Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, September 5th, 2019
9:00 – 11:30 AM

This meeting will be held in a meeting room of the
Whitefish Bay Public Library
5420 N. Marlborough Dr.
Whitefish Bay, WI 53217

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 August 1st, 2019 LDAC meeting

    Action   Attachment A

4. Youth Services Committee – Presentation of 2019-2020 Program Schedule

    Attachment B

5. Adult and Reference Services Committee – Presentation of 2019-2020 Program Schedule

    Attachment C

6. Circulation Services Committee – Presentation of 2019-2020 Program Schedule

    Attachment D

7. 2020 MCFLS System Plan

[Attachment E](#)

8. Additional changes to 2020-2024 ILS, Resource Sharing and Technology DRAFT

[Attachment F](#)

9. 2020-2024 Resource Library Agreement DRAFT

[Attachment G](#)

10. 2020-2024 Cataloging Agreement DRAFT

[Attachment H](#)

11. Recent changes to digital lending models and impact on libraries

[Attachment I](#)

12. Discussion: Change to allow holds on magazines.

[Attachment J](#)

13. Additional business

14. Member library updates

Sub-committee agendas and minutes
Circulation Services—Agenda and minutes available at https://mcfls.libguides.com/circulation/meetings
Youth Services—Agenda and minutes available at https://mcfls.libguides.com/youth/meetings
Young Adult Services—Agenda and minutes available at https://mcfls.libguides.com/youth/yameetings
Adult and Reference Services—Agenda and minutes available at https://mcfls.libguides.com/adult/meetings

The next meeting is scheduled for Thursday, October 3rd, at the Whitefish Bay Public Library 5420 N. Marlborough Dr., Whitefish Bay, WI 53217 (Whitefish Bay will host twice).

Milwaukee County Federated Library System
Library Director's Advisory Council
Regular Monthly Meeting held Thursday, August 1, 2019
Milwaukee Public Library, Central Branch
814 W. Wisconsin Avenue
Milwaukee, WI 53233

Present: Susan Draeger-Anderson, Chair, North Shore Library
               Dana Anderson-Kopczyk, Brown Deer Public Library
               Rachel Arndt, Milwaukee Public Library
               Rachel Collins, Shorewood Public Library
               Jenny Davies, Oak Creek Public Library
               Amy Krahn, St. Francis Public Library
               Pat Laughlin, Hales Corners Library
               Jennifer Loeffel, Franklin Public Library
               Pete Loeffel, Wauwatosa Public Library
               Kathy Manning, South Milwaukee Public Library
               Sheila O'Brien, Greenfield Public Library
               Judy Pinger, Milwaukee Public Library
               Brian VanKlooster, Greendale Public Library

Excused: Nyama Reed, Whitefish Bay Public Library
               Rebecca Roepke, Cudahy Family Library

Absent: Michael Koszalka, West Allis Public Library

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

Call to Order. Chair Draeger-Anderson called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees' Library Directors Advisory Council to order at 9:05 a.m. It was noted that Jenny Davies was filling in for Jill Lininger today.

Additional Agenda Items/Adoption of Agenda. Chair Draeger-Anderson inquired whether there were any additions to the agenda. The following topics were suggested:
  - Donation Form and Ecommerce Fees/Steve Heser
  - PLSR Draft Implementation Schedule/Steve Heser
  - Staff Available for Substitute Work/Susan Draeger-Anderson
  - WLA Themed Basket/Judy Kaniasty
Amy Krahn moved and Rachel Collins seconded a motion to modify the agenda to add the suggested topics. Unanimously approved.

Approval of the Minutes for the June 6, 2019 LDAC meeting. Chair Draeger-Anderson referred to the minutes of the June 6, 2019 meeting which are shown as Attachment A of the agenda packet. Judy Pinger noted a correction to the minutes on page 4, shown as Shorewood's report was actually a

Milwaukee report by Rachel Arndt. Rachel Collins moved and Rachel Arndt seconded a motion to approve the minutes as amended. Unanimously approved.

Annual Report to DPI.
   a.   March 1 Deadline and Compliance Plan. Steve Heser referred to Attachment B, pt. 1 of the agenda packet which indicates DPI's release of the final 25% of this year's funding to MCFLS and also stipulates that MCFLS must submit a plan of action to correct a few member library's delayed submission of their annual report by the March 15th deadline; that plan must be submitted by MCFLS by October 15th. Steve noted that the MCFLS Board has already discussed this topic and feel that the plan will not be penalties but rather how to work to ensure the March 1st deadline will be met in 2020 and beyond. The MCFLS Board will take formal action on a plan of action at their September 2019 meeting. DPI has not yet mentioned how Systems will be penalized in the future if member libraries do not submit annual reports on time as required.
   b.   Proposal for MCFLS to purge patron records annually. Steve Heser referred to a proposal to purge patron records annual, as suggested by DPI for annual reporting, which is shown as Attachment B, pt. 2 of the agenda packet. Steve noted that he would like all libraries to be consistent how this matter is handled and if unanimous consent cannot be reached perhaps the elimination of this statistic is to be considered; another good reason to do the annual purge is to clean up the database as including inactive patrons is misleading and performing comparisons for various matters is hard. Discussion ensued and it was agreed that directors would consider this topic and that a decision would be made at the October LDAC meeting.

MCFLS Agreements and Proposed Changes to Fund Strategic Planning Objectives. Steve Heser reviewed the Summary of Proposed Changes to MCFLS Agreements 2020-2024 which is shown as Attachment C of the agenda packet. Discussion ensued and a few changes were suggested. The MCFLS Board will discuss the agreements in closed session on August 19th.

Steve then distributed additional historical information entitled RB Amounts and Net Positive Transactions and Reciprocal Borrowing 2006-2020 which are shown as Exhibit 1 attached to these minutes; discussion ensued. Steve noted that while RB funding percentages have decreased over the past couple of years it should also be noted that circulations considered for RB payment have also decreased. Sheila O'Brien suggested that per-capita funding information might be good information to consider when further discussing reciprocal borrowing.   Steve added that as part of the strategic plan that an analysis of reciprocal borrowing and data collection will be undertaken and perhaps that should be done sooner rather than later.

BREAK

2020-2024 ILS, Resource Sharing and Technology DRAFT. Steve Heser referred to Attachment D of the agenda packet and noted a few changes to the contract language; a few comments were made and Steve noted he would finalize the three contract drafts discussed and send them out prior to the MCFLS Board meeting. Rachel Collins requested details on what the Resource Library Contract provides to member libraries and Steve noted he would request that Paula Kiely or another MPL representative attend the September meeting to review that information for new directors and a reminder for others.

CountyCat Mobile Contract with Communico. Steve Heser reviewed the cost information for the new mobile product, which is shown as Attachment E of the agenda packet which was emailed to all

directors prior to this meeting. Jen Schmidt distributed and reviewed a timeline for implementation which is shown as Exhibit 2 attached to these minutes. Jen noted she is seeking a team to test the product before release and the next thing she will be arranging is a staff training schedule. Jen added that member library staff will be able to update/edit content when needed.

Formation of a Working Group to Determine Membership and Structure of the New Marketing and Advocacy Subcommittee. Steve Heser reported that he will be convening a short term workgroup of interested individuals to develop the ground rules for the marketing and advocacy subcommittee. Rachel Collins, Pete Loeffel (or a proxy) and hopefully a MCFLS Board member will serve along with Steve Heser. Other library system staff members will be questioned as to their workings in this area for direction and input.

Decision on Flipster Subscription. Steve Heser referred to Flipster magazine titles shown as Att. F, pt. 1 and a comparison of offerings between Flipster and Hoopla titles available is shown as Att. F, pt. 2. Steve also distributed a revised pricing handout, shown as Exhibit 3 attached to these minutes, which is an update to pt. 3 of Attachment F of the agenda packet. Judy Pinger reported that Consumer Reports can be found on Badgerlink, however clunky and hard to access but cheaper to go that route. Steve Heser noted that the RBDigital subscription would end April 30, 2020 and Flipster could start up sometime before that. Rachel Collins would be interested in knowing checkout periods and Pete Loeffel requested a trial for staff to look at. Amy Krahn questioned what the reasons are for changing and Steve responded that the loss of titles and the lack of diverse titles make Flipster more desirable. Rachel Collins moved and Amy Krahn seconded a motion to migrate to Flipster on April 1, 2020 without Consumer Reports; the motion was tabled to allow a vote in September after staff are allowed time to experience a demo of the Flipster product.

Jen Schmidt reported that the Periodicals Committee will be meeting tomorrow so she will have a report next month regarding catalog record cleanup and print vs. electronic practices.

Discussion on PLA Webinar "Unreturned Materials as Barriers to Access" Presented on July 11 by MPL, MCFLS and UWM Staff. Steve Heser reported on the July 11 webinar based on the Fines Study done by MPL with the assistance of SOIS' Dr. Latham regarding why patrons do not return library materials. Rachel Arndt noted that the conclusion is that patrons forget and the next step will be on how to education patrons to be better library users.

ADDITIONAL BUSINESS.

Donation Form and Ecommerce Fees. Steve Heser reported that the ecommerce donation form was hacked by someone testing validation of a huge number stolen credit cards amounting in $800 in fees. Steve is working with the bank to get those fees waived. The vulnerability is an Innovative issue and the donation form had to be shut down. Steve questioned whether any member libraries would still need MCFLS to offer a donation form and there were a few that do so Steve will look into another option.

PLSR Draft Implementation Schedule. Steve Heser reported that when the call for nominations to serve on the PLSR Implementation Plan comes around all should feel free to apply if interested.

Staff Available for Substitute Work. Susan Draeger-Anderson reported that she is aware that Katherine Hanson has recently retired and that she has her contact information if libraries are or come interested in having her substitute when needed.

WLA Themed Basket. Judy Kaniasty inquired to theme ideas for a WLA raffle basket so she can start planning for putting one together. Two themes were suggested: Milwaukee Bucks and Milwaukee Brewers. It was suggested that an email be sent to the LDAC asking for donations of cash and/or items to put into the baskets.

MEMBER LIBRARY UPDATES.

Shorewood – Rachel Collins reported that she attended the WiLS World conference and attended an excellent racial equity session. Rachel added that there is MPL staff participating in the Governmental Alliance on Race & Equity and they are looking for regional representatives.

Brown Deer – Dana Anderson-Kopczyk reported on the new library planning process—architect meetings have been attended with the interior complete and next up the exterior discussions. The plans will be presented to the public and then to the Board for action. Beginning September 3 the library will open every day at 10 a.m. When the new building opens there will be additional staff and hours will change which is slated for Spring 2021.

St. Francis – Amy Krahn reported that the Library Board will vote on TBS this month.

Milwaukee – Judy Pinger reported the attended WiLS World Conference and she attended some excellent sessions and she encourages others to attend this worthwhile conference in the future.

Wauwatosa – Pete Loeffel reported that they have a new Strategic Plan.

Hales Corners – Pat Laughlin reported that Mike Weber, Security Manager of MPL presented an active shooter staff training session recently and it was well done and free to member library as part of the Resource Library Contract. A new youth services librarian was hired recently.

Milwaukee – Rachel Arndt reported that a Bronzeville Week event is scheduled for August 8 at the Martin Luther King Library from 7-9 p.m. with 3 musical performances.

Franklin – Jennifer Loeffel reported that their new Strategic Plan will be completed soon; a new logo is being designed and a new reference librarian will start soon.

South Milwaukee – Kathy Manning reported that they will begin RFID tagging shortly and will be moving some collections around soon.

Greenfield – Sheila O'Brien reported that the second annual Greenfield Arts Creates fair with a farmers market will be held in the near future.

North Shore – Susan Draeger-Anderson reported that RFID tagging of the collections will begin soon. A couple staff changes are anticipated in the near future.

SUB-COMMITTEE AGENDAS AND MINUTES. Links were provided on the agenda to access the agendas and minutes of the Circulation Services, Youth Services, Young Adult Services and Adult & Reference Services Committees.

NEXT MEETING. Scheduled for Thursday, September 5 at the Shorewood Public Library, 3920 N. Murray Avenue, Shorewood, WI 53211.

ADJOURNMENT. With no further business to be addressed, Rachel Arndt moved and Judy Pinger seconded a motion to adjourn the meeting at 12:12 p.m. Unanimously approved.

