting wireless internet sessions for the state annual report. Based on our examination, we've concluded that the easiest way to get an accurate count of these sessions is to use the Location Analytics section in the Meraki online portal, download the CSV file and use the total count from the Connected column.

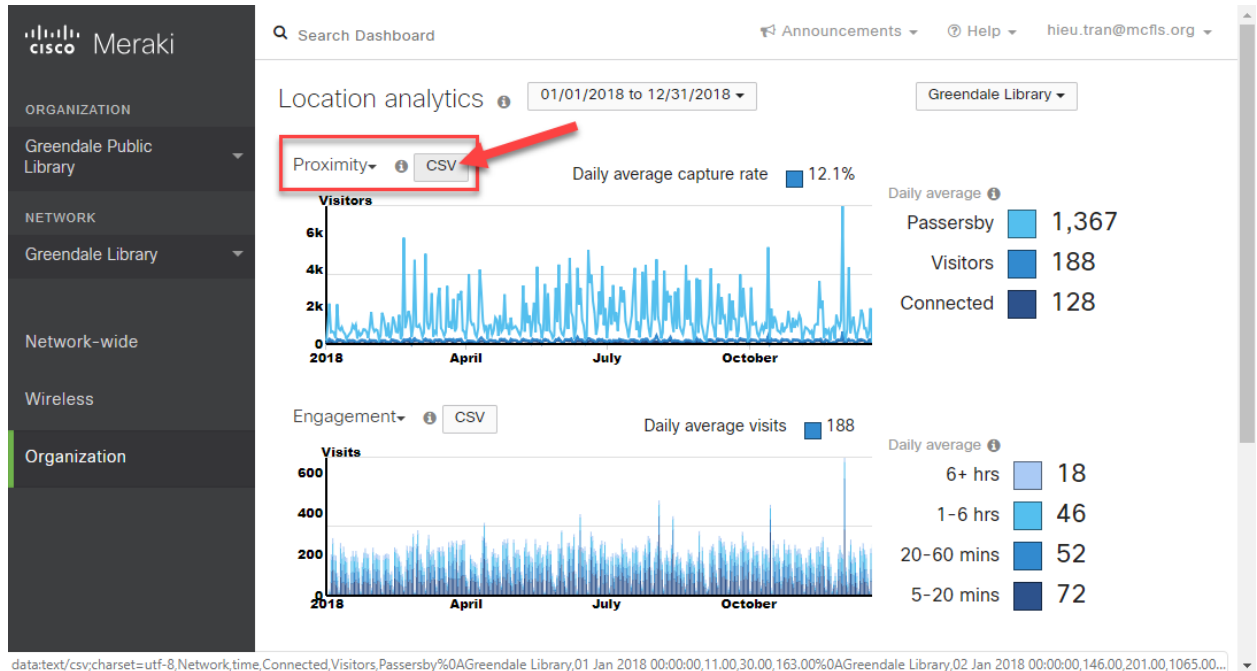
1. Login to the Meraki portal at [https://account.meraki.com/secure/login/dashboard\\_login](https://account.meraki.com/secure/login/dashboard_login)
2. On the left side menu, select Organization > Location Analytics



- Change the date range at the top of the page to reflect the entire year:



- Click the CSV button next to Proximity:



5. Once the file has been saved to your local machine, open the file and locate the Connected column. This column reflects actual connections made through your Meraki access points. Numbers for the Passersby and Visitors columns should not be used.

