

Notice

Milwaukee County  
Federated Library System  
Library Directors Advisory Council

Regular Meeting  
Thursday, October 3<sup>rd</sup>, 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 September 5<sup>th</sup>, 2019 LDAC meeting  
Action [Attachment A](#)
4. LAWDS Project Overview. Staff from local workforce development organizations will join us to talk about the project and tentative training schedule.  
[Attachment B](#)
5. Young Adult Services Committee – Presentation of 2019-2020 Program Schedule  
[Attachment C](#)
6. Milwaukee Mixers – Presentation of 2019-2020 Activities  
[Attachment D](#)

7. CountyCat Mobile Update

[Attachment E](#)

8. Discussion: Change to allow holds on magazines

[Attachment F](#)

9. Discussion: System-wide access for teacher cards and fee cards

[Attachment G](#)

10. LSTA Project: Understanding KnowBe4 reports

[Attachment H](#)

11. WPLC and Lucky Day Collections

12. Follow up: Annual purge of patron records

13. Damaged items in delivery – procedure change

[Attachment I](#)

14. Additional business

15. 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, November 7<sup>th</sup>, at the Franklin Public Library  
9151 W. Loomis Rd., Franklin, WI 53132.

Milwaukee County Federated Library System  
Library Director's Advisory Council  
Regular Monthly Meeting held Thursday, September 5, 2019  
Whitefish Bay Public Library  
5420 N. Marlborough Dr.  
Whitefish Bay, WI 53217

Present: Susan Draeger-Anderson, Chair, North Shore Library  
Rachel Arndt, Milwaukee Public Library  
Rachel Collins, Shorewood Public Library  
Sandra Haase, Brown Deer Public Library  
Amy Krahm, St. Francis Public Library  
Pat Laughlin, Hales Corners Library  
Jill Lininger, Oak Creek Public 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  
Nyama Reed, Whitefish Bay Public Library  
Rebecca Roepke, Cudahy Family Library  
Brian VanKlooster, Greendale Public Library

Absent: Michael Koszalka, West Allis Public Library

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

Others: Christine Jackson-DiPerna, Youth Services Committee Co-Chair (Greenfield)  
Charlotte Lange, Adult & Reference Committee Chair (Brown Deer)  
Lisa Reinke, Youth Services Committee Co-Chair (Greendale)

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 9:00 a.m. It was noted that Sandra Haase was filling in for Dana Anderson-Kopczyk today.

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

- Credit Card Transaction Funds/Sheila O'Brien
- Employee Wellness Programs/Rachel Collins
- Fine Forgiveness Efforts/Brian VanKlooster
- Library Phone Systems/Pat Laughlin
- Inclusive Services Document/Pat Laughlin
- Steve Hesel reminded that West Milwaukee Calculation Worksheet is needed.

- Judy Kaniasty asked whether libraries would like to receive Hoopla Promotional Materials and it was decided to send a packet to all libraries.

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

Approval of the Minutes for the August 1, 2019 LDAC meeting. Chair Draeger-Anderson referred to the minutes of the August 1, 2019 meeting which are shown as Attachment A of the agenda packet. With no modifications to be made, Sheila O'Brien moved and Kathy Manning seconded a motion to approve the minutes as presented. Unanimously approved.

Youth Services Committee – Presentation of 2019-2020 Program Schedule. Lisa Reinke and Christine Jackson-DiPerna reviewed Attachment B of the agenda packet. It was noted that the March presentation will be Stewards of Children-detecting sexual abuse. It was noted that each meeting will also offer open forums for sharing among members. Rebecca Roepke suggested a topic for discussion: local school connections including Park & Rec Dept.—Rachel Collins volunteered Heide Piehler to share the Shorewood model to lead that discussion. Pat Laughlin moved and Brian VanKlooster seconded a motion to approve the Youth Services Committee Program Schedule as presented. Unanimously approved.