Youth Services Committee (Meets six times a year, 1:00-3:00pm)

Co-Chairs: Lisa Reinke, Greendale Public Library and Christine Jackson-DiPerna, Greenfield Public Library

Committee Page: https://mcfls.libguides.com/youth

Directory: https://mcfls.libguides.com/youth/directory

Meeting dates for 2019-2020

Tuesday September 10, 2019 – Shorewood

> FOCUS: MCFLS Spotlight - Celebration of Greenfield Arts by Christine Jackson-DiPerna GFPL Youth Services
>
> PRESENTATION: Dyslexia by Mary Newton of the Wisconsin Reading Coalition

Thursday November 7, 2019 – West Allis

> FOCUS: CCBC Presentation

Monday January 13, 2020 – MPL's New Good Hope Branch   -

> FOCUS: Mock Awards – THIS MEETING STARTS @ 8:30 am

February 11, 2020 – St. Francis

> FOCUS: MCFLS Spotlight is TBD
>
> PRESENTATION: Mindfulness Training by Kim Stephens of Mind Body Reset

March 10, 2020 – Franklin

> FOCUS: MCFLS Spotlight is Franklin's CreateSpace with Keri Whitemore, FPL Assistant Director
>
> PRESENTATION: TBD

May 12, 2020 – Greendale

> FOCUS: MCFLS Spotlight is S.T.E.M. Kits by Jenifer Linske Greendale Circulation Services and Lisa Reinke, Greendale Youth Services
>
> PRESENTATION: Evaluating Picture Books by Anne Kissinger, Wauwatosa Public Library Youth Services

Adult/Reference Services Committee (Meets four times a year, 1:30-3:30pm)

Committee Page: https://mcfls.libguides.com/adult
Directory: https://mcfls.libguides.com/adult/directory

Meeting dates for 2019-2020

Monday September 23, 2019 – Wauwatosa

> FOCUS: Services to our Aging Population. Candice LeGros, Dementia Care Specialist at the Department of Aging at Milwaukee County will talk about dementia-friendly ideas as well as share what the County's Department on Aging can offer to local libraries. She will relay information about the Aging and Disability Resource Center in Milwaukee and its purpose. Following this, North Shore Library staff will share information about their Family Memory Digitization Technology kit and describe its Memory Connection Center. They will have an Engagement Kit on hand to show staff.
> OPEN FORUM: The topic for discussion is local practices with book clubs & book kits

Monday November 18, 2019 – Cudahy

> FOCUS: Programming & Planning for It. The committee is seeking a presenter for this topic. Possibly Kristina Gomez from MPL will address the group on changes she has made within the library and its branches.
> OPEN FORUM: The group will share programming ideas including tips for preparation and evaluation.

Monday March 23, 2020 – Brown Deer

> FOCUS: Games in Libraries (fundraising, checkout, and programming) Charlotte Lange on staff at Brown Deer's library will discuss her experience attending the 2019 UW-Madison iSchool program Games in Libraries.
> OPEN FORUM: The group will discuss the pros/cons of our libraries growing use of non-traditional materials and what that means for programming and upkeep. Afterwards, interested staff can play the Escape Room in teams.

Monday May 18, 2020 – MPL's Good Hope Branch

> FOCUS: Technology Show & Tell / Assistive Technology. Our speakers discussing Assistive Technology are Margaret Kipp, Assistant Profession at UW-Milwaukee's SOIS and Laura Ridenour, PhD candidate at UW-Milwaukee's SOIS.
> OPEN FORUM: The group will discuss the patron perspective on digital resources then there will be a tour of the Good Hope Makerspace.

Circulation Services Committee (Meets five times a year, 1:00-3:00pm)

Committee Page: https://mcfls.libguides.com/circulation
Directory: https://mcfls.libguides.com/circulation/directory

Meeting dates for 2019-2020

Thursday September 19, 2019 – Franklin
        FOCUS: Communico Mobile Catalog App

Thursday November 21, 2019 – Oak Creek
        FOCUS: Compassionate Customer Services (Suzette Urbashich, Director of Rogers InHealth and WISE)

Thursday January 16, 2020 – MPL East Branch
        FOCUS: Save Your A.S.S. After School Sanity (Stephanie Beverage from Huntington Beach Public Library will give a remote session of her PLA presentation)

Thursday March 19, 2020 – Greendale
        FOCUS: Mental Health First Aid for Public Service Staff (Jeremy Triblett from the Community Advocates Public Policy Institute will provide an abbreviated session for our group)

Thursday May 21, 2020 – Whitefish Bay
        FOCUS: TBD

Wisconsin Department of Public Instruction
PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2020
PI-2446 (Rev. 08-19)

INSTRUCTIONS: Complete and submit one copy of this Word document along with one signed, scanned copy in PDF format to the Division for Libraries and Technology (Division) by Tuesday, October 15, 2019. Submit completed Word and PDF documents to:

LibraryReport@dpi.wi.gov

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

	GENERAL INFORMATION	

Library System

Milwaukee County Federated Library System

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

In late 2018 and the spring of 2019, MCFLS engaged with member libraries on a new strategic planning initiative that identified several needs to be addressed by the system. The result was an ambitious set of directives in the 2020-2024 MCFLS Strategic Plan. Among these were improvements in technology and improving the user experience, particularly the experience for users on mobile devices. Another high priority identified by members was a need for investment in marketing system and local library resources in addition to advocacy for their libraries and communities.

MCFLS is challenged to meet these needs and as a result will restructure contracts and agreements to allocate enough funding to meet those directives. Rising costs for the hoopla streaming service, another strategic plan initiative, have forced the system to already reduce the number of max checkouts to ensure the service remains viable. Although the service has been popular, the rising costs will force the system and members to continually re-evaluate this investment. State and county aid levels will remain flat for 2020. making the completion of these directives an even more difficult proposition for the system and members.

Because of the system's small geographic area and dense population, MCFLS member libraries need to work together closely to meet the needs of residents that often don't notice or understand the differences between each library. This has affected the development of this plan and other plans. The 2020-2024 MCFLS Strategic Plan in particular includes language specifically aimed at providing more system level resources and seeking consistent circulation policies across libraries to reduce confusion among patrons.

Many of the member library communities are struggling with revenue for their library even in a period of economic growth. The restructured contracts and agreements make it possible for MCFLS to provide new or enhanced services, but this shifts some of the burden to members. 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.

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

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

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

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

Member libraries were shown the plan in advance of the September 5th Library Directors Advisory Council (LDAC) meeting and invited to make comment and suggest changes either at the meeting itself or via email. The plan will be presented to the MCFLS Board for approval in September 2019.

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

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

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

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

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

Members of the LDAC meet regularly each month to discuss matters of importance to the system and advise the MCFLS Board and system staff on any topics that come before it. While most informational subjects are sent to the LDAC group via an email

GENERAL INFORMATION (cont'd.)

distribution list maintained by the system, matters that require discussion or action are added to the regular agenda each month. The meetings are posted to a regular distribution list that includes the LDAC members as well as the MCFLS Board of Trustees. The agenda packets (which include minutes) are added to the system website as soon as they are sent via email. Additionally, the chair of LDAC attends regular MCFLS Board meetings, submits a written report and verbally delivers that report to the Trustees.

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

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

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

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

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

Work has already begun on the strategic plan, including the implementation of a new mobile app and creation of a marketing and advocacy committee, two high priorities identified by members during surveys and an all-day development meeting held in February 2019.

Other planning documents include the Interlibrary Services Contract with the Milwaukee Public Library, the 2020-2024 Cataloging Contract, the MCFLS Membership Agreement, the 2020-2024 ILS, Resource Sharing, and Technology Agreement, and the 2020-2024 Resource Library Agreement. The Cataloging, Resource and ILS agreements will be approved this Fall and available at https://mcfls.libguides.com/admin/system-agreements-planning before the January 15th deadline.

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 **2020**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

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

Membership Agreements

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

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

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

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

Resource Library Agreement

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

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

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

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

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	ASSURANCES (cont'd)	

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 2020-2024 Resource Library contract, MPL also provides training, consulting, and other assistance to other member libraries and their staff. An annual report of resource library activities is shared with the MCFLS Board each February.

MCFLS provides:
*remote authentication services for reference databases that member libraries offer to the public;
*online forms for public requests for new materials;
*system-wide email through Outlook 365 and website hosting;
*coordination of the use of third-party products working with the ILS, including computer management software, RFID software, and enhanced content for the online catalog;
*regular lists of popular materials in the library catalog;
*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 2020.

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

*In 2019, MCFLS significantly upgraded on-site hardware and replaced three servers related to delivery of the ILS software (two Sierra servers and one Encore server). In addition, the system added a Unitrends backup appliance that will backup all onsite hardware and system staff machines. We hope this Unitrends appliance can be used within the context of the state backup solution that is currently being implemented.

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

*As part of the new strategic plan, contract with a new vendor to provide a new and improved mobile app for Milwaukee County residents.
*As part of the new strategic plan, provide a new annual report on technology activities provided by the system, including current equipment hardware lists and recommended settings.
*System staff will create a variety of easily accessible and usable training opportunities and resources for member library staff. Libraries will be surveyed to determine their training needs.

	ASSURANCES (cont'd)	

Inservice Training

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

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

List ongoing activities related to this requirement.

MCFLS continues to participate as a member of the SEWI continuing education consortium, managed through the Bridges Library system. Through this partnership, MCFLS offers member libraries regular continuing education opportunities. The MCFLS Library Systems Administrator works with the MCFLS Director to coordinate continuing education planning, with MCFLS staff reviewing CE hours related to member library director certification. MCFLS also provides regular in-person, hands on training sessions through staff and vendor representatives on MCFLS-specific products and services. Regular training on ILS functionality is provided, as is training on digital streaming services and traditional databases. Additionally, MCFLS participates financially in statewide online training events, such as the Trustee Training Week, Tech Days and Wild Wisconsin Winter Webinar series. MCFLS and member library staff have also participated as speakers in these series.

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

MCFLS staff will be again offering a set of training sessions designed to improve staff knowledge of the Sierra ILS and electronic resources offered throughout the system. After surveying member libraries to determing training needs, MCFLS staff will also create new training content as part of the strategic plan. Staff plan to create short videos and instructional content that is practical, task specific, and related to system-wide ILS, digital resources, and technology member libraries and patrons use. This is also a new activity derived from the strategic plan.

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

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

Bridges Library System

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

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. The system intranet page has been converted to a simpler, more easy to use format using LibGuides CMS. The MCFLS network administrator has completed a clean up of various email distribution lists maintained by the system and made it easier for member library directors to update these lists.

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

*Pending approval MCFLS plans to upgrade both WAN and Internet lines from 500 Mbps to 1 Gbps. This will allow us to support additional growth as more bandwidth is required at member libraries.

*The MCFLS system website will be fully transitioned to Wordpress in 2020. Plans to upgrade the CountyCat splash screen are also in the works and we hope will be completed in 2020.

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	ASSURANCES (cont'd)	

Service Agreements

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

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

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

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

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

Other Types of Libraries

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

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

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

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

Library Technology and Resource Sharing Plan

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

☒ The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2020. See the Library System Technology and Resource Sharing plan webpage for more information.

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

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

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

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

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

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

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

*Training: MCFLS staff will develop new technology training opportunities, tools and resources that will accommodate a variety of needs and provide common system-wide learning experiences.
*New Mobile App: System staff have surveyed member libraries and arranged demos to select a new mobile app to act as the conduit for mobile users of the catalog and libraries. The app will be implemented in late 2019, but training and improvements will be ongoing in 2020.
*Technology Infrastructure: In 2020, system staff will start the process of assisting to establish standards related to technology equipment and settings by providing an annual report detailing system activities in the past 12 months and providing recommended hardware lists, and browser PC and printer settings. In the future, system staff will provide more assistance to libraries with regard to technology lifecycle planning.

ASSURANCES (cont'd)

Professional Consultation

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

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

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

None

Inclusive Services

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

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

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

The Milwaukee Bucks reading program is managed through the MCFLS office. 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 an aging population and a special tech show-and-tell that features assistive technologies. The system is also working with a Milwaukee Public Library staff member on providing more awareness of Government Alliance on Race and Equity (GARE) background and resources available to member libraries.

Other Service Programs

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

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

Administration

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

☒ The system will submit the 2019 system audit to the Division no later than September 30, 2020.

Budget

☒ The system completed and included the budget by service program category and fund source for the plan year (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 2020 resource library contract.*

In 2019, MCFLS collaborated with Bridges and Kenosha Library Systems to provide cybersecurity training through a vendor called KnowBe4. Staff are tested and trained regularly each month to be better aware of malicious threats through email. MCFLS also has worked with Bridges and Lakeshore Library Systems on a marketing campaign focused on September library card sign-up month. To our knowledge this is the first multi-system marketing campaign attempted in the state. The campaign includes a consistent message delivered through billboards, Facebook ads and radio spots aimed at increasing the number of active cardholders. Evaluation is also a part of the campaign.

In 2019, MCFLS pledged its share of LSTA resources to fund the backup project being coordinated by staff at SCLS and others. The system's participation in the Dell purchasing group statewide will save our members a great deal of money on the purchase of new computers and hardware.

MCFLS continues to contribute to statewide projects through the WLA. The system funded multiple scholarships to the WLA Leadership Institute and offered continued financial support for WLA lobbying activities at the state level.