	A	B	C	D	E	F
1	Network	time	Connected	Visitors	Passersby	
2	Greendale Library	1/1/2018 0:00	11	30	163	
3	Greendale Library	1/2/2018 0:00	146	201	1065	
4	Greendale Library	1/3/2018 0:00	156	281	2176	
5	Greendale Library	1/4/2018 0:00	131	198	639	
6	Greendale Library	1/5/2018 0:00	139	195	681	
7	Greendale Library	1/6/2018 0:00	61	110	596	
8	Greendale Library	1/7/2018 0:00	19	40	315	
9	Greendale Library	1/8/2018 0:00	168	257	2141	
10	Greendale Library	1/9/2018 0:00	157	205	839	
11	Greendale Library	1/10/2018 0:00	199	238	747	
12	Greendale Library	1/11/2018 0:00	143	191	907	
13	Greendale Library	1/12/2018 0:00	151	184	653	
14	Greendale Library	1/13/2018 0:00	60	102	562	
15	Greendale Library	1/14/2018 0:00	15	29	276	
16	Greendale Library	1/15/2018 0:00	138	190	429	
17	Greendale Library	1/16/2018 0:00	160	217	543	
18	Greendale Library	1/17/2018 0:00	142	190	647	
19	Greendale Library	1/18/2018 0:00	159	219	1021	
20	Greendale Library	1/19/2018 0:00	146	187	844	
21	Greendale Library	1/20/2018 0:00	64	133	1031	
22	Greendale Library	1/21/2018 0:00	20	34	294	
23	Greendale Library	1/22/2018 0:00	99	160	641	
24	Greendale Library	1/23/2018 0:00	149	210	458	
25	Greendale Library	1/24/2018 0:00	187	231	563	
26	Greendale Library	1/25/2018 0:00	151	205	793	
27	Greendale Library	1/26/2018 0:00	141	203	777	
28	Greendale Library	1/27/2018 0:00	62	121	649	
29	Greendale Library	1/28/2018 0:00	11	39	320	
30	Greendale Library	1/29/2018 0:00	174	234	885	
31	Greendale Library	1/30/2018 0:00	130	197	1708	
32	Greendale Library	1/31/2018 0:00	154	206	882	
33	Greendale Library	2/1/2018 0:00	161	201	671	
34	Greendale Library	2/2/2018 0:00	136	195	788	
35	Greendale Library	2/3/2018 0:00	69	86	733	
36	Greendale Library	2/4/2018 0:00	7	31	231	
37	Greendale Library	2/5/2018 0:00	155	197	448	
38	Greendale Library	2/6/2018 0:00	121	202	1692	

6. For the annual report, Sect III.7a indicate router count by using the number '2'.
7. For Sect III.7b, total the Connected column for the entire year and enter the number.



## MCFLS Text Notifications in Support of Your Summer Reading Program

I am looking for a MCFLS branch library to partner with on a pilot project whose purpose is to promote and support the library's 2019 Summer Reading program via biweekly text messages to patrons who opt to subscribe.

The project would involve using Shoutbomb LLC which MCFLS already uses for our patron text notification system. The set up and broadcast message delivery for this pilot project has no cost tied to it. George Quayle, the founder and president has confirmed that this is a feature our site already is able to use.

The text messages would pertain specifically to the given library's Summer Reading program and have nothing to do with our existing MCFLS text notifications tied back to ILS materials and holds. Patrons would need to opt in to join the program and receive the text. MCFLS could either send out a bulk email to the library's patrons with instructions on how to sign up for the text notifications. Another option or an additional option would be to create a web page and/or handout that instructs patrons to send a text message to a new, designated phone number as a way to opt into this pilot program.

### MCFLS COMMITMENT INVOLVED:

- MCFLS staff documents the steps taken for this pilot project
- MCFLS works with Shoutbomb to do all preliminary set up of the text message service platform
- MCFLS works with the library to write up promotional information where appropriate
- MCFLS performs research on any such similar programs being done and the effectiveness of text blasts based on a set frequency and/or set content matter
- MCFLS works with the library to identify who submits the batch text blasts over the course of the summer program.
- MCFLS documents any difficulties had by patrons for future consideration
- MCFLS collects and shares library feedback after the pilot project is over

### MEMBER STAFF COMMITMENT INVOLVED:

- Agreement to participate and share information from April 1, 2019-Sept 1, 2019
- Two initial meetings with library staff in April whose purpose is to identify and write up joint goals to be achieved by the text messages. At these meetings it would be determined:
  - The goal of the text messages (reading tips as well as program specifics?)
  - The total number of text messages for the full program
  - The frequency or schedule of when the text messages go out
  - The method for staff composing the text messages on a shared, web-based tool is communicated with deadlines for staff established
  - Identify how patrons will opt in for the text message program (via an email message, using a specific phone number or a combination of both.
  - Finalize the information to promote this program and in which formats (web page, paper handout, newsletter, etc).
- Agreement to participate in 1-2 short check-in online meetings to make sure information is clear on the program (dates to be set by May 2019)
- Post Summer Reading Program meeting with MCFLS to identify what worked well and could have gone better.