Adult and Reference Services Committee – Presentation of 2019-2020 Program Schedule. Charlotte Lange reviewed Attachment C of the agenda packet. Sheila O'Brien questioned whether the time of the meeting works for most and it was felt that it does. Nyama Reed moved and Pat Laughlin seconded a motion to approve the Adult and Reference Services Committee Program Schedule as presented. Unanimously approved.

Circulation Services Committee – Presentation of 2019-2020 Program Schedule. Jen Schmidt reviewed Attachment D of the agenda packet in Alan Her and Sarah Corso's absence. The Committee's aim is to move away from Sierra discussions and concentrate on customer service topics since Jen sends out informational Sierra emails more regularly. It was questioned whether six meetings a year might be a wise idea—like the other committees and Jen noted she would have the Committee consider that for next year. Nyama Reed suggested a topic for discussion: workflows and efficiencies that have been tried that do and do not work. Pat Laughlin moved and Rachel Collins seconded a motion to approve the Circulation Services Committee Program Schedule as presented. Unanimously approved.

Jen Schmidt noted that the remaining subcommittees will be attending next month's meeting to present their program schedules.

2020 MCFLS System Plan. Steve Hesser reviewed the 2020 MCFLS System Plan, which is statutorily required and shown as Attachment E of the agenda packet. Steve noted that he welcomes feedback and suggested modifications; the plan will be acted on by the MCFLS Board at their next meeting, which is scheduled for September 30th. Steve noted that the MCFLS Technology Plan will be updated and approved by the end of the year.

[Nyama Reed left the meeting at 9:40 a.m.]

Additional changes to 2020-2024 ILS, Resource Sharing and Technology DRAFT. Steve Hesser reviewed the 2020-2024 ILS, Resource Sharing and Technology contract draft which is shown as Attachment F of the agenda packet which is slated to be acted upon by the MCFLS Board at their September 30 meeting;

feedback or suggested modifications are welcome and should be forwarded to Steve beforehand. Discussion ensued regarding library card designs and MCFLS brand on all—which is a great topic for the Marketing Committee. Discussion also ensued regarding P. 8, line 324 and the thought incorporated by Steve Hesel regarding a proposed cap on the amount gained or lost and after discussion that it is confusing it was agreeable to eliminate the clause totally on a unanimously approved motion made by Rachel Collins and seconded by Amy Krahn. Discussion ensued regarding reducing future reciprocal borrowing and Steve Hesel noted that an analysis of that topic will be done as part of the strategic plan directives in the future.

Sheila O'Brien commented that she feels that the discussions by the MCFLS Board regarding the contracts in closed session are an error in judgment since it is during early developmental stages that questions can be asked and those opportunities are confidence building with the member libraries and she wanted to make the MCFLS Board aware of those valuable missed opportunities. Rachel Collins added that talking earlier, like perhaps April, would have been wise.

[Joan Johnson arrived]

BREAK

2020-2024 Resource Library Agreement DRAFT. Steve Hesel reviewed the draft 2020-2024 Resource Library Agreement draft which is shown as Attachment G of the agenda packet which is mandated by the State and includes all services provided by Milwaukee. Joan Johnson invited all member library staff and trustees to tour Central library and see the vast collection and departments that serve all within Milwaukee County. Milwaukee staff are available to consult with any suburban library and share experiences on any topic staff has expertise in. Suburban directors are encouraged to reach out to Joan Johnson (414-286-3025) for anything she can help with. Rachel Collins questioned whether the contract outlines exactly how much money is spend for what services and Steve Hesel responded that it is an overall percentage of State Aid for the entire list of services and costs are not associated with particular aspects of the contract.

[Joan Johnson left the meeting]

2020-2024 Cataloging Agreement DRAFT. Steve Hesel reviewed the 2020-2024 Cataloging Agreement draft which is shown as Attachment H of the agenda packet. The only change is the addition of a 1/3 of a Tech IV position which serves in a management role and with recent retirements the cost of staff will remain nearly the same as last year. Rachel Collins questioned whether the volume of work has changed due to more electronic offerings at libraries and Steve Hesel responded that nearly the same number of cataloged titles has been performed over the past number of years.