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

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

Activity	Amount
1. Marketing collaboration	$10,000
2. KnowBe4 Cybersecurity training	$17,000
3. Statewide Dell purchasing	$15,000
4. Trustee training week	$1,500
5. Wild Wisconsin Winter Web Conference	$1,500
6. SEWI Continuing Education	$15,000
7. Tech Days	$2,500
8. WLA Projects	$10,000

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

Activity	Amount
9. Statewide backup collaboration	$5,000
10.	
Cost Benefit Total	$77,500

	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 **2020**.

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

	FOR DPI USE LIBRARY SYSTEM PLAN APPROVAL	

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

Comments

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**PUBLIC LIBRARY SYSTEM 2020
ANNUAL PROGRAM BUDGET**

Program	2020 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	$518,128	$5,000	$11,200	$1,063,657	
2. Reference	$178,457				
3. Interlibrary Loan	$36,450				
4.					
5. Electronic Resources	$161,305	$35,000		$303,588	
Program Total	$894,340	$40,000	$11,200	$1,367,245	$2,312,785
Continuing Education and Consulting Service*					
1. Continuing Education	$48,190				
2. Consulting	$73,976				
Program Total	$122,166	$0	$0	$0	$122,166
Delivery Services	$325,269				$325,269
Library Services to Special Users	$7,254				$7,254
Library Collection Development					$0
Direct Payment to Members for Nonresident Access	$1,085,020			$52,916	$1,137,936
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$4,003				$4,003
Public Information	$65,394				$65,394
Administration	$341,792				$341,792
Subtotal	$1,828,732	$0	$0	$52,916	$1,881,648
Other System Programs					
1. Multi-type	$8,081				$8,081
2. Member Office	$2,000			$47,500	$49,500
Program Total	$10,081	$0	$0	$47,500	$57,581
Grand Totals	$2,855,319	$40,000	$11,200	$1,467,661	$4,374,180

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

1 <u>Milwaukee County Federated Library System ILS, Resource Sharing, and Technology</u>
2 <u>Agreement, 2020-2024</u>
3
4
5
6 RECITALS
7 WHEREAS, MCFLS is organized, exists, and maintains a public library system pursuant to the
8 provisions of Chapter 43, Wisconsin Statutes; and
9
10 WHEREAS, the _____ Library is organized under Sections 43.52 or 43.53, Wis.
11 Stats, is a member in good standing of MCFLS and agrees to share resources in accordance with
12 the requirements of Chapter 43, and
13
14 WHEREAS, the _____ Library has signed the agreement to be a member of MCFLS,
15 and
16
17 WHEREAS, the _____ Library and System have determined that cooperative efforts
18 to provide a fully functioning library catalog will permit more efficient library service and will
19 provide great and lasting benefits to its patrons; and
20
21 WHEREAS, the _____ Library and System have determined that with a shared
22 library come additional rights and responsibilities for both Library and System in order to ensure
23 the maximum benefit of technological cooperation, these additional rights and responsibilities in
24 relation to well-organized lending of materials and sharing with other libraries in the system; and
25
26 WHEREAS, the _____ Library and System are partners in providing library service
27 and, as such, have a shared responsibility to maximize the effectiveness and integrity of the
28 various technology systems;
29
30 NOW, THEREFORE, BE IT RESOLVED that MCFLS and the _____ Library, for
31 and in consideration of mutual covenants and undertakings herein contained, do agree to the
32 provision of library services in accordance with the following:
33
34
35
36
37 <u>1. Integrated Library System (ILS)</u>
38
39 MCFLS shall provide, troubleshoot, and manage an integrated library system for member
40 libraries through Basic and Add-on Software products, catalog enhancements, and new
41 interfaces. Member libraries benefit from and pay for maintenance on different categories of
42 software, as follows.
43
44 A.   Basic: Items in this category are products related to the basic functions of the integrated
45 library system that are available to all members and used by most, if not all, members. Ongoing
46 maintenance costs are prorated back to all members based on the percentage of overall MCFLS-

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47 wide circulation attributable to the residents of each member community. During the term of this
48 Agreement, new items or items from other service categories may be moved into the Basic
49 category only by agreement of MCFLS and of all members. A listing of all products and
50 associated maintenance charges is distributed each year on or before May 15 as part of projected
51 automation costs.
52
53 B.   Add-On Software: Items in this category are products related to additional functions of
54 the integrated library system that are available only to and used by one or more specific
55 members. Initial purchase costs and ongoing maintenance costs are the responsibility of
56 members that use the products. (Examples include Third Party Self-Check, Accounting Interface,
57 Teleforms System Messages, Fines Payment API, SIP2 License). A listing of all products and
58 associated maintenance charges is distributed each year on or before May 15 as part of projected
59 automation costs.
60
61 C.   Catalog Enhancements and new interfaces: From time to time MCFLS or member
62 libraries may suggest the enhancement of the library catalog or a different interface for the staff
63 or public to access the ILS. Examples include, CountyCat Mobile, Shoutbomb, Encore, and
64 Novelist Select. These services will be budgeted through consultations between and among
65 MCFLS and member libraries.
66
67 Note: In addition to the integrated library system services above, MCFLS, in consultation with
68 the members, may also assist members in providing new services and programs that the members
69 may define as particularly needed to satisfy their communities and which cannot be as
70 practicably satisfied by the members individually. Unless State regulations or the Wisconsin
71 Statutes require these new services and programs, they are voluntary. Members that participate
72 in these "New Services" will enter into a mutual agreement for such services. Any member that
73 subsequently agrees to participate in "New Services" must enter into the same agreement on the
74 same terms. If a shared cost formula will be part of the agreement it likely will include
75 reimbursement for original participants. An example of a New Service is the MyPC public
76 computer management software.
77
78 Charges
79 A.   Integrated Library System Costs. Members shall pay for all software maintenance costs
80 associated with the integrated library system.
81
82 B.   Calculation of Integrated Library System Costs.
83   Each member library shall pay 1% of total ILS maintenance (15% of total maintenance
84 costs). The remaining 85% of maintenance costs shall be calculated based upon the total number
85 of circulation transactions attributable to the member's residents, regardless of the library in
86 which said transactions occur, as a percentage of the total number of circulation transactions of
87 members. The circulation period for each contract year shall be two years previous.
88
89 C.   Reimbursement Payment Schedule. Such reimbursements to MCFLS to be paid by the
90 members as follows: 100% of applicable costs. Notwithstanding the foregoing statement, under
91 no circumstances will costs begin to accrue to members prior to the actual date upon which the
92 costs begin to accrue to MCFLS.

93
94 D.   Annual Statement of Automation Costs: To facilitate local budgeting, on or before May
95 15 of each year MCFLS shall provide to each member a statement of all applicable costs for the
96 following year.
97
98 E.   Add-On Software Maintenance. Maintenance costs related to additional functions
99 purchased by and available only to and used by one or more specific members. Under no
100 circumstances will maintenance costs begin to accrue to a member prior to the actual date upon
101 which the costs begin to accrue to MCFLS.
102
103
104
105
106 2. Bibliographic Database Development and Maintenance
107
108 In order to most effectively utilize the ILS, MCFLS shall provide directly or contract with a
109 vendor all activities and functions deemed to be essential to the creation and oversight of a clean
110 and consistent system-wide collection of title level records.
111
112 MCFLS shall:
113   • Provide accurate and complete MARC bibliographic records.
114   • Provide full MARC cataloging for all new titles in the following materials formats:
115   o Adult, children, and young adult fiction and non-fiction hardcover books except,
116   optionally, board books;
117   o Large print books;
118   o Fiction and non-fiction paperbacks;
119   o Sound recordings except LPs and ephemeral CDs and cassettes;
120   o Book and cassette kits;
121   o Scores;
122   o Maps except those designated Pamphlet File (PF) material;
123   o Government documents except those designated PF and except, optionally, local
124   government documents such as minutes, annual reports, etc;
125   o Software;
126   o Video recordings except those designated ephemeral;
127   o Serials.
128   • Create new formats as they become available and members add them to their collections,
129   as requested by the Member.
130   • Construct MARC records according to national standards, Format Guidelines and
131   Bibliographic Input Standards, and Library of Congress Rules Interpretations.
132   • Download MARC records into the local Innovative database from the Cataloging Utility
133   by means of a bibliographic interface.
134   • Set MCFLS holdings in the Cataloging Utility.
135   • Provide original cataloging if a record is unavailable from the Cataloging Utility for any
136   member-held title that requires a full MARC record.

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137 • Include appropriate and liberal use of access points for MARC records added to the local
138   database.
139 • Provide full MARC records for short bibliographic entries, which have been entered into
140   MCFLS and flagged for full MARC cataloging by the member.
141 • Not flag material types, which are mutually agreed upon to receive brief cataloging, for
142   full MARC cataloging.
143 • Provide ongoing Bibliographic Database Maintenance for records in the MCFLS
144   database including:
145   o Merging of duplicate bibliographic records.
146   o Moving copies inappropriately placed on a bibliographic record to an appropriate
147   bibliographic record.
148   o Acting upon requests for additional access points and bibliographic information; e.g.,
149   uniform titles, added author entries, added title or serials tracings, added subject
150   headings, contents notes, etc.
151   o Acting upon requests for corrections of errors or discrepancies of a bibliographic
152   nature.
153   o Generating periodic reports of bibliographic records with no item holdings and
154   evaluating the records for suppression or deletion.
155   o Performing delete transactions on both the System Innovative database and cataloging
156   utility in order to remove those items marked for deletion.
157   o Establishing and maintaining the database of Library of Congress Authority
158   controlled headings with related cross references for personal/corporate names;
159   uniform titles; subject headings (name, topical, and geographic); and series headings.
160   o Processing and taking appropriate action on system reports of new headings and
161   heading to effectively maintain the authority control module of the System database.
162   o Utilizing the Library of Congress and other authority files as new headings are added
163   to the System database during the cataloging procedure in order to locate an
164   established authority record and download the authority record into the System
165   database.
166   o Acting on requests for needed additional cross references.
167   o Making appropriate changes to bibliographic headings and the authority records as
168   headings change notifications are received from the Library of Congress Cataloging
169   Distribution Service or an authority vendor.
170 • Provide access to an online cataloging utility vendor for the contract period.
171 • Contribute to the fulfilment of the contract through the use of State Aid for library
172   systems.
173
174 The Member Library shall:
175 • Respond in a reasonable amount of time to requests for information for specific
176   bibliographic records.
177 • Maintain all item level records for items owned by the library, including the accurate
178   provision of location codes, call numbers, and other item-level data.
179 • Reimburse MCFLS for Bibliographic Database Development and Maintenance Charges
180   as described below.
181 Under no circumstances will costs begin to accrue to a member prior to the actual date upon
182 which the costs begin to accrue to the System.

183

184 <u>Charges</u>

185 Cataloging Utility (e.g. OCLC) charges:

- 186 Invoiced amount in any contract year shall be based on the "titles added" two years
- 187 previously (i.e. 2020 invoice will be based on 2018 titles added) as a percentage of total
- 188 titles added by all members, and applied to MCFLS calendar year cataloging utility costs.

189

190 Bibliographic Database Development and Maintenance Charges

- 191 Members will pay any charges that exceed the MCFLS contribution toward the
- 192 contractual cost of this service.
- 193 Each member's individual cost will be determined in the same manner as costs for the
- 194 cataloging utility (percentage of titles added).
- 195 Invoiced amount in any contract year shall be based on the "titles added" two years
- 196 previously (i.e. 2020 invoice will be based on 2018 titles added) as a percentage of total
- 197 titles added by all members.
- 198 In 2020, MCFLS will contribute 9.5% of State Aid toward the contract. Each member
- 199 library will pay 1% of the amount remaining after the MCFLS contribution. The
- 200 remaining 85% of the contract amount will be determined by the number of titles added
- 201 by a member library as a percentage of all titles added in a calendar year.
- 202 From 2021-2024 MCFLS will contribute 9% of State Aid toward the contract. Each
- 203 member library will pay 1% of the amount remaining after the MCFLS contribution. The
- 204 remaining 85% of the contract amount will be determined by the number of titles added
- 205 by a member library as a percentage of all titles added in a calendar year.

206

207 Such reimbursements to MCFLS are to be made, in the form of a cash payment, by July 1 of the
208 calendar year in which they are invoiced.

209

210

211

212

213 <u>3. Circulation</u>

214

215 MCFLS encourages member libraries to develop strong collections and make them readily
216 available to all Milwaukee county residents. MCFLS embraces the following goals aimed at
217 facilitating the development and sharing of strong materials collections:

- 218 To encourage MCFLS member libraries to develop collections that directly serve local
- 219 clientele with material that meets their demand for particular subjects, titles, authors, and
- 220 formats in a timely manner.
- 221 To allow member libraries full latitude—within the technical limitations of the
- 222 CountyCat system—to determine loan periods, fines, fees, etc, as the member library
- 223 determines best meet local needs.
- 224 To have all holdings included in the CountyCat database.
- 225 To have member libraries lend materials to other member libraries without restriction.
- 226 To provide all residents of the MCFLS area the same opportunity to access the resources
- 227 of member libraries, e.g., view holdings or place holds.