PAID DATE	PATRON	ITEM	TITLE	AMOUNT	ITEM LOC	STAT GROUP	OWNING LOCATION	PAYMENT ACCEPTED AT
2018-09-27 11:48:40		i1441052a	101 gift projects from wood / James A. Jacobson.	\$20.00	1a	162	MILWAUKEE	GREENDALE
2018-09-28 15:48:49		i12187720a	Almost missed you : a novel / Jessica Strawser.	\$2.80	25af	832	MILWAUKEE	CUDAHY
2018-09-28 17:22:10		i11363296a	Archie takes flight / by Wendy Mass and Michael Brawer ; illustrated by Elise Grav	\$5.99	13cpb	362	MILWAUKEE	WEST ALLIS
2018-09-28 17:22:10		i11811092a	Water planet rescue / by Wendy Mass and Michael Brawer ; illustrations by Elise Gr	\$5.99	13cpb	362	MILWAUKEE	WEST ALLIS
2018-09-28 17:28:09		i11530122a	Do you want to be my friend?	\$17.99	13cpi	362	MILWAUKEE	WEST ALLIS
2018-09-28 17:28:09		i11784977a	Dad's favorite toy / adapted by Sheila Sweeny Higginson ; illustrated by Character	\$4.99	13cpb	362	MILWAUKEE	WEST ALLIS
2018-10-01 11:25:41		i11387737a	Blood memory / Greg Iles.	\$9.99	1af	802	MILWAUKEE	NORTH SHORE
2018-10-01 11:25:41		i12433106a	Murder beyond the grave : true-crime thrillers / James Patterson.	\$10.93	1a	802	MILWAUKEE	NORTH SHORE
2018-10-01 11:27:33		i6107152a	The Berenstain Bears in the dark / Stan & Jan Berenstain.	\$5.00	6ypb	192	BROWN DEER	ZABLOCKI
2018-10-01 13:26:03		i11200571a	Tantric sex / Richard Craze.	\$18.00	83a	252	CUDAHY	BAY VIEW
2018-10-01 13:58:35		i8983588a	The Rastafarians / Leonard E. Barrett, Sr. ; with a new afterword.	\$1.20	13a	361	MILWAUKEE	WEST ALLIS
2018-10-01 14:28:39		i8553826a	The complete color harmony : expert color information for professional color resul	\$10.00	13a	362	MILWAUKEE	WEST ALLIS
2018-10-02 15:51:08		i12299472a	Pet sematary [DVD videorecording] / Paramount Pictures presents ; produced by Rich	\$4.89	19adv	402	MILWAUKEE	ST. FRANCIS
2018-10-02 16:36:22		i8310919a	Now that's what I call music! 15 [sound recording].	\$20.98	36aav	372	WEST ALLIS	MITCHELL STREET
2018-10-02 18:17:03		i8067148a	The five people you meet in heaven / Mitch Albom.	\$19.95	05af	242	MILWAUKEE	OAK CREEK
2018-10-03 16:27:11		i12141200a	Teen Titans go! Bring it on / J. Torres, writer ; Todd Nauck, Mike Norton, pencil	\$7.53	19cgn	361	MILWAUKEE	WEST ALLIS
2018-10-03 17:19:48		i11854418a	Zero footprint : the true story of a private military contractor's covert assignme	\$14.87	1a	341	MILWAUKEE	WAUWATOSA
2018-10-05 11:56:19		i12444190a	From hero to zero / James Patterson, and Chris Tebbetts ; illustrated by Laura Par	\$7.43	31cdi	341	MILWAUKEE	WAUWATOSA
2018-10-05 16:53:33		i10269354a	Love bites : the unofficial saga of Twilight / Liv Spencer.	\$14.95	43ya	102	MILWAUKEE	FRANKLIN
2018-10-06 15:23:03		i11758758a	Oh say can you say? / By Dr. Seuss.	\$14.54	14pic	361	MILWAUKEE	WEST ALLIS
2018-10-06 16:16:04		i11260460a	Magical mermaid adventure / adapted by Mary Man-Kong ; based on the screenplay by	\$17.99	93yfc	132	WHITEFISH BAY	EAST
2018-10-07 13:33:32		i8054950a	Made in the USA [videorecording] : born to ride / Trident Films ; produced, create	\$19.95	25g	832	MILWAUKEE	CUDAHY
2018-10-08 15:03:31		i10768401a	Enough [DVD videorecording] / Columbia Pictures presents an Irwin Winkler producti	\$19.99	8med	232	NORTH SHORE	WASHINGTON PARK
2018-10-08 15:28:31		i10916862a	Travels with Epicurus : a journey to a Greek island in search of a fulfilled life	\$20.00	1a	802	MILWAUKEE	NORTH SHORE
2018-10-09 18:49:44		i8692746a	The Pep Boys auto guide to car care and maintenance / E.J. Braswell.	\$11.95	23a	362	MILWAUKEE	WEST ALLIS
2018-10-11 14:19:21		i11889785a	Queen divas / De'nesha Diamond.	\$8.70	35auf	602	MILWAUKEE	BROWN DEER
2018-10-11 14:19:22		i12124092a	Conspiracy / De'nesha Diamond.	\$8.70	35auf	602	MILWAUKEE	BROWN DEER