Recent changes to digital lending models and impact on libraries. Steve Hesel referred to Attachment I of the agenda packet which describes the lending models of eBooks and that publisher McMillan has changed its lending model to only one copy per library consortium for the first eight weeks after release of a publication and then metered access after that. For OverDrive purposes in Wisconsin, WPLC is one consortium and MCFLS is another with its Advantage account. WPLC will communicate as a whole for the State as a leader in the community and will be developing a statement for libraries to share with the public about this topic. Pat Laughlin commented that the voice of the authors is not this change and perhaps libraries could partner with libraries.

Discussion: Change to allow holds on magazines. It was decided to hold over discussion of Attachment J of the agenda packet for a future meeting when Nyama Reed will be available to participate.

#### ADDITIONAL BUSINESS.

Credit Card Transaction Funds. Sheila O'Brien reported that she has learned that the Greenfield self-check machines were not set up correctly and therefore there were items that were paid for but monies not forwarded to other member libraries and now she is aware of that and she has money for some libraries with her and will distribute them to their rightful owners.

Employee Wellness Programs. Rachel Collins asked whether any other communities have or are thinking of requiring staff to participate in wellness programs in an effort to reduce employee co-pays and manage their health. Some other communities do and experiences were shared.

Fine Forgiveness Efforts. Brian VanKlooster questioned whether libraries have done fine forgiveness lately and then suggested member libraries start to plan to do it together next September, perhaps? Steve Hesel volunteered to begin working on a plan of action to be discussed and that talking points developed as a method for directors to discuss the merits with their local boards.

Library Phone Systems. Pat Laughlin reported that Hales Corners will be replacing their telephone system and wonders what she should be considering and knowing what others have done recently would be helpful for her. Rachel Arndt stated she would send information that Milwaukee used in determining their newest update. Jennifer Loeffel noted that going to VOIP is worthy of consideration but that analog lines are still necessary for things like fax machines and security panic buttons. Sheila O'Brien suggested checking out the sound quality and ability to alter settings when researching options.

Inclusive Services Document. Pat Laughlin questioned whether anyone is doing anything with the recently released Inclusive Services document, and if so—what? St. Francis and Wauwatosa have looked through the document and Wauwatosa will be adding an inclusive services statement pertaining to accessibility statement on program notices and preparing to offer interpreters if requested. The Wauwatosa Board may adopt document this fall and Pete Loeffel is going through the checklist. Milwaukee has gone through the report and is now prioritizing actions. Susan Draeger-Anderson noted that sign language students can be valuable resources for this and Steve Hesel agreed to put together a listing of interpreters for libraries to consult when needed.

#### MEMBER LIBRARY UPDATES.

Franklin – Jennifer Loeffel reported on staffing—a new employee has started and another is now on maternity leave.

Milwaukee – Rachel Arndt reported on staffing—Mary Evans, Circulation Supervisor, has retired. Milwaukee will be participating in Doors Open at the end of the month.

South Milwaukee – Kathy Manning reported that the Board will be discussing the new Director candidates to make a final decision. Budget for 2020 will be difficult with a 5% reduction being planned.

Cudahy – Rebecca Roepke reported that the Historical Society will be donating all of its printed materials to the local history collection at the library.

St. Francis – Amy Krahn reported that a patron survey will be done regarding loan periods of new adult fiction titles with the result possibly being increasing from one week to either two or three weeks.

Shorewood – Rachel Collins reported that Emily will be returning on Monday from leave. A huge bequest has been received and planning for that generous donation has been dominating much of her and the Board's attention.

North Shore – Susan Draeger-Anderson reported that renovating the current library location is moving forward. North Shore Library received the WLA Program Innovation Award.

Whitefish Bay – Susan Draeger-Anderson reported that Nyama Reed has been elected the WLA Future President.