228   • To increase standardization of policies, procedures, and practices among member
229   libraries reducing the need for patrons and library staff to learn and remember variations.
230
231   In providing for the interlibrary loan of library resources, members will observe loan rule
232   policies of the owning library.
233
234   In providing interlibrary loan of library resources among member libraries, libraries may make
235   some copies of titles non-holdable to be used as "browsing" or "lucky day" collections. Libraries
236   agree to interloan a reasonable portion of copies of total library copies. The only exceptions to
237   the interloan requirement are those material types, as determined by consensus of the Library
238   Directors Advisory Council, considered inappropriate for delivery, such as electronic devices,
239   puzzles, toys, magazines, puppets, etc.
240
241   Member libraries shall:
242   • Share circulating materials freely with other member libraries.
243   • Accept system-wide holds for all circulating and holdable materials.
244   • Process the paging list (holds) as quickly as practical. Paging lists should be processed at
245   least daily on days the library is open.
246   • Run the "clear the holds" process daily on days the library is open.
247   • Route items trapped at check-in to the pickup point on the next available delivery.
248
249   Borrower's Card: Library cards should include some indication that the library is a member of
250   the Milwaukee County Federated Library System either through the inclusion of the MCFLS
251   logo or language to that effect.
252
253   Loan Period:
254   Loan periods and fines are determined solely at the discretion of the member library. Where
255   possible, member libraries should strive for commonality in loan periods and fines to provide a
256   uniform experience for the public. MCFLS shall implement loan rules as determined by the
257   member up to the limits of the CountyCat system.   The borrowing library shall observe the loan
258   period of the owning library. (See the Circulation Periods and Fines MCFLS Libguides page for
259   an updated list of loan periods and fines.)
260
261   Member libraries are encouraged to strive for common circulation policies. The majority
262   of libraries currently use the following circulation loan periods:

263	a)	General Collection	3 Weeks
264	b)	New Books/Non-Fiction	3 Weeks
265	c)	New Books/Fiction	7 Days or 3 Weeks
266	d)	Music CDs	7 Days or 3 Weeks
267	e)	Entertainment DVDs	3 or 7 Days
268	f)	Educational DVDs	7 Days
269	g)	Periodicals	7 Days
270	h)	Audio Books (CD or Cassette)	3 Weeks
271	i)	Pamphlets/Vertical File	3 Weeks
272	j)	Kits	3 Weeks
273	k)	CD-ROM & Computer Software	7 Days

274
275 Loan Period Changes: Members wishing to change their loan periods must notify MCFLS of
276 intent and may be required to observe a minimum waiting period of 1 month. Other members are
277 notified of change no less than seven days prior to change.
278
279 Fines and Fees: Members cannot waive fines for material or fees from other member libraries.
280 Under extenuating circumstances, libraries can call the owning libraries to seek the waiving of a
281 fine for a patron. Member libraries act as agents for the rest of the member libraries and library
282 policies should be defended.
283
284 Grace Period: The standard grace period shall be three (3) days.
285
286 New Borrower Limit: A member library may establish its own New Borrower Limit for its own
287 material.
288
289 Renewals:
290 a)   Two renewals shall be allowed for all 3 week material.
291 b)   At the discretion of the owning library, up to two renewals may be allowed for 7 day
292   material.
293 c)   No renewals are allowed for 3 day materials.
294
295
296
297 4. Reciprocal Borrowing
298
299 Membership Requirement
300 A MCFLS library who is a recipient of a reciprocal borrowing payment will have signed the
301 MCFLS Membership Agreement and the ILS, Resource Sharing, and Technology Agreement
302 before any payment is made.
303
304 Reciprocal Borrowing Payments
305 MCFLS will contribute a base amount equal to the following percentages of State Aid for the life
306 of this agreement as the sum of all Reciprocal Borrowing payments. Distribution schedule is
307 based upon the timeline below.
308

State Aid Percentage	State Aid Year	Distribution	Circulation Period
37%, estimated to be $1,056,467	2020	Feb. 2021	10/1/18-9/30/19
37%, estimated to be $1,056,467	2021	Feb. 2022	10/1/19-9/30/20
36%, estimated to be $1,027,914	2022	Feb. 2023	10/1/20-9/30/21
36%, estimated to be $1,027,914	2023	Feb. 2024	10/1/21-9/30/22

35%, estimated to be $999,361	2024	Feb. 2025	10/1/22-9/30/23

309

310 <u>Circulation Time Periods Used as Basis for Reciprocal Borrowing Payments</u>
311 In order to allow advance time for local budget cycles, the annual determination of payment is
312 based on a 12-month time period as shown in the table above. The integrated automation
313 system's report that calculates netted transactions, Innovative Interfaces "Owning Library/Home
314 Library Net Circulation" report is the current source used to calculate net circulation among all
315 member libraries.

316

317 <u>Reciprocal Borrowing Payments—Compensation for Net Lending Libraries Only</u>
318 An annual payment will be distributed to net lending libraries only. The actual amount of the
319 payment for each net lending library will be determined by the percentage (%) of positive
320 transactions each of the net lenders accumulates as a percentage of 100% of net positive
321 transactions distributed among all net lending libraries based on the circulation time periods
322 above.

323

324 <u>Reciprocal Borrowing Payments—Limit to Annual Financial Losses or Gains</u>
325 To provide more budget certainty over the course of the agreement, net lenders will not
326 experience more than a 10% loss or gain from reciprocal borrowing year over year. MCFLS will
327 supply documentation showing the calculations (or necessary adjustments) and share this
328 annually with member libraries after September 30th. Any surplus funding MCFLS receives
329 from limiting losses or gains related to reciprocal borrowing will be placed in a contingency fund
330 to pay future system liabilities related to reciprocal borrowing. The MCFLS Board reserves the
331 right to utilize this additional funding whenever necessary.

332

333 <u>Payment Reductions if Library Does Not Sign Agreements</u>
334 If a member library(ies) does not sign the MCFLS Membership Agreement and the MCFLS ILS,
335 Resource Sharing, and Technology Agreement as stated above, said library(ies) forfeits any
336 rights to the reciprocal borrowing payments beginning with year 1 distribution (distributed in
337 February, 2021). The sum total of MCFLS reciprocal borrowing payments for all libraries who
338 will have signed these Agreements would be decreased by 37% payable in 2021 and 2022, 36%
339 in 2023 and 2024, and 35% in 2025 of any actual reduction in state aid that the System
340 experiences due to the library(ies) non-signing of the MCFLS Member Agreement.

341

342 <u>Payment Schedule</u>
343 Reciprocal borrowing payments shall be made by MCFLS no later than February 28 of the year
344 of distribution as indicated in the chart above.

345

346

347

348

349 <u>5. Delivery Services</u>

350

351 MCFLS shall:

352   •   Provide physical delivery of library materials via pickup, sorting, and delivery five days
353   per week exclusive of the following 11 holidays : New Year's Eve, New Year's Day,
354   Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day,
355   Thanksgiving, Friday after Thanksgiving, Christmas Eve and Christmas Day. (Holidays
356   are scheduled on the day designated by common business practice). Delivery service will
357   not occur when at least 22 of 28 library locations are unable to accept delivery.
358   •   Provide physical delivery free of charge for member libraries.
359   •   Act as intermediary between member libraries and the contracted delivery service, as
360   necessary, in situations such as:
361   o   Materials damaged in delivery.
362   o   Personnel issues with contracted delivery staff.
363
364 Member libraries shall:
365   •   Provide consistent location for drop off and pick up of delivery bins.
366   •   Communicate with contracted delivery service or MCFLS Offices when a situation
367   would prevent or change scheduled delivery service.
368
369 <u>Charges</u>
370 MCFLS pays for 100% of delivery charges.
371
372
373
374
375 <u>6. Non-member No Library (West Milwaukee)</u>
376
377 Non-Member Community That Does Not Operate a Public Library (West Milwaukee) –
378 Borrowing. Each circulation transaction attributable to residents of a non-member community
379 that does not operate a public library (West Milwaukee) shall be calculated as a net negative
380 transaction. Reimbursement for these transactions shall be made to the System by the non-
381 member community that does not operate a public library (West Milwaukee) under terms
382 specified in a separate agreement between that community and the System. Said reimbursement
383 at actual cost per transaction - Per Unit Circulation Rate Worksheet, (see below) shall be paid by
384 the System to the relevant lending member libraries based upon the timeline noted in the
385 Payment Schedule section below.
386
387 Per Unit Circulation Rate Worksheet: For the purpose of calculating the actual cost of service
388 rendered to citizens of a non-member community, each member library shall calculate its per-
389 circulation rate. The per unit circulation rate is derived based upon the total expenditures by the
390 member library for personnel and fringe benefits (exclusive of maintenance personnel), library
391 materials (books, AV, and periodicals), supplies, circulation related postage, and telephone
392 notification service (TNS) costs, divided by the total circulation of the member library. In the
393 tabulation of the per unit circulation rate, the personnel and fringe benefits, as well as library
394 materials expenditures associated with the reference services of the Resource Library, which is
395 the Milwaukee Public Library's Central Library, shall be excluded. No other expenditures shall
396 be included. All expenditures shall be based upon the previous calendar year period. Per unit
397 circulation rate shall be calculated annually.

398
399   Payment Schedule
400   Payment to member libraries shall be made by MCFLS no later than February 28.
401
402   Member Services to Adjacent Systems
403   Neither party, System Board nor Member Board, will enter into any contracts with adjacent
404   systems which obligates the other party to provide services, without the prior approval of the
405   other party.
406
407   Member Services to Non-Adjacent Systems
408   At its discretion, the System Board may enter into agreements with non-adjacent systems.
409   However, if said agreement obligates the Member to provide services, the System assumes the
410   financial obligation to compensate the Member for those services, at a rate that is mutually
411   agreed upon prior to the initiation of service provision. Also, if any compensation is owed to the
412   non-adjacent system for services provided to Milwaukee County residents, the System assumes
413   the financial obligation to compensate the non-adjacent systems for those services.
414
415
416
417
418   7. Court-ordered or Subpoenaed Data
419   Because of the cross-jurisdictional nature of library use in Milwaukee County and because of the
420   proprietary role that MCFLS has traditionally played in the retention and custody of borrower
421   records and commitment to database integrity, the System shall be the sole point of contact for
422   any court-ordered or subpoenaed compilation and/or surrender of user information or borrowing
423   data. Such single point of contact shall ensure consistency in the collection, preparation, and
424   packaging of said information and data. In fulfilling this obligation, the System shall provide a
425   mutually agreeable procedure that ensures that the retention and custody of all borrower records
426   and system collection database integrity is maintained, and that statutory confidentiality
427   requirements are observed.
428
429
430
431
432   8. Equipment and Services—Maintenance and Support
433
434   MCFLS supplies products or services that are not directly related to the integrated library system
435   that are available to all members. Most are purchased with funds from MCFLS grants or the
436   MCFLS operating budget. Ongoing support costs are paid entirely by MCFLS. (Examples
437   include Wide Area Network (WAN) services, Internet access, email services, and web services).
438
439   Central Site Equipment and Services:

440   MCFLS shall provide insurance coverage on all computer system equipment housed at the
441   central site. The System will be responsible to maintain and support the following central site
442   equipment and services, at no cost to the member:
443   1. Equipment: All equipment in the System's Computer Room and offices, including:
444   a. Servers: A Server delivers the integrated library system (CountyCat) software
445   application. A variety of Microsoft Windows servers deliver a number of other
446   applications including, email, web hosting, etc.
447   b. Firewall: Protects the resources of MCFLS private network from users from the
448   Internet and other networks.
449   c. Routers: Determines the next network point to which a packet should be
450   forwarded toward its destination, routing data from a member local area network
451   (LAN) to MCFLS wide area network (WAN) or the Internet and vice versa.
452   d. Switches: Provides a place of convergence where data arrives from one or more
453   directions and is forwarded out in one or more other directions, connecting
454   network and computing equipment in the MCFLS LAN.
455
456   2 Microsoft Windows Server Services:
457   a. DHCP: Provided by MCFLS Primary Domain Controller -- assigns dynamic IP
458   addresses for all member workstations connected to the System Wide Area
459   Network (WAN).
460   b. DNS and WINS: Provided by MCFLS Primary Domain Controller – provides
461   Domain name resolution and Windows name resolution to member workstations
462   connected to the System Wide Area Network (WAN).
463   c. User Authentication: Provided by MCFLS Primary Domain Controller –
464   authenticates login to all MCFLS Network services and shared resources from
465   any member workstations connected to the System Wide Area Network (WAN).
466   d. Internet Information Service: Provided by MCFLS Web Server – Hosts
467   MCFLS and, upon request, hosts any member web sites.
468   e. Cloud-based email service: provides email accounts for any interested member
469   library using the MCFLS domain.
470
471   <u>Remote Site Network Equipment</u>
472   MCFLS shall maintain and support, at no cost to the member, MCFLS-controlled network
473   equipment at the participating library site. A list of this equipment will be annually transmitted
474   to the participating library no later than May 1.
475   Exclusion: Network equipment added to a remote site for a special project (such as
476   wireless access) is the member's sole responsibility via a member paid maintenance contract
477   between member library and vendor.
478
479   <u>Wide Area Network</u>
480   Prior to the installation of a new physical network connection, to or from another network or
481   computer not owned or controlled by the member, MCFLS staff will coordinate with the member
482   library staff to ensure that the new external connection does not compromise network integrity or
483   performance. An example of this type of connection would be the use of a member library's
484   municipal network. Members with currently existing physical connections to external networks
485   will provide information to MCFLS staff on the evaluation points below, and will work with