2018-10-13 12:03:54		i11485488a	l8r, g8r / Lauren Myracle.	\$8.95	31ypb	602	MILWAUKEE	BROWN DEER
2018-10-14 16:21:46		i10429550a	Clue in the castle tower : a Samantha mystery / by Sarah Masters Buckey ; [illustr	\$6.95	1cse	361	MILWAUKEE	WEST ALLIS
2018-10-15 12:02:11		i11257402a	The art of thinking clearly / Rolf Dobelli ; translated by Nicky Griffin.	\$26.00	16a	142	MILWAUKEE	GREENFIELD
2018-10-15 12:02:11		i11446870a	Acid test : LSD, Ecstasy, and the power to heal / Tom Shroder.	\$28.00	16a	142	MILWAUKEE	GREENFIELD
2018-10-15 12:02:12		i11610712a	Happiness : a philosopher's guide / Frédéric Lenoir ; translated by An	\$24.00	16a	142	MILWAUKEE	GREENFIELD
2018-10-16 12:30:14		i12212684a	Basketball's record breakers / by Shane Frederick.	\$5.19	15c	341	MILWAUKEE	WAUWATOSA
2018-10-16 18:28:29		i10538488a	Look! A book! / Bob Staake.	\$16.99	1ced	602	MILWAUKEE	BROWN DEER
2018-10-16 18:28:29		i10567837a	Silverlicious / written and illustrated by Victoria Kann.	\$17.99	1ced	602	MILWAUKEE	BROWN DEER
2018-10-17 15:02:29		i9038338a	Alphabet soup : a book of riddles about letters / Michael Dahl ; illustrated by Ga	\$18.60	23ce	341	MILWAUKEE	WAUWATOSA
2018-10-17 17:03:37		i11418487a	Wisconsin real estate sales exam : a complete prep guide / ZR Learning.	\$21.95	25a	832	MILWAUKEE	CUDAHY
2018-10-18 17:31:40		i10433186a	God never blinks : 50 lessons for life's little detours / Regina Brett.	\$18.99	40anf	132	ST. FRANCIS	EAST
2018-10-20 10:14:55		i11888557a	Cooking solo : the joy of cooking for yourself / Klancy Miller ; photographs by Ta	\$11.59	13a	342	MILWAUKEE	WAUWATOSA
2018-10-22 13:24:09		i12121457a	My kite is stuck! and other stories / Salina Yoon.	\$11.99	36c	112	WEST ALLIS	MPL CENTRAL
2018-10-23 17:41:32		i3019873a	Presumed innocent / Scott Turow.	\$30.00	25a	361	MILWAUKEE	WEST ALLIS
2018-10-23 17:41:32		i8706708a	The lost boy : a foster child's search for the love of a family / Dave Pelzer.	\$10.95	25g	361	MILWAUKEE	WEST ALLIS
2018-10-24 17:24:22		i12348771a	The legend of Shadow High / Shannon Hale & Dean Hale.	\$7.96	13cdi	802	MILWAUKEE	NORTH SHORE
2018-10-25 12:24:31		i12506859a	Dreams come true / text by Danielle Star ; illustrations by Emilio Urbano (layout)	\$4.05	23cse	341	MILWAUKEE	WAUWATOSA
2018-10-26 11:41:52		i12453956a	She persisted around the world : 13 women who changed history / written by Chelsea	\$10.43	15c	341	MILWAUKEE	WAUWATOSA
2018-10-30 15:49:48		i12576348a	National geographic kids.	\$5.00	41c	402	MILWAUKEE	ST. FRANCIS
2018-10-30 16:56:58		i11969643a	The concrete shake-up / adapted by Lauren Forte.	\$2.31	31cpb	342	MILWAUKEE	WAUWATOSA
2018-10-31 15:30:23		i7678754a	The Adventures of Huckleberry Finn [sound recording] / by Mark Twain.	\$21.29	14yf	102	MILWAUKEE	FRANKLIN
2018-11-03 10:45:02		i5641846a	How to use Microsoft Word 97 for Windows / Heidi Steele.	\$20.00	8s	502	NORTH SHORE	CENTER STREET
2018-11-05 16:16:40		i3174472a	Ventriloquism : how to put on an act, use the power of suggestion, write a clever	\$20.00	1t3	362	MILWAUKEE	WEST ALLIS
2018-11-05 18:47:24		i9994283a	Barron's English for foreign language speakers : the easy way / Christina Lacie.	\$14.99	13a	932	MILWAUKEE	WHITEFISH BAY
2018-11-05 19:43:08		i9006004a	Carmen / Carole Fréchette ; translated by Susan Ouriou.	\$12.95	31ya	341	MILWAUKEE	WAUWATOSA
2018-11-06 17:19:59		i9520270a	My best friend's girl / Dorothy Koomson.	\$4.80	34af	112	WAUWATOSA	MPL CENTRAL
2018-11-06 18:43:34		i9861517a	Kiss kiss! / Margaret Wild & Bridget Strevens-Marzo.	\$9.47	14jbb	361	MILWAUKEE	WEST ALLIS
2018-11-06 18:52:56		i10863938a	Dodger / Terry Pratchett.	\$14.55	14ya	361	MILWAUKEE	WEST ALLIS