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

NEXT MEETING. Scheduled for Thursday, October 3, 2019 at the Whitefish Bay Public Library, 5420 N. Marlborough Dr., Whitefish Bay, WI 53217.

ADJOURNMENT. With no further business to be addressed, Rachel Collins moved and Kathy Manning seconded a motion to adjourn the meeting at 12:22 p.m. Unanimously approved.

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From: Steve Hesar  
Sent: Thursday, August 29, 2019 4:23 PM  
To: LDAC  
Subject: LAWDS project information - Libraries Activating Workforce Development Skills  
Attachments: Narrative.docx; LAWDS Project Background.docx  
  
Importance: High

To all LDAC members,

I wanted to send out information on the Libraries Activating Workforce Development Skills (LAWDS) project since it's starting to gain momentum. LAWDS is a project being run by DPI and funded by a grant from the IMLS (a Laura Bush 21st Century Library grant). The focus of the grant is to bring together public library staff with the staff of regional Workforce Development Boards (WDBs) and Wisconsin Job Centers with the ultimate goal of providing seamless support for patrons and businesses seeking help developing career skills or seeking employment. The LAWDS project provides for four training modules for libraries that will be delivered by workforce development staff:

1. Training Module One – Workforce Development Boards Roles and Responsibilities
2. Training Module Two – Career Planning and Resume Development
3. Training Module Three – The Basics of Wisconsin's Unemployment Insurance System
4. Training Module Four – Job Center of Wisconsin and Labor Market Research Tools

A portal for disseminating information about the project and materials for use by library staff is also being developed. The idea here is not to have libraries replace job centers but instead work as partners. In some cases, libraries can provide the resources at the point of need. In others, they can provide referrals to the job centers for patrons in need of more help. The training is meant to help provide that foundation and also establish a more formal relationship with local workforce development agencies.

I and other system staff from across the state met with staff from the Workforce Development Boards and Job Centers on August 14<sup>th</sup> to take a look at a draft of the first training module. I also spoke with our local workforce development contacts Ted Anderson from the DWD and Julie Cayo from Employ Milwaukee Workforce Development. I know many of you have already been contacted by a representative from Ted's office already. I am meeting with them in a few weeks to visit their locations, get a sense of what services they offer in person and also talk about the training. My plan is to bring Ted and/or Julie to the October or November LDAC meeting to discuss the project and what this would mean for libraries.

I've attached some of the grant documents if you're interested in getting a better sense of the project. Right now the next step is to work with them on the locations and schedule for these training sessions and get those solidified after they've had a chance to meet with you.

Let me know if you have any questions. Thanks!

Steve Hesar  
System Director  
Milwaukee County Federated Library System  
414.286.8149  
steve.hesar@mcfls.org

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

Co-Chairs: Kelly Wochinske and Kristi Helmkamp, Milwaukee Public Library Young Adult

Committee Page: <https://mcfls.libguides.com/youth/ya>

Directory: <https://mcfls.libguides.com/youth/yadirectory>

### Meeting dates for 2019-2020

Tuesday October 22, 2019 – Tippecanoe Branch, MPL

FOCUS: Summer program review and Spring program planning

MCTBA

Tuesday February 18, 2020 – North Shore Library

FOCUS: Fall program review

Summer Reading & Learning Program Discussion

MCTBA

Tuesday May 12, 2020 – TBD

FOCUS: Summer Reading & Learning Program Sharing

Prepare & Planning for Fall Programs

MCTBA

## MKE Mixers Committee (Meets 4 times a year, 1:30 pm @ MCFLS)

Chair: Jess Norris, St. Francis Public Library

Committee Page: <https://mcfls.libguides.com/mixers/meetings>

Directory: <https://mcfls.libguides.com/mixers/directory>

### Meeting dates for 2019-2020

Thursday November 14, 2019

FOCUS: New box discussion; digitization kits; update communication officer schedule; Facebook group