486 MCFLS staff to correct any security or performance problems identified with those connections.
487 MCFLS evaluation of the proposed new or existing connection will be based on the following
488 information, to be supplied by the member
489   • Name of connecting network and purpose of the connection.
490   • Technical contact for the external network.
491   • Description of the connection, including type of connection, end equipment used, and
492   network diagrams of how the connection will be integrated into the existing network.
493   • Anticipated traffic, protocols and volume.
494   • Description of the member resources that will be allowed access by users on the network.
495   Pass through traffic and access to resources provided by MCFLS or another member may
496   not be enabled without express permission from MCFLS and any affected member.
497   • Description of security and access limitation measures (i.e. filtering router or firewall)
498   that will be implemented to ensure that MCFLS network and members will not be
499   adversely affected, and to ensure only permissible access is granted.
500 Because networks can change over time, if a subsequent problem develops because of an
501 external connection to the member's network, staff in that library will work cooperatively with
502 MCFLS and any MCFLS designated technical consultants to diagnose the problem and
503 implement corrective action, up to and including temporary or permanent disconnection of the
504 external network.
505
506 Reporting
507 MCFLS staff will produce an annual report that includes a summarization of activities related to
508 technology along with current equipment hardware lists and recommended settings. The report
509 will be produced by June 30th of each year.
510
511 Planning and Scheduling Upgrades
512 Relative to hardware and software upgrades, the scheduling of which are determined by MCFLS
513 and which have a certain or potential fiscal impact on the member, MCFLS will provide as much
514 advance notice as possible.
515
516 Insurance Coverage
517 Members shall provide insurance coverage in their city/village policy on all MCFLS controlled
518 computer equipment at their respective location(s).
519
520 ───
521
522
523 9. Telecommunications
524 Minimum Connection Bandwidth
525 The member shall execute an individual agreement with a qualified telecommunications vendor
526 for point-to-point data line service and pay the full cost of that line. The minimum connection
527 bandwidth between the member and MCFLS shall be T1. Upon request, MCFLS shall provide
528 consultation and technical assistance.
529
530 Trouble Incident Technical Contact

531   For the purposes of data line trouble calls and in accordance with TEACH Wisconsin policy, the
532   member shall designate MCFLS as the technical contact to its telecommunications vendor. The
533   member agrees to follow the troubleshooting procedure, outlined by MCFLS on the [MCFLS
534   Helpdesk Assistance page]().   In all cases, MCFLS will, as called upon, work cooperatively with
535   the member and the telecommunications vendor to resolve difficulties and/or conflicts.
536
537   <u>Other Bandwidth Sources</u>
538   The member agrees to directly involve MCFLS in all plans related to its data transmission
539   functionality.
540
541   <u>Charges</u>
542   Telecommunications data line charges invoiced in 2020 through 2024 shall be equal to the site-
543   specific charges invoiced to MCFLS for each member for each of those years.
544
545
546
547
548   <u>10. Conflict resolution</u>
549   The mission of the Milwaukee County Federated Library System is to help its member libraries
550   provide the best possible service to the public. Working in cooperation with MCFLS and each
551   other permits member libraries to provide more efficient library service and makes each
552   participant stronger. Such close cooperation requires finding agreement on a variety of policies
553   and procedures. In any such close working relationship, misunderstandings and tensions may
554   arise from time to time. MCFLS recognizes and respects every member library's authority to
555   make local decisions.
556
557   If a member library takes actions that another member library or MCFLS feels are contrary to
558   previously agreed upon policy, or that negatively impact the ability of other member libraries or
559   the MCFLS staff to provide services, it may become necessary for the System to pursue action to
560   resolve the issue.
561
562   The following procedure will be followed:
563   1. The parties involved in the dispute will meet to try to come to a resolution.
564   2. MCFLS management and staff will make every effort to resolve the issue working
565   directly with the library(ies).
566   3. If the efforts of MCFLS management fail to result in a satisfactory resolution, the matter
567   will be referred to the MCFLS Board of Trustees, and may include a joint
568   recommendation for action. The MCFLS Board will endorse and support the
569   recommended action or propose a different solution.
570   4. If there continues to be a disagreement, the MCFLS Board of Trustees will propose a
571   mutually agreed upon third party mediator to work with the parties to try to resolve the
572   dispute.
573
574
575
576

Page **13** of **14**

577   11. Annual Report to DPI.

578

579   MCFLS system staff will prepare documentation and reporting each year to assist member
580   libraries in completing the annual report for the Wisconsin Department of Public Instruction.
581   MCFLS will make every effort to provide this information to members before the reporting
582   interface is made available to libraries each January. Member libraries will use this information
583   to complete the annual report and gain approval from their boards to ensure the report is
584   submitted by March 1st each year in accordance with Wis. Stats. § 43.58 (6).

585

586

587   Disclaimer: In the event that any provision of this agreement conflicts with any provision of law
588   as it now exists or is hereafter amended such provision of law shall be controlling.

589

590   Term of Agreement. The term of this Agreement shall be four years commencing on January 1,
591   2020, and ending on December 31, 2024.

- Prior to the end of the term, the Agreement and all accompanying attachments may be
  modified at any time by the written agreement of both parties.
- Either party to this Agreement may at any time request amendment of the Agreement,
  based upon a substantial change in circumstances.
- This Agreement may be amended based on significant changes to finances, such as a ten
  percent increase or decrease in MCFLS State Aid or state-mandated changes that affect
  system service delivery.
- In the event of such a request, the other party will in good faith consider the requested
  amendment.

601

602   These provisions being hereby individually and mutually acceptable to the system and member
603   library, their authorized representatives do hereby approve this agreement, effective this 1st day
604   of January 2020.

605

606   FOR THE MILWAUKEE COUNTY   FOR THE _____ Library
607   FEDERATED LIBRARY SYSTEM

608

609   _____   _____

610   Board President   Board President

611

612   _____   _____

613   Date   Date

Impact of a 5% Net Loss or Gain Guarantee   5%

Library	Reciprocal Borrowing Money Received				
	2016	2017	2018	2019	2020
Brown Deer	$ 87,769	$ 87,244	$ 91,600	$ 84,988	$ 94,833
Cudahy	$ 150,133	$ 146,568	$ 142,489	$ 137,547	$ 151,784
Franklin	$ 85,292	$ 92,880	$ 88,601	$ 68,068	$ 48,136
Greendale	$ 17,119	$ 23,081	$ 23,421	$ 9,380	$ 7,928
Greenfield	$ 25,117	$ 21,824	$ 27,436	$ 40,705	$ 41,358
Hales Corners	$ 55,934	$ 56,303	$ 64,610	$ 67,892	$ 74,510
Milwaukee	$ -	$ -	$ -	$ -	$ -
North Shore	$ -	$ -	$ -	$ -	$ -
Oak Creek	$ -	$ -	$ -	$ 9,701	$ 29,294
Saint Francis	$ 57,968	$ 56,028	$ 49,907	$ 36,707	$ 43,437
Shorewood	$ 87,342	$ 74,735	$ 69,031	$ 74,155	$ 86,657
South Milwaukee	$ -	$ -	$ -	$ -	$ -
Wauwatosa	$ 243,886	$ 222,414	$ 239,768	$ 235,226	$ 236,824
West Allis	$ 243,878	$ 240,676	$ 227,321	$ 210,045	$ 206,132
Whitefish Bay	$ 43,133	$ 49,050	$ 54,620	$ 60,195	$ 64,127

Net Gain or Loss by Member at 5% Threshold

Library					
Brown Deer		$ -	$ -	$ 2,032	$ (5,595)
Cudahy		$ -	$ -	$ -	$ (7,359)
Franklin		$ (3,323)	$ -	$ 16,103	$ 16,529
Greendale		$ (5,105)	$ -	$ 12,870	$ 983
Greenfield		$ 2,038	$ (4,521)	$ (11,897)	$ -
Hales Corners		$ -	$ (5,492)	$ (52)	$ (3,224)
Milwaukee		$ -	$ -	$ -	$ -
North Shore		$ -	$ -	$ -	$ -
Oak Creek		$ -	$ -	$ -	$ (19,108)
Saint Francis		$ -	$ 3,320	$ 10,705	$ (4,894)
Shorewood		$ 8,240	$ 1,967	$ (1,672)	$ (8,795)
South Milwaukee		$ -	$ -	$ -	$ -
Wauwatosa		$ 9,278	$ (6,234)	$ -	$ -
West Allis		$ -	$ 1,321	$ 5,910	$ -
Whitefish Bay		$ (3,761)	$ (3,118)	$ -	$ (922)
MEMBER NET GAIN/LOSS		$ 7,367	$ (12,757)	$ 33,998	$ (32,386)

4 YEAR TOTAL +/- $ (3,777)
& SYSTEM LIABILITY

Impact of a 10% Net Loss or Gain Guarantee   10%

Library	Reciprocal Borrowing Money Received				
	2016	2017	2018	2019	2020
Brown Deer	$ 87,769	$ 87,244	$ 91,600	$ 84,988	$ 94,833
Cudahy	$ 150,133	$ 146,568	$ 142,489	$ 137,547	$ 151,784
Franklin	$ 85,292	$ 92,880	$ 88,601	$ 68,068	$ 48,136
Greendale	$ 17,119	$ 23,081	$ 23,421	$ 9,380	$ 7,928
Greenfield	$ 25,117	$ 21,824	$ 27,436	$ 40,705	$ 41,358
Hales Corners	$ 55,934	$ 56,303	$ 64,610	$ 67,892	$ 74,510
Milwaukee	$ -	$ -	$ -	$ -	$ -
North Shore	$ -	$ -	$ -	$ -	$ -
Oak Creek	$ -	$ -	$ -	$ 9,701	$ 29,294
Saint Francis	$ 57,968	$ 56,028	$ 49,907	$ 36,707	$ 43,437
Shorewood	$ 87,342	$ 74,735	$ 69,031	$ 74,155	$ 86,657
South Milwaukee	$ -	$ -	$ -	$ -	$ -
Wauwatosa	$ 243,886	$ 222,414	$ 239,768	$ 235,226	$ 236,824
West Allis	$ 243,878	$ 240,676	$ 227,321	$ 210,045	$ 206,132
Whitefish Bay	$ 43,133	$ 49,050	$ 54,620	$ 60,195	$ 64,127

Net Gain or Loss by Member at 10% Threshold

Library					
Brown Deer		$ -	$ -	$ -	$ (1,346)
Cudahy		$ -	$ -	$ -	$ (482)
Franklin		$ -	$ -	$ 11,673	$ 13,125
Greendale		$ (4,249)	$ -	$ 11,699	$ 514
Greenfield		$ 782	$ (3,430)	$ (10,525)	$ -
Hales Corners		$ -	$ (2,677)	$ -	$ -
Milwaukee		$ -	$ -	$ -	$ -
North Shore		$ -	$ -	$ -	$ -
Oak Creek		$ -	$ -	$ -	$ (18,623)
Saint Francis		$ -	$ 518	$ 8,209	$ (3,059)
Shorewood		$ 3,873	$ -	$ -	$ (5,087)
South Milwaukee		$ -	$ -	$ -	$ -
Wauwatosa		$ -	$ -	$ -	$ -
West Allis		$ -	$ -	$ -	$ -
Whitefish Bay		$ (1,604)	$ (665)	$ -	$ -
MEMBER NET GAIN/LOSS		$ (1,198)	$ (6,254)	$ 21,056	$ (14,958)