2018-11-06 18:52:57	i12504780a	The Alcatraz escape / Jennifer Chambliss Bertman, with illustrations by Sarah Watt	\$14.02 14jf	361 MILWAUKEE	WEST ALLIS
2018-11-06 19:19:07	i11696108a	Goosebumps. It came from beneath the sink [DVD videorecording] ; Strained peas / S	\$9.98 37cdv	362 MILWAUKEE	WEST ALLIS
2018-11-08 17:13:01	i10683942a	Harry Potter and the goblet of fire [DVD videorecording] / Warner Bros. Pictures p	\$14.96 19adv	362 MILWAUKEE	WEST ALLIS
2018-11-08 17:13:02	i11806606a	Harry Potter and the deathly hallows. Part 2 [DVD videorecording] / Warner Bros. P	\$9.87 19adv	362 MILWAUKEE	WEST ALLIS
2018-11-08 17:13:02	i11003035a	Rise of the guardians [DVD videorecording] / Dreamworks Animation SKG presents ; s	\$29.98 19cdv	362 MILWAUKEE	WEST ALLIS
2018-11-08 17:13:03	i11811612a	Harry Potter and the prisoner of Azkaban [DVD videorecording] / Warner Bros. Pictu	\$9.87 19cdv	362 MILWAUKEE	WEST ALLIS
2018-11-08 17:13:03	i11811565a	Harry Potter and the sorcerer's stone [DVD videorecording] / Warner Bros. Pictures	\$9.87 19cdv	362 MILWAUKEE	WEST ALLIS
2018-11-08 17:13:04	i11812734a	Harry Potter and the Half-Blood Prince [DVD videorecording] / Warner Bros. Picture	\$9.87 19cdv	362 MILWAUKEE	WEST ALLIS
2018-11-08 17:13:04	i11812784a	Harry Potter and the Deathly Hallows. Part 1 [DVD videorecording] / Warner Bros. P	\$9.87 19adv	362 MILWAUKEE	WEST ALLIS
2018-11-08 17:13:05	i12152978a	The matrix collection [DVD videorecording] / Warner Bros. Pictures presents in ass	\$10.46 19adv	362 MILWAUKEE	WEST ALLIS
2018-11-10 13:32:12	i9720615a	Goosebumps. Cry of the cat [DVD videorecording] / Twentieth Century Fox Home Enter	\$7.50 43cdv	361 MILWAUKEE	WEST ALLIS
2018-11-10 13:34:13	i1374990a	Odd girls and twilight lovers : a history of lesbian life in twentieth-century Ame	\$30.00 34anf	152 WAUWATOSA	ATKINSON
2018-11-10 14:03:20	i10075882a	Owly. The way home & the bittersweet summer / Andy Runton ; [edited by Chris Staro	\$10.80 14jf	361 MILWAUKEE	WEST ALLIS
2018-11-13 10:21:14	i12271736a	The hammer of Thor / Rick Riordan.	\$24.99 89yf	112 SHOREWOOD	MPL CENTRAL
2018-11-13 13:51:23	i12271575a	George's new dinosaur.	\$7.00 10yp	402 MILWAUKEE	ST. FRANCIS
2018-11-14 14:00:19	i11989529a	The GlamTwinz guide to longer, healthier hair / Kelsey and Kendra Murrell.	\$9.83 23aa	402 MILWAUKEE	ST. FRANCIS
2018-11-16 14:32:01	i11100559a	The art of seduction / Robert Greene.	\$21.00 35a	602 MILWAUKEE	BROWN DEER
2018-11-16 16:01:23	i11422223a	Smart change : five tools to create new and sustainable habits in yourself and oth	\$25.00 16a	362 MILWAUKEE	WEST ALLIS
2018-11-16 17:42:19	i10205563a	Stop walking on eggshells : taking your life back when someone you care about has	\$18.95 1a	361 MILWAUKEE	WEST ALLIS
2018-11-16 17:42:19	i10358596a	I hate you--don't leave me : understanding the borderline personality / Jerold J.	\$15.00 1a	361 MILWAUKEE	WEST ALLIS
2018-11-19 17:07:41	i9047063a	Milkweed : a novel / Jerry Spinelli.	\$11.50 83ya	372 CUDAHY	MITCHELL STREET
2018-11-20 13:49:31	i11782853a	Ardennes 1944 : Hitler's last gamble / Antony Beevor.	\$35.00 19a	361 MILWAUKEE	WEST ALLIS
2018-11-20 13:49:32	i6887398a	The complete stories / Isaac Asimov.	\$30.00 19af	361 MILWAUKEE	WEST ALLIS
2018-11-20 16:06:33	i8678006a	The whole pregnancy handbook : an obstetrician's guide to integrating conventional	\$20.00 37g	362 MILWAUKEE	WEST ALLIS
2018-11-20 16:06:33	i8903512a	The mother of all pregnancy books / Ann Douglas.	\$15.99 37g	362 MILWAUKEE	WEST ALLIS