Thursday January 16, 2020

FOCUS: Inventory of mixer boxes; website updates

Thursday April 16, 2020

FOCUS: Inventory of mixer boxes; review newest boxes

Thursday August 20, 2020

FOCUS: Inventory of mixer boxes; discuss 2020-2021 schedule & budget



## MCFLS Plan to Publicize the New Mobile Catalog App Communication to Staff & to the Public

### EFFORTS TO REACH THE PUBLIC

#### a. Web information posted on CountyCat

**SEPTEMBER 16, 2019** MCFLS creates an informational slide on the CountyCat home page. It links to a page with more information about the app's features and relays that the existing app will be discontinued

**TUESDAY OCTOBER 8** MCFLS will post a news item on CountyCat about the app. This will again link to a CountyCat page giving information about the features and next steps!

<https://countycat.mcfls.org/screens/mobile.html>

As the app gets further along the CountyCat page will feature direct links to download the new app from iTunes, Google Play and Microsoft.



#### b. Paper marketing materials for all library locations

**OCTOBER 1, 2019** MCFLS will create two 8x10 posters, a pamphlet & half sheet of publicity materials to let patrons know the app is coming and that it is new/improved.

**THE WEEK OF OCTOBER 1<sup>st</sup>**, MCFLS will send hard copies of publicity materials to each location. All libraries are encouraged to duplicate more as needed by accessing the documents off of the Mobile Catalog App staff page <https://mcfls.libguides.com/mobileapp>.

**MID OCTOBER** MCFLS will create flyers with live web links that explain how to download the new app. MCFLS will update other marketing materials with more accurate screenshots and information.

#### c. Notice within the current CountyCat Mobile app

**OCTOBER 1, 2019** Boopsie for Libraries will place a brief message in the banner area of the current app. It will include an embedded link back to the CountyCat page with specifics.

#### d. Social media posts each week on Facebook and Twitter

**FOUR THURSDAYS IN OCTOBER (10/3, 10/10, 10/24 and 10/31)** MCFLS post varying information about the new CountyCat Mobile app on social media.

**NOV & DEC** MCFLS will pepper social media with a few posts on this as well.

#### e. Two Shoutbomb text notifications to all patrons using that service

**TUESDAY OCTOBER 8 & TUESDAY OCTOBER 22, 2019** MCFLS will send out a broadcast message to all Shoutbomb users notifying them of the new app. We will relay the need to uninstall the current app, reinstall the new app while taking note of their library barcode number in order to use the eCard feature.

#### f. Mass email notification to patrons having email

**FRIDAY OCTOBER 11, 2019** MCFLS will send an email message to all CountyCat patrons with an email address with embedded links back to the CountyCat Mobile informational page already live.

## EFFORTS TO REACH STAFF

- a. **Send out a MCFLS-wide email with an update and the following training dates.** All training dates include an UberConference remote option.  
**SEPTEMBER 30, 2019** this communication will go out to all library staff.
- b. **Work with select staff to test** the Communico app and get feedback on training materials for the public
- c. **Identify common questions from staff & patrons after the 'go live' date passes**  
**JANUARY 2020** and onward, MCFLS will identify where more help is needed to support the app
- d. **Create a new CountyCat Mobile app video**  
**DECEMBER 2019-JANUARY 2020 timeframe** for this work to be done

## STAFF TRAINING DATES

Wednesday, October 16, 2019 – 1:00-2:30pm

**SHOREWOOD PUBLIC LIBRARY Lower Level Meeting Room**

Friday, October 18, 2019 – 2:00-3:30pm

**MPL – TIPPECANOE BRANCH Community Room**

Wednesday, October 23, 2019 – 12:30-2:00pm

**MPL – ZABLOCKI BRANCH Community Room**

Friday, November 8, 2019 – 10:30-Noon

**MPL – MITCHELL STREET BRANCH – Lower Level Community/Makerspace**

# We've heard from you!

## A New App For is coming late October 2019



Access ebooks, audiobooks, movies, books, music!  
Place holds, renew items, access your account, find library events & MORE!