4 YEAR TOTAL +/- $ (1,354)
& SYSTEM LIABILITY

Impact of a $10,000 Net Loss or Gain Guarantee $ 10,000

Library	Reciprocal Borrowing Money Recieved				
	2016	2017	2018	2019	2020
Brown Deer	$ 87,769	$ 87,244	$ 91,600	$ 84,988	$ 94,833
Cudahy	$ 150,133	$ 146,568	$ 142,489	$ 137,547	$ 151,784
Franklin	$ 85,292	$ 92,880	$ 88,601	$ 68,068	$ 48,136
Greendale	$ 17,119	$ 23,081	$ 23,421	$ 9,380	$ 7,928
Greenfield	$ 25,117	$ 21,824	$ 27,436	$ 40,705	$ 41,358
Hales Corners	$ 55,934	$ 56,303	$ 64,610	$ 67,892	$ 74,510
Milwaukee	$ -	$ -	$ -	$ -	$ -
North Shore	$ -	$ -	$ -	$ -	$ -
Oak Creek	$ -	$ -	$ -	$ 9,701	$ 29,294
Saint Francis	$ 57,968	$ 56,028	$ 49,907	$ 36,707	$ 43,437
Shorewood	$ 87,342	$ 74,735	$ 69,031	$ 74,155	$ 86,657
South Milwaukee	$ -	$ -	$ -	$ -	$ -
Wauwatosa	$ 243,886	$ 222,414	$ 239,768	$ 235,226	$ 236,824
West Allis	$ 243,878	$ 240,676	$ 227,321	$ 210,045	$ 206,132
Whitefish Bay	$ 43,133	$ 49,050	$ 54,620	$ 60,195	$ 64,127

Net Gain or Loss by Member at $10,000 Threshold

Library		2017	2018	2019	2020
Brown Deer		$ -	$ -	$ -	$ -
Cudahy		$ -	$ -	$ -	$ (4,237)
Franklin		$ -	$ -	$ 10,533	$ 9,932
Greendale		$ -	$ -	$ 4,041	$ -
Greenfield		$ -	$ -	$ (3,269)	$ -
Hales Corners		$ -	$ -	$ -	$ -
Milwaukee		$ -	$ -	$ -	$ -
North Shore		$ -	$ -	$ -	$ -
Oak Creek		$ -	$ -	$ -	$ (9,593)
Saint Francis		$ -	$ -	$ 3,200	$ -
Shorewood		$ 2,607	$ -	$ -	$ (2,502)
South Milwaukee		$ -	$ -	$ -	$ -
Wauwatosa		$ 11,472	$ (7,354)	$ -	$ -
West Allis		$ -	$ 3,355	$ 7,276	$ -
Whitefish Bay		$ -	$ -	$ -	$ -
MEMBER NET GAIN/LOSS		$ 14,079	$ (3,999)	$ 21,781	$ (6,400)

4 YEAR TOTAL +/- $ 25,461
& SYSTEM LIABILITY

1   **2020-2024 Resource Library Agreement**

2

3   **By and among the Milwaukee County Federated Library System (System), the City of Milwaukee**

4   **(City) and the Milwaukee Public Library (Resource Library, also referred to as MPL)**

5

6   This Agreement effective as of January 1, 2020, by and among the Milwaukee County

7   Federated Library System, organized and existing under Chapter 43 of the Wisconsin Statutes

8   (hereinafter referred to as the SYSTEM), the City of Milwaukee, a municipal corporation

9   (hereinafter referred to as the CITY), and the Milwaukee Public Library, established and

10   maintained by the City of Milwaukee under the provisions of Chapter 43 of the Wisconsin

11   Statutes (hereinafter referred to as MPL).

12

13   WHEREAS, the SYSTEM was established to facilitate the cooperative development of library

14   services in Milwaukee County and a plan to facilitate the orderly and efficient operation of

15   cooperative library services was entered into per a formal Member Agreement between the

16   SYSTEM and the public libraries within Milwaukee County, wherein the SYSTEM shall receive

17   county, state, and federal aid to expend as deemed appropriate in the best interests of its

18   Members; and

19   WHEREAS, the SYSTEM is obligated by the Wisconsin Statutes, regulations and the

20   Membership Agreement to provide the extension of backup reference and information services

21   from a Resource Library; and

22   WHEREAS, the SYSTEM and MPL previously agreed that MPL would be designated as the

23   Resource Library for the SYSTEM and MPL is willing to continue to extend backup reference

24   services to the residents of the SYSTEM's member communities as required by state law and

25   regulations governing Resource Libraries; and

2020-2024 Resource Library Agreement

1 WHEREAS, the CITY's Common Council adopted Resolution File No. _____ on

2 _____, 2019, authorizing the MPL Board and the proper City officers to enter into this

3 Agreement and to provide the services in accordance with this Agreement;

4 NOW, THEREFORE, in consideration of the mutual covenants herein:

5 II.   AGREEMENT

6   A.   IT IS AGREED THAT THE SYSTEM SHALL:

7   1.   Designate MPL as the Resource Library for the SYSTEM and aid MPL in

8   its efforts to fulfill its obligations as such Resource Library.

9   2.   Provide payment to CITY in consideration for the services rendered under this

10 Agreement. Said payment amount shall be 6.25% of State System Aid received by MCFLS for

11 2020 through 2024. Said payment is payable in the same calendar year for each year of the term

12 of this agreement. Said cash payment to be paid annually in equal quarterly payments no later

13 than March 31, June 30, September 30, and December 15. Negotiations between the SYSTEM

14 and MPL concerning an agreement, subsequent to this one, shall occur during calendar year

15 2024, and shall be completed by December 31 of that year.

16 B.   IT IS AGREED THAT MPL SHALL:

17   1.   Be designated the Resource Library for the SYSTEM in consideration for the

18   payments from the SYSTEM.

19   2.   Provide full backup reference and backup information services to the SYSTEM's

20 member Libraries and their patrons, on the same terms and conditions as such services are

21 extended to such patrons of the Resource Library.

22

2

1   3. ____Provide services to other SYSTEM Member Libraries, including:

2   • Access to specialized collections and training of staff in the use of these

3   resources, such as legal, government documents, rarities, small business

4   resources, patents, archival collections, etc.

5   • Consultation and training on public programming, including public computer

6   class curriculum and methods.

7   • Consultation and training in technical services, such as training on Sierra

8   Acquisitions, Serials, and Circulation modules.

9   • Consultation on technology-related programs, such as webpage development,

10   use of social media, digitization, RFID, including automated materials

11   handling units, the Express or automated library, automated meeting room and

12   calendar software, and wireless network connections.

13   • Consultation on other library services, such as library design and mixed-use

14   library development, grant writing, roving reference, and library card

15   campaigns, and tours of the resource library and orientations for staff,

16   directors, and library boards of trustees.

17   • Consultation on library operations, such as human resources, ~~security,~~

18   marketing, <u>community engagement</u> ~~and~~ staff training.

19   • <u>Consultation on safety and security issues, such as active shooter training and</u>

20   <u>conflict resolution.</u>

21   4. Provide direct service to patrons throughout the SYSTEM, including:

22   • Use of ready reference,

23   • Email and chat reference service,

3

1   • School and other groups field trips to Central library, and

2   • Access to special collections.

3   5.   Provide assistance to the SYSTEM to support partnerships with local workforce

4 development organizations.

5   6.   Provide leadership and consultation to the SYSTEM and its members on matters

6 of local, state and national importance. Examples would be MPL's leadership role in selecting

7 the MyPC platform, the Public Library System Redesign project, and work with the Urban

8 Libraries Council.

9   7.   Annually, MPL will report to the ~~system~~ SYSTEM on services provided as part of

10 this agreement.

11   8~~6~~.   Maintain the necessary requirements of a Resource Library in accordance with

12 Sec. 43.16(2), Wis. Stats., and shall comply with all other applicable laws relevant to providing

13 the services specified in this Agreement.

14 C.   ALL PARTIES AGREE:

15   1.   That each and every item and condition herein stated in the recitals of this

16 Agreement are agreed to by the parties and hereto incorporated.

17   2.   To jointly work toward improved library cooperation in Milwaukee County to

18 ensure the satisfaction of state regulations and requirements governing the efficient operation of

19 the SYSTEM and the effective implementation and administration of this Agreement.

20   3.   Negotiations shall be completed by December 31, 2019 between the SYSTEM

21 and the MPL, but any amendment must be approved by the CITY. If for any reason agreement

22 cannot be reached on mutually acceptable terms, Agreement shall automatically terminate in

23 accordance with Sec. 43.16 (1)(a), Wis. Stats., on the succeeding December 31. The SYSTEM

4

1   shall at that time reimburse MPL for all services rendered during said period on the same basis as

2   herein stated.

3   4.   That this Agreement may be amended at any time but only by the written

4   agreement of the parties.

5   5.   That in the event any single year of SYSTEM aid from the State of Wisconsin

6   increases or decreases by more than 10%, both parties agree to renegotiate the terms of this

7   agreement.

8   6.   That one or more waivers by any party of any covenant or condition of this

9   Agreement shall not be construed as a waiver of a subsequent breach of the same or of any other

10   covenant or condition. The consent or approval given by any party with respect to any act by the

11   other party requiring such consent or approval shall not be deemed to waive or render

12   unnecessary further consent or approval of such subsequent similar act by such party.

13   7.   That any notice provided herein or given pursuant to this Agreement shall be

14   deemed in compliance herewith if in writing and sent by United State mail, postage prepaid, or

15   by personal delivery to the parties as follows:

16   MCFLS Director
17   Milwaukee County Federated Library System
18   709 N. 8th St.
19   Milwaukee, WI 53233
20
21   MPL Library Director
22   Milwaukee Public Library
23   814 W. Wisconsin Ave.
24   Milwaukee, WI 53233-2385
25
26   City Clerk, City of Milwaukee
27   Room 205, City Hall
28   200 East Wells St.
29   Milwaukee, WI 53202
30
31
32

5

2020-2024 Resource Library Agreement

1   III.   TERMINATION

2   The term of this agreement shall be January 1, 2020, to December 31, 2024. Thereafter,

3   the term may be renewed by mutual agreement of the parties.

4

6

1   IN WITNESS WHEREOF, the parties hereto have executed this Agreement, as of the day and year
2   written below:
3
4   IN THE PRESENCE OF: MILWAUKEE PUBLIC LIBRARY
5
6   _____   By _____
7   Dr. Michele Bria, President
8   Date _____
9
10   _____   By _____
11   Paula A. Kiely, Secretary
12   Date _____
13
14   IN THE PRESENCE OF: CITY OF MILWAUKEE
15
16   _____   By _____
17   Tom Barrett, Mayor
18   Date _____
19
20   _____   By _____
21   Jim Owczarski, City Clerk
22   Date _____
23   COUNTERSIGNED
24
25   _____   By _____
26   Martin Matson, Comptroller
27   Date_____
28
29   IN THE PRESENCE OF: Milwaukee County Federated Library System
30
31   _____   By _____
32   Paul M. Ziehler, President
33   Date _____
34
35   _____   By _____
36   Steven E. Heser, Secretary
37   Date _____
38
39   Approved as to form and execution this ___ day of _____, 2019
40
41   _____   Deputy City Attorney
42

7

1   <u>2020-2024 Bibliographic Database Development and Maintenance</u>
2   <u>Agreement</u>
3
4
5   This Agreement made this _____ day of _____, 2019 by and between the
6   Milwaukee County Federated Library System ("MCFLS") and the Milwaukee Public
7   Library ("MPL") as follows:
8
9   WHEREAS, MCFLS desires to employ a sole centralized source for services
10   related to the development of its CountyCat bibliographic database and maintenance
11   thereof, while at the same time maintaining the prerogative of MCFLS member
12   libraries to assign call numbers and location designation for their respective materials,
13   and to offer input for enhancement of bibliographic records on the MCFLS
14   COUNTYCAT database, and
15
16   WHEREAS, MPL has indicated its capabilities and willingness to provide
17   services as the sole centralized source to assist MCFLS in developing and
18   maintaining Machine Readable Cataloging ("MARC") for the bibliographic and
19   authority databases of the MCFLS CountyCat during the term of this Agreement,
20
21
22   IT IS HEREBY AGREED AS FOLLOWS:
23
24   1.   Bibliographic Database Development
25   MPL staff will provide MARC records for the MCFLS CountyCat bibliographic
26   database which represent titles held by the member libraries of MCFLS.
27
28   a.   MARC records will be provided for new titles in all material formats as
29   outlined in Appendix A, Section 1: "Material types which receive full MARC cataloging."
30
31   b.   MARC records will be constructed according to national standards, any
32   applicable cataloging utility database (currently OCLC) format guidelines and
33   bibliographic input standards, and Library of Congress Rules Interpretations.
34   Suggested call numbers will follow the most current Dewey Decimal Classification
35   Schedules, except for federal documents, which may carry only Superintendent of
36   Documents (SuDoc) classification. Suggested call numbers will include cuttering.
37
38   c.   MARC records will be downloaded into the local CountyCat database
39   from a cataloging utility database by means of a MCFLS-provided bibliographic
40   interface. System holdings will be set on both the cataloging utility database and the
41   CountyCat database.
42
43   d.   If a record is unavailable on the cataloging utility database for any title
44   which requires a full MARC record, MPL staff will provide original cataloging for the