2018-11-20 16:06:33	i7872229a	Stretching & pregnancy / Kit Laughlin with Jennifer Cristaudo.	\$15.00 37g	362 MILWAUKEE	WEST ALLIS
2018-11-21 13:13:49	i11396884a	Blondie : Rapunzel's royal pony / by Tennant Redbank ; illustrated by the Disney S	\$8.00 10ypb	242 MILWAUKEE	OAK CREEK
2018-11-25 16:08:15	i12185985a	An extraordinary union / Alyssa Cole.	\$13.70 14af	361 MILWAUKEE	WEST ALLIS
2018-11-26 19:02:38	i11105456a	Mikey's monster / adapted by Hollis James ; illustrated by Patrick Spaziante.	\$7.31 14e	361 MILWAUKEE	WEST ALLIS
2018-11-27 12:45:17	i12199359a	Boomer gets his bounce back / adapted by Andrea Posner-Sanchez ; illustrated by Mi	\$6.00 10yp	242 MILWAUKEE	OAK CREEK
2018-11-28 12:09:30	i10235549a	Zombie tales. 4 This bites / [Mark Waid, editor-in-chief].	\$5.00 34a	112 WAUWATOSA	MPL CENTRAL
2018-11-29 18:59:13	i12151343a	P.S. I still love you / Jenny Han.	\$6.37 43ya	342 MILWAUKEE	WAUWATOSA
2018-12-01 12:05:27	i11760177a	Night of the living worms : a Speed bump and Slingshot misadventure / Dave Coverly	\$12.43 14jf	361 MILWAUKEE	WEST ALLIS
2018-12-01 13:16:42	i10219637a	Star Wars. Clone wars gambit : siege / Karen Miller.	\$16.00 1af	361 MILWAUKEE	WEST ALLIS
2018-12-01 13:16:43	i12320742a	The dark assassin / Joseph Delaney.	\$14.55 14ya	361 MILWAUKEE	WEST ALLIS
2018-12-01 13:25:10	i12147607a	DC Super Friends. Head of the class / Sholly Fisch, writer ; J. Bone ... [et al.],	\$7.53 17cgn	362 MILWAUKEE	WEST ALLIS
2018-12-01 14:01:53	i10966791a	Here comes the boom [DVD videorecording] / Columbia Pictures ; Happy Madison produ	\$12.99 40adv	172 ST. FRANCIS	KING
2018-12-04 17:23:15	i1970541a	Hunting with the bow and arrow [by] Saxton Pope.	\$30.00 1t3	962 MILWAUKEE	HALES CORNERS
2018-12-05 09:42:01	i12047952a	A forever friend / by Judy Katschke; illustrated by Serena Geddes.	\$3.47 25cse	402 MILWAUKEE	ST. FRANCIS
2018-12-05 15:51:04	i12052191a	Skylanders SWAP Force : Master Eon's official guide.	\$0.53 23cdi	342 MILWAUKEE	WAUWATOSA
2018-12-05 17:54:11	i11546574a	Help your kids with math : a unique step-by-step visual guide.	\$19.95 23cp	342 MILWAUKEE	WAUWATOSA
2018-12-05 18:39:51	i9592688a	Saturn S-series automotive repair manual / by Mark Ryan and John H. Haynes.	\$4.95 19a	361 MILWAUKEE	WEST ALLIS
2018-12-06 17:27:20	i11050718a	ASVAB for dummies : Premier PLUS / by Rod Powers.	\$0.64 34bc	252 WAUWATOSA	BAY VIEW
2018-12-06 17:43:30	i12022163a	My big fat zombie goldfish : live and let swim / Mo O'Hara ; illustrated by Marek	\$6.90 19cdi	142 MILWAUKEE	GREENFIELD
2018-12-07 09:39:24	i10918504a	New moon / Stephenie Meyer.	\$10.99 31ya	341 MILWAUKEE	WAUWATOSA
2018-12-12 16:30:14	i8458183a	Learning Pro/ENGINEER Wildfire, SolidWorks 2004, Autodesk Inventor 8 in one day	\$39.00 1a	802 MILWAUKEE	NORTH SHORE
2018-12-12 16:49:06	i9919445a	Welder's handbook : a guide to plasma cutting, oxyacetylene, ARC, MIG and TIG weld	\$19.95 19a	402 MILWAUKEE	ST. FRANCIS
2018-12-14 12:33:18	i9113132a	Santa clause 2 [DVD videorecording] / Walt Disney Pictures presents an Outlaw Prod	\$19.99 34av	232 WAUWATOSA	WASHINGTON PARK
2018-12-15 11:48:37	i11374458a	The conscious parent : transforming ourselves, empowering our children / Shefali T	\$16.57 14pc	102 MILWAUKEE	FRANKLIN
2018-12-18 17:36:47	i7335018a	Beckett basketball card monthly.	\$5.00 41ya	402 MILWAUKEE	ST. FRANCIS
2018-12-18 17:36:47	i7561197a	WWF magazine : official publication of the World Wrestling Federation.	\$5.00 41ya	402 MILWAUKEE	ST. FRANCIS
2018-12-22 13:44:22	i12504366a	Guinness world records. Biggest and smallest! / by Christy Webster.	\$7.53 37cdi	832 MILWAUKEE	CUDAHY

## WPLC OverDrive Instant Digital Card (IDC) Program Fact Sheet

### Overview of IDC For a Fee

- OverDrive's Instant Digital Card (IDC) uses an end-user's name and mobile phone number to validate that they have a recent residential address within the boundaries of WI.
- If the end-user is validated as having a recent residential address within the Service Area, the patron's mobile phone number will serve as a digital library card that enables them to borrow digital content from Library's OverDrive digital collection.
- OverDrive will charge a fee of ninety cents (\$0.90) each time a Digital Library Card is issued to a patron.
- OverDrive will invoice the consortium monthly via OverDrive Marketplace for the GLC Fee incurred during the previous month.

### Overview of IDC For Free

- OverDrive has offered this program to the WPLC for free if we are willing to validate on mobile phone number **area code only**.
- It was noted the only information we would get about the patron would be phone number and optional email address.

### Additional IDC Questions and Answers received from OverDrive

- 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, they are not transferred and associated to the new library branch.
- WPLC asked if we could obtain the patron's nine-digit zip code to help determine service area if we used the for a fee program. OverDrive informed us this 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. So, if we wanted to allow fewer checkouts to encourage users to upgrade to full library cards, that is possible.
- 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.
- IDC users will not have access to any Advantage account materials, unless they are shared to the consortium collection.
- If an IDC user does get a full card, their mobile phone account can be merged with their new library card, just like staff can do now for any user who gets a new card via OverDrive Marketplace's end-user support tools.
- Users who first download the Libby App, without a library card, can complete the IDC process and obtain access within Libby and do not need to use the website.

## Steve Heser

---

**From:** Howard, Jordan <jhoward@newsbank.com>  
**Sent:** Tuesday, December 4, 2018 11:22 PM  
**To:** Steve Heser  
**Subject:** Milwaukee Journal Sentinel  
**Attachments:** NewsBank\_PDFIntegratedSearch\_Screenshots.pdf; WISources.xls

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Steve,

Thank you for your time in putting together information for the directors in your group. As we discussed, we would like to offer all of our formats of this content, including our most up to date Image Editions of this content. I have attached screenshots of what this integration would look like in our new interface.

In addition, we would like to offer our new platform with all of the content in our suite of products in a free Partnership Program. In this program we will turn on our entire collection. I have attached the Wisconsin source lists, let me know if you want the sources from outside of Wisconsin. As we approach the end of next year, we will get a detailed analysis of the types of searches that were done as well as all the sources the patrons were using. We can do this analysis at a site by site level.

The total cost for the Milwaukee Journal Sentinel in all formats would be at a discount if all 14 libraries were to add the content. The total cost would be \$32,962.50, which does include the renewal prices from West Allis and Wauwatosa. If there were certain libraries interested we can discuss a site by site level of this content.

I will be out of the office until December 12<sup>th</sup>, but please let me know if you have any questions. Otherwise I will plan to follow up on December 13<sup>th</sup> at 2:30 PM.

Thanks

Jordan Howard  
Senior Account Representative  
P.800.762.8182





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## Kansas, Kansas City restaurant & grocery store health inspections for Feb. 16

Kansas City Star, The (MO) - February 16, 2017 [Browse Issues](#)  
Author/Byline: Joyce Smith, The Kansas City Star Section: cityscape

Here are area restaurants with 7 or more priority or critical health code violations, with highlighted links to some original reports by city or county health inspectors.