2020-2024 Bibliographic Database Development and Maintenance
Agreement

1 title on the Cataloging Utility Database and CountyCat.
2
3   e.   MARC records added to the local CountyCat by MPL will be cataloged
4 fully according to national standards and will include appropriate and liberal use of
5 access points.
6
7   f.   Ephemeral mass market paperbacks for which no cataloging utility
8 database record is available will not generally receive original cataloging in this
9 database. MPL staff will instead provide complete and accurate descriptive
10 cataloging and needed access entries in CountyCat only.
11
12   g.   Designated types of materials as outlined in Appendix A, Section 2:
13 "Material types which receive brief cataloging" will not be flagged for full MARC
14 cataloging. These materials will need no further action by MPL, except authority
15 work or typographical correction.
16
17   h.   MPL will provide full MARC records for short bibliographic entries
18 which have been entered into the system and flagged for full MARC cataloging by
19 member libraries. The agreed upon goal will be action taken within two (2) weeks
20 from the date the brief record was flagged for full MARC cataloging.
21
22   i.   MCFLS staff will undertake a semi-annual analysis of cataloging
23 activity in order to measure cataloging quality/productivity by MPL. A semi-annual
24 Database Maintenance Committee meeting will include, as a regular agenda item,
25 the findings of the analysis (See Appendix B – Semi-Annual Cataloging Analysis)
26
27   j.   If there are cataloging quality/productivity concerns based on the
28 semi-annual analysis, these will be shared openly, and MCFLS and MPL
29 representatives will enter into discussions to attempt to resolve the situation in a
30 mutually satisfactory manner.
31
32
33 2.   Bibliographic Database Maintenance
34   MPL staff will provide ongoing maintenance to the bibliographic records in
35 the MCFLS CountyCat database including:
36
37   a.   merging of duplicate bibliographic records onto one bibliographic
38 record and transfer of attached item, order and check-in records as needed;
39
40   b.   moving copies inappropriately placed on a bibliographic record to an
41 appropriate bibliographic record;
42

2020-2024 Bibliographic Database Development and Maintenance
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1   c.   acting upon requests (within two weeks) from designated member
2   library staff and designated MCFLS staff for additional access points and
3   bibliographic information including:
4
5   1. uniform titles,
6   2. added personal or corporate authors (editors, illustrators,
7   performers, etc.),
8   3. added title tracings for spine or cover titles,
9   4. added title tracings (serials) for former or succeeding titles,
10   5. added series tracings,
11   6. added subject headings, and
12   7. contents notes;
13
14   d.   acting upon requests (within two weeks) from designated member
15 library staff and designated MCFLS staff concerning correction of errors or
16 discrepancies of a bibliographic nature;
17
18   e.   generating periodic reports of bibliographic records with no item
19   holdings and evaluating the records for suppression or deletion;
20
21   f.   performing delete transactions on both the MCFLS CountyCat
22 database and the cataloging utility database in order to remove those items marked
23 for deletion;
24
25   g.   upon MCFLS requests/MPL agreements, implementing special
26 projects to enrich and/or expand the bibliographic database, e.g. adding pamphlet
27 file bibliographic database records, adding Large Print designation to existing
28 records;
29
30   h.   Upon MCFLS requests/MPL agreements, implementing specialized
31 local or LC subject tracings or specialized indexing to improve retrieval for materials
32 in selected categories or formats; and
33
34   i.   upon MCFLS requests/MPL agreements, providing full MARC
35 cataloging for materials in new categories or formats, in addition to those listed in
36 Appendix A, Section 1.
37
38
39 3.   Authority Control Services
40   MPL staff will establish and maintain the database of Library of Congress
41 controlled headings with related cross references for personal / corporate names ;
42 uniform titles ; subject headings (name, topical, and geographic); and series

2020-2024 Bibliographic Database Development and Maintenance
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1 headings.
2
3   a.   MPL staff will regularly process the CountyCat system reports of new
4 headings and heading conflicts and take appropriate action to effectively maintain
5 the authority control module of the MCFLS CountyCat database.
6
7   b.   As new headings are added to the MCFLS CountyCat database during
8 the cataloging procedure, MPL staff will search the Library of Congress authority
9 files on Cataloging Utility Database in order to locate an established authority
10 record and then download the authority record into the MCFLS CountyCat database.
11
12   c.   MPL will act upon requests (within two weeks) from designated
13 member library staff and designated MCFLS staff for needed additional cross
14 references including:
15
16   1) uniform title references,
17   2) personal or corporate name references,
18   3) series references, and
19   4) subject references (name, topical, and geographic).
20
21   d.   As headings change notifications are received from the Library of
22 Congress Cataloging Distribution Service or an authority vendor, or as heading
23 changes are found by current cataloging, MPL will make appropriate changes to
24 bibliographic headings and the authority records, either by global replace or
25 individual record review, if appropriate.
26
27
28 4.   Management of Loaded Records
29   MPL will produce and evaluate reports of loaded bibliographic and authority
30 data acquired from book, AV, serials, authority, and/or data conversion vendors.
31 Staff will take appropriate action to ensure the MCFLS CountyCat database is free of
32 unwanted duplicate records and that MARC records conform to CountyCat and
33 national data standards. If necessary, holdings information from loaded data will be
34 added to the cataloging utility database and WISCAT databases.
35
36   a.   MPL staff will assist MCFLS staff in developing initial parameters and
37 specifications for bibliographic and/or authority data to be acquired from vendors.
38 MPL staff will assist in developing modifications to initial parameters and
39 specifications as member library data needs change.
40
41   b.   MPL staff will examine sample data initially supplied by possible
42 vendors to ensure the content conforms to CountyCat specifications and national

2020-2024 Bibliographic Database Development and Maintenance
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1   standards.
2
3   c.   MPL staff will periodically examine sampled data from vendors
4   selected to supply bibliographic records on a periodic or ongoing basis to ensure
5   such data consistently conforms to CountyCat specifications and national standards.
6
7   d.   MPL staff will generate and/or examine reports to resolve possible
8   duplicate records. Where duplication is found to exist, staff will examine
9   bibliographic records, choose the better one, transfer any fields to be retained from
10   the unwanted record, merge any holdings to the record to be retained, and delete
11   the unwanted record.
12
13   e.   MPL staff will assist MCFLS staff in extracting information from
14   CountyCat to a usable file format for transference to the cataloging utility database
15   for the purpose of loading holdings information for records added from other
16   sources, according to the Cataloging Utility Database member agreement.
17
18   5.   Term
19   The term of this Agreement shall be from January 1, 2020 until December 31,
20   2024. In the event this Agreement is not renewed, the parties agree to work
21   cooperatively toward an appropriate transition of the services provided hereunder.
22
23
24   6.   Payment
25   MCFLS shall pay to MPL, in consideration of the services provided hereunder,
26   the amount indicated in Appendix C of this Agreement. The amount represents
27   100% of the MCFLS payment obligation. The contract costs for each year of this
28   contract are to be calculated by MPL and submitted to MCFLS no later than May 1 of
29   the preceding year, according to the formula shown in Appendix C. Each year,
30   payments to MPL shall be made by MCFLS in equal quarterly payments no later than
31   March 31, June 30, September 30, and December 15, 2020 through 2024.
32
33
34   7.   Reopening Contract
35   If, during the term of this contract, there is a change that results in significant
36   alteration in the scope or quantity of work, this contract may be reopened at the
37   request of either party, e.g., a change in the number of agencies affiliated with
38   MCFLS.
39
40   If, during the term of this contract, the fringe benefits factor changes, this
41   contract may be reopened at the request of either party.
42

2020-2024 Bibliographic Database Development and Maintenance Agreement

1   If, during the term of this contract the amount of State Aid to MCFLS is
2 reduced by ten percent (10% or more), this contract may be reopened.
3
4
5 8.   Cooperation
6   Both parties agree to work cooperatively to identify steps which can be taken
7 to reduce costs associated with bibliographic database development and
8 maintenance services, while at the same time ensuring the staffing required meets
9 the needs of the service proposed. MPL staff will work cooperatively with MCFLS
10 staff and monitor performance measures, staffing configurations and cost estimates
11 as may be required for the performance of this Agreement.
12

2020-2024 Bibliographic Database Development and Maintenance
Agreement

1   IN WITNESS WHEREOF, the parties hereto have executed this Agreement, as of the
2   day and year written below:
3
4   IN THE PRESENCE OF: MILWAUKEE PUBLIC LIBRARY
5
6   _____   By _____
7   Dr. Michele Bria, President
8   Date _____
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10   _____   By _____
11   Paula A. Kiely, Secretary
12   Date _____
13
14   IN THE PRESENCE OF: CITY OF MILWAUKEE
15
16   _____   By _____
17   Tom Barrett, Mayor
18   Date_____
19
20   _____   By _____
21   Jim Owczarski, City Clerk
22   Date_____
23   COUNTERSIGNED
24
25   _____   By _____
26   Martin Matson, Comptroller
27   Date_____
28
29   IN THE PRESENCE OF: Milwaukee County Federated Library System
30
31   _____   By _____
32   Paul M. Ziehler, President
33   Date _____
34
35   _____   By _____
36   Steven Heser, Secretary
37   Date _____
38
39   Approved as to form and execution this ___ day of _____, 2019
40
41   _____   Deputy City Attorney
42

2020-2024 Bibliographic Database Development and Maintenance
Agreement

1   Appendix A: Recommended Levels of Cataloging for Various Material Types
2
3   1.   Material types which receive full MARC cataloging
4   The following are the material types which receive full MARC cataloging in
5   the MCFLS CountyCat database. These will be fully searchable in the Online Public
6   Access Catalog (OPAC) by all available indexed access points.
7
8   a.   All adult, children, and young adult fiction and non-fiction hardcover
9   books except, optionally, board books.
10   b.   All large print books.
11   c.   Fiction and non-fiction paperbacks, except ephemera, as determined
12   by local libraries.
13   d.   Sound recordings except LPs and ephemeral MP3s, CDS and cassettes
14   (see definition of ephemeral CDs and cassettes in Section 2).
15   e.   All book and cassette kits.
16   f.   All scores.
17   g.   Maps except those designated Pamphlet File material.
18   h.   Government documents except those designated Pamphlet File and
19   except, optionally, local government documents such as minutes, annual reports,
20   etc.
21   i.   All software and CD-ROM/DVD-ROM
22   j.   Videorecordings/DVDs except those designated ephemeral (see
23   definition of ephemeral videocassettes in Section 2)
24   k.   All serials.
25   l.   Web delivered reference databases received by local, system or state-
26   provided subscription by one or more member libraries and provided for staff or
27   public use.
28   m.   Audiobooks in various formats.
29
30
31   2.   Material types which receive brief cataloging
32   Brief records are locally created and are not flagged for full MARC overlay.
33   They are still subject to authority control. Brief records will provide a more limited
34   access to items in the OPAC.
35
36   a.   Ephemeral paperbacks as determined by local libraries.
37   b.   Ephemeral MP3s, CDs and cassettes - samplers, and "single song"
38   cassettes.
39   c.   Ephemeral video: home video quality of local groups and events.
40   d.   LPs.
41   e.   Material put together for local library use in a unique way.
42   f.   Children's toys and puzzles.

2020-2024 Bibliographic Database Development and Maintenance Agreement

1   g.   Optionally, board books.
2   h.   Optionally, local government documents such as minutes, annual
3   reports, etc.
4

DRAFT

2020-2024 Bibliographic Database Development and Maintenance Agreement

1   Appendix B: Semi-Annual Cataloging Analysis
2
3   MCFLS will undertake a statistical analysis on various cataloging measures at
4   six-month intervals (normally April and September). This analysis will measure the
5   overall performance of MPL Cataloging and Database Maintenance, using the status
6   of various "Cataloging Flags" as a measurement of both quantity, quality, and
7   timeliness of MPL's performance. The following "Cataloging Flags" are analyzed as
8   records in various 'incomplete' stages of cataloging. Expectations for satisfactory
9   performance are agreed upon between MCFLS and MPL for each of the Cataloging
10 Flags, and if there is a perceived problem with performance, remedies are mutually
11 agreed upon to correct any problem. Cooperation on the part of suburban libraries
12 is required for MPL to successfully meet the performance expectations set below, in
13 particular when items have been called in for original cataloging (CatFlag o). Failure
14 of suburbs to send in material in a timely manner or provide information, when
15 needed, is considered when measuring MPL's performance and will not be counted
16 against MPL. To enumerate, the following Cataloging Flags ("CAT FLAG") are
17 analyzed:
18
19   1.   "t" NEW TITLE - used by suburbs to indicate a new title to the system.
20 MPL creates a list of "t" bibs, and in most cases, overlays the bib with an Cataloging
21 Utility Database record and the CAT FLAG changes to "-" (MARC level cataloging)..
22 Before any title is flagged "t" by a suburb/branch, a search is first done by
23 appropriate indexes, e.g. ISBN/ISSN, Title, Journal Title, etc. in order to avoid
24 duplicate entry. Performance expectation: Records should remain as a "t" no more
25 than 2 months.
26
27   2.   "k" INFO SUPPLIED - used by the suburbs/branches in response to
28 CAT FLAG "j" (Need Info Note) A MARC note is inserted by the suburb/branch as a
29 response to the "j" query and the CAT FLAG changed to "k". Performance
30 expectation: Records should remain as "k" no more than 2 months.
31
32   3.   "h" HOLD AND CHECK - used by MPL when there is a strong
33 suspicion that copy cataloging will appear on Cataloging Utility Database in the near
34 future. After a predetermined length of time, Cataloging Utility Database is checked
35 again, and if the record is found it is downloaded into INNOPAC. If the record in
36 question does not appear on Cataloging Utility Database within a reasonable length
37 of time, the CAT FLAG is usually changed to "o" for original cataloging.
38 Performance expectation: Records should remain as "h" no more than 3 months.
39
40   4.   "o" NEEDS ORIGINAL - used by MPL when a decision has been made
41 that a piece needs original cataloging. A hold is placed on this material by central
42 catalogers if owned by suburban libraries in order that it can be cataloged

2020-2024 Bibliographic Database Development and Maintenance
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1   accurately. Decision is ultimately made by MPL cataloging whether material is
2   cataloged as MARC record or as "z" DON'T REPLACE. Performance expectation: -
3   Records should remain as "o" no more than 5 months.
4
5   5.   "j" NEED INFO NOTE - used by MPL as a means of communication to
6   the suburbs/branches that some more specific information is needed in order that
7   an appropriate MARC record can be downloaded into the system. The information
8   needed is inserted as a MARC note (field tag y). The suburbs/branches use Create
9   List of Records to retrieve records for their building and answer the question by
10 inserting their own MARC note (field tag y) and change the CAT FLAG to "k" - INFO
11 SUPPLIED.
12
13   6.   "z" DON'T REPLACE - used in cases where MARC cataloging is not
14 required. These records will still display in the patron mode. Some examples of bib
15 records that could be flagged "z" are children's toys and puzzles, puppets, home
16 video quality of local groups and events, LPs, and material put together for local
17 library use in a unique way.
18

2020-2024 Bibliographic Database Development and Maintenance
Agreement

1   Appendix C: Payment Formula 2020
2   The following formula will be used to calculate contract costs for each year of
3 the contract term.
4
5   MCFLS shall fund 90% of the following MPL staff positions directly involved
6 in the provision of services referenced in this Agreement:
7
8   (.33) Tech IV
9   (2.5) Librarian III
10   (4) Copy Cataloging Technician II
11
12 It shall be agreed that these stipulations represent full funding for all services
13 rendered.
14
15   Contract Costs=90% of fiscal year salary and fringe benefits.
16
17

Contract cost worksheet	Fiscal year: 2020
.33 Tech IV salary	$17,628
2.5 Librarian III salary	$135,767
4 Copy Cataloging Technician II salary	$170,208
Total salary	$323,603
Salary adjustment, if any	1.03
Adjusted total salary (salary x adjustment)	$333,311
Fringe benefit multiplier	1.45
Total salary and fringe benefits (adjusted salary x fringe benefit multiplier)	$483,301
MCFLS Contracted percentage	90%
Total contract cost (total salary and fringe x MCFLS contracted percentage)	$434,971

18

CNN   **Opinion**   ● **LIVE TV** ☰

Libraries are fighting to preserve your right to borrow e-books

By Jessamyn West

 Updated 1:41 PM ET, Fri August 2, 2019

Editor's Note: Jessamyn West (@jessamyn) is a librarian who lives in central Vermont. She is on the board of the Vermont Humanities Council. The views expressed here are hers. Read more opinion on CNN.

(CNN) — Librarians to publishers: Please take our money. Publishers to librarians: Drop dead.

Jessamyn West

That's the upshot of Macmillan publishing's recent decision which represents yet another insult to libraries. For the first two months after a Macmillan book is published, a library can only buy one copy, at a discount. After eight weeks, they can purchase "expiring" e-book copies which need to be re-purchased after two years or 52 lends. As publishers struggle with the continuing shake-up of their business models, and work to find practical approaches to managing digital content in a marketplace overwhelmingly dominated by Amazon, libraries are being portrayed as a problem, not a solution. Libraries agree there's a problem -- but we know it's not us.

Public libraries in the United States purchase a lot of e-books, and circulate e-books a lot. According to the Public Library Association, electronic material circulation in libraries has been expanding at a rate of 30% per year; and public libraries offered over 391 million e-books to their patrons in 2017. Those library users also buy books; over 60% of frequent library users have also bought a book

CNN **Opinion**   ● **LIVE TV** ☰

Macmillan admits that "Library reads are currently 45% of our total digital book reads." But instead of finding a way to work with libraries on an equitable win-win solution, Macmillan implemented a new and confusing model and blamed libraries for being successful at encouraging people to read their books.

Related Article: You kept sending Amazon stories. We couldn't stop reading them

Libraries don't just pay full price for e-books -- we pay more than full price. We don't just buy one book -- in most cases, we buy a lot of books, trying to keep hold lists down to reasonable numbers. We accept renewable purchasing agreements and limits on e-book lending, specifically because we understand that publishing is a business, and that there is value in authors and publishers getting paid for their work. At the same time, most of us are constrained by budgeting rules and high levels of reporting transparency about where your money goes. So, we want the terms to be fair, and we'd prefer a system that wasn't convoluted.

With print materials, book economics are simple. Once a library buys a book, it can do whatever it wants with it: lend it, sell it, give it away, loan it to another library so *they* can lend it. We're much more restricted when it comes to e-books. To a patron, an e-book and a print book feel like similar things, just in different formats; to a library they're very different products. There's no inter-library loan for e-books. When an e-book is no longer circulating, we can't sell it at a book sale. When you're spending the public's money, these differences matter.
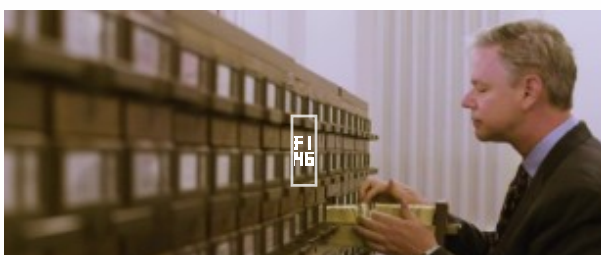
Library users know that you can make a copy of a digital file essentially for free. So when we tell them, "Sorry, there is only one

CNN **Opinion**   ● **LIVE TV** ☰

Related Video: The largest library in the world 03:37

reasonable question, "Why?" In Macmillan's ideal world, that library patron would get frustrated with the library and go purchase the e-book instead. And maybe some people will do that. In the library's ideal world, we'd be able to buy more copies of the book, and even agree to short-term contracts, if it meant that more people had access to the books they wanted to read, when they wanted to read them. This was not an option on the table.

Macmillan did not at all enjoy it when Amazon removed the "Buy" button from their titles, and yet this is what they are trying to do to libraries.

Macmillan, complaining that libraries were "cannibalizing" their sales, tried to spin this move as one that "ensure[s] that the mission of libraries is supported." But our mission is not supported by having to spend staff time and energy on complex per-publisher agreements that inhibit our users' access to the content they want -- content that we are willing to pay for.

Their solution isn't just unsupportive, it doesn't even make sense. Allowing a library like the Los Angeles Public Library (which serves 18 million people) the same number of initial e-book copies as a rural Vermont library serving 1,200 people smacks of punishment, not support. And Macmillan's statement, saying that people can just borrow e-books from any library, betrays a fundamental misunderstanding of how public libraries work. Macmillan isn't the first of the "big five" publishers to try to tweak their library sales model to try to recoup more revenue, but they are the first to accuse libraries of being a problem for them and not a partner.

Steve Potash, the CEO of e-book digital distributor OverDrive, agrees with

CNN **Opinion**   ● **LIVE TV** ☰

OverDrive runs the Panorama Project, a data-driven research project which researches the impact of library holdings on, among other things, book sales. He offered some actual data on Macmillan's claims, and painted a different picture.

The American Library Association has denounced this model using strong language, but perhaps it's time for libraries to do more than grumpily go along with whatever gets foisted upon us. Sixty-four percent of US public libraries are members of consortia for e-book purchasing. Maybe it's time we got together and decided to spend more of the public's money with businesses who want to do business with us, who don't just consider us "a thorny problem," while also not understanding how we operate.

Lowering barriers to access to information for all Americans is a public good. Public libraries exist in large part because they are necessary to a functioning democracy. People who participate in civics and elect their own legislators require free access to impartial information so that they can stay informed. Creating barriers to that access -- barriers that disproportionately affect those who are hardest to serve -- is a short-sighted move, and highlights the very real conflicts between capitalism and community.

Publishing Landscape

Publisher	Format	Perpetual	Metered	Metered Cost Per Circ @ 100% Utiliz.	Metered Cost Per Circ @ 75% Utiliz.	Metered Cost Per Circ @ 50% Utiliz.	Transactional	Embargo	Exclusives
Penguin Random House (PRH)	eBook	NO	YES – TIME METERED – 24 MONTHS LIST: <$55 ADULT, <$45 YA, <$35 CHILDRENS	$1.57 AD $1.29 YA $1.00 CH	$2.12 AD $1.73 YA $1.34 CH	$3.14 AD $2.58 YA $2.00 CH	NO	NO	NO
	eAudiobook	YES	NO	--	--	--	NO	NO	NO
Hachette	eBook	NO	Yes – TIME METERED – 24 MONTHS LIST: <$65	$1.86	$2.50	$3.72	YES – CATALOG	NO	NO
	eAudiobook	NO	Yes – TIME METERED – 24 MONTHS LIST: $40-80	$1.14 - $2.28	$1.54 - $3.08	$2.28 - $4.56	YES – CATALOG	NO	NO
Simon & Schuster (S&S)	eBook	NO	Yes – TIME METERED – 24 MONTHS LIST: $39-53	$1.11 - $1.51	$1.50 - $2.04	$2.22 - $3.02	YES – CATALOG	NO	NO
	eAudiobook	NO	Yes – TIME METERED – 24 MONTHS LIST: $40-80	$1.14 - $2.28	$1.54 - $3.08	$2.28 - $4.56	YES – CATALOG	NO	NO
Macmillan	eBook 1ST 8 WEEKS	YES ONLY 1 COPY	NO (1 COPY ONLY PER LIBRARY SYSTEM)	--	--	--	NO	PARTIAL	NO
	eBook WEEKS 9-52	NO	YES – TIME METERED - 24 MONTHS LIST: $60	$1.71	$2.31	$3.42	NO	PARTIAL	NO
	eBook WEEKS 53+	NO	YES – TIME METERED - 24 MONTHS LIST: $40	$1.14	$1.54	$2.28	YES – CATALOG	PARTIAL	NO
	eAudiobook	YES	NO	--	--	--	YES – CATALOG	NO	NO
Harper Collins	eBook	NO	YES – USAGE METERED 26 BORROWS LIST: $24	$.92	$1.20	$1.84	YES – CATALOG (2 YEAR)	NO	NO
	eAudiobook	YES	NO	--	--	--	YES – CATALOG (1 YEAR)	NO	NO
Blackstone	eAudiobook	YES	NO	--	--	--	YES – 180 DAYS	YES - 90 DAYS	YES
Recorded Books	eAudiobook	YES	NO	--	--	--	YES	NO	YES
Dreamscape	Both	YES	NO	--	--	--	YES	NO	NO

PERIODICAL CIRCULATION
2019 YTD BY OWNING LOC

OWNING LOCATION	PERIODICAL ADULT 3 WEEK	PERIODICAL ADULT 7 DAY	PERIODICAL CHILD 3 WEEK	PERIODICAL CHILD 7 DAY	PERIODICAL NON-CIRCULATING	PERIODICAL YA 3 WEEK	PERIODICAL YA 7 DAY
BROWN DEER	0	4053	0	39	0	0	0
CUDAHY	0	2287	0	19	0	0	18
FRANKLIN	0	2840	0	184	0	0	21
GREENDALE	0	752	23	55	0	0	0
GREENFIELD	1096	0	117	0	0	29	0
HALES CORNERS	0	746	0	36	0	0	10
MILWAUKEE	58	7849	11	611	0	7	1100
NORTH SHORE	0	1748	0	162	13	0	0
OAK CREEK	0	2325	0	239	5	0	0
SHOREWOOD	0	3121	0	337	0	0	3
SOUTH MILWAUKEE	0	1521	0	102	0	0	0
ST. FRANCIS	0	977	0	17	0	0	5
WAUWATOSA	2189	0	377	71	0	0	0
WEST ALLIS	31	3581	0	99	0	0	0
WHITEFISH BAY	0	2658	297	0	0	0	0
TOTALS	3374	34458	825	1971	18	36	1157