Restaurants correct most violations at the time of the original inspection or shortly thereafter. [Link to the full list of violations.](#) How each establishment has corrected or is working to correct any remaining violations.

If an inspection or follow-up report needs clarification, restaurant and grocery store owners can email her at [jsmith@kcstar.com](mailto:jsmith@kcstar.com). The Star will post appropriate responses online in the space provided.

The Kansas Department of Agriculture cited these operations for 7 or more priority health code violations:

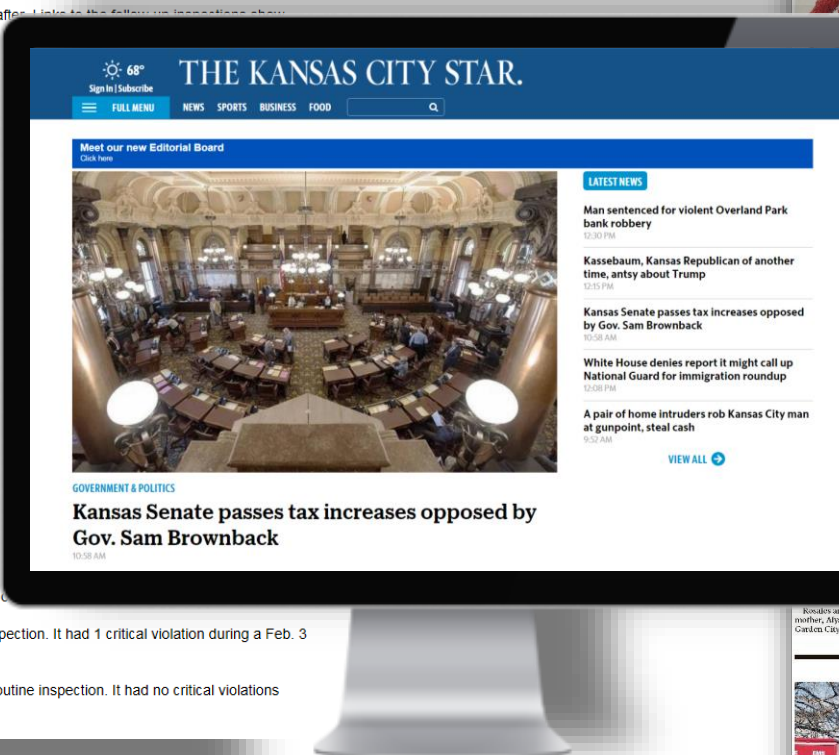
- Hy-Vee, 13400 W. 87th St., Lenexa, had 16 priority violations during a Feb. 2 routine inspection.
- El Potro Mexican Cafe, 13025 Canaan Drive, Bonner Springs, had 13 priority violations during a Jan. 17 follow-up inspection.
- La Carreta, 16521 W. 159th Terrace, Olathe, had 12 priority violations during a Jan. 10 routine inspection.
- Kobi's Club & Deli, 113 Oak St., Bonner Springs, had 10 priority violations during a Jan. 17 follow-up inspection.
- Nice Food, 7557 State Ave., Kansas City, Kan., had 9 priority violations during a Jan. 3 routine inspection.
- Price Chopper, 12010 Shawnee Mission Parkway, Shawnee, had 9 priority violations during a Jan. 17 follow-up inspection.
- PepperJax Grill, Legends Outlets, 1703 Village West Parkway, Kansas City, Kan., had 9 priority violations during a Jan. 17 follow-up inspection.
- Room 39 at Mission Farms, 10561 Mission Road, Leawood, had 8 priority violations during a Jan. 17 follow-up inspection.
- Blue Sushi Sake Grill, Woodside Village, 4705 Rainbow Blvd., Westwood, had 7 priority violations during a Jan. 17 follow-up inspection.

For complete Kansas health inspections, visit <http://agriculture.ks.gov/divisions-program>.

The Kansas City Health Department cited these operations for 7 or more critical health code violations:

- Caddyshack Pub, 700 E. Third St., had 11 critical violations during a Feb. 2 routine inspection. It had 1 critical violation during a Feb. 3 follow-up inspection.
- Avenues Bistro, Brookside, 338 W. 63rd St., had 9 critical violations during a Jan. 31 routine inspection. It had no critical violations during a Feb. 7 follow-up inspection.

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Kansas City Star, The (MO) - January 6, 2017


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Kansas City Star, The (MO) - January 18, 2016


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- Kansas City riots, April 1968**

Kansas City Star, The: Blogs (MO) - January 16, 2006

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