For more information, go to <https://www.mcfls.org/mobile>

The Milwaukee County Federated Library System and your public libraries of Milwaukee County are pleased to offer a new CountyCat Mobile app **late October 2019**.

**NOTE:** After October 2019, the current CountyCat app will be discontinued. It will no longer function and should be uninstalled from your device. **Go to the above link to learn how to install the new app.**

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

# Libraries with a Teacher and/or School/Nursing Home/Day Card Patron Types

MPL, ST FRANCIS and SHOREWOOD have separate EDUCATOR cards. TOSA's EDUCATOR is combined with its school card. Other libraries don't issue cards to individual teachers but have 'school' accounts.

P TYPE	Description	Record Count	YTD CIRC 2019	Patron Type	Online Database Access?	Fines on Items	Max \$ Owed	Max Items	Max Holds	Patron placed holds	Use any member library?
10	<u>MPL TEACHER CARD</u>	983	8938	1 year	Yes	Yes	\$5.01	100	30	No	According to C-06, patrons are able to use any member library
43	<u>TEACHER CARD ST. FRANCIS</u>	4	3		Yes	No except for 3 week realia on 40*	*5.01	*100	*30		
20	BOOKS2GO MILWAUKEE (CHILD CARE CARDS)	506	2601		Yes	Yes	\$5.01	100	30		
8	SCHOOL/NURS HOME/D CTR MILWAUKEE	92	856		Yes	Yes	\$5.01	100	30		
48	SCHOOL/N HOME/D CTR ST. FRANCIS	4	334		Yes	Yes	\$5.01	100	30		
58	SCHOOL/NURS HOME/D CTR WF BAY	2	382		Yes	Yes	\$5.01	100	30		
68	SCHOOL/NURS HOME/D CTR BR DEER	3	0		Yes	Yes	*5.01	*100	*30		
78	SCHOOL/N HOME/D CTR WEST ALLIS	20	581		Yes	Yes	*5.01	*100	*30		
88	SCHOOL/N HOME/D CTR NORTH SHORE	8	58		Yes	Yes	*5.01	*100	*30		
98	SCHOOL/N HOME/D CTR HALES CRNRS	3	11		Yes	Yes	\$5.01	100	30		
118	SCHOOL/N HOME/D CTR CUDAHY	51	1111	No	Yes	Yes	*5.01	*100	*30	No	Checkout is limited to library materials owned by the municipality providing the card
128	SCHOOL/N HOME/D CTR SOUTH MILW	14	21		Yes	Yes	\$5.01	100	30		
138	SCHOOL/N HOME/D CTR FRANKLIN	16	79		Yes	Yes	\$5.01	100	30		
148	SCHOOL/N HOME/D CTR GREENFIELD	1	0		Yes	Yes	*5.01	*100	*30		
158	<u>TEACHER/SCHOOL/N HOME/D CTR TOSA</u>	18	79		Yes	No	\$5.01	100	30		
168	SCHOOL/N HOME/D CTR GREENDALE	4	136		Yes	Yes	\$5.01	100	30		
178	<u>TEACHER SHOREWOOD</u>	8	112		Yes	Yes	\$5.01	100	-0 (none)		
208	SCHOOL/N HOME/D CTR WEST MILW	1	0		Yes	Yes	*5.01	*100	*30		
248	SCHOOL/N HOME/D CTR OAK CREEK	9	603		Yes	Yes	\$5.01	100	30		

ATT G - Teacher Card Statistics

Total Checkout from January - September 24, 2019 was 4,455,753. The above totals 15,826 or 0.4% of total circulation.  
MPL has a Sierra patron record template for its teacher cards. No one else does.  
\*MEANS P TYPE WASNT SET SPECIFICALLY SO A 9999 CATCH RULE PUTS IT IN PLACE  
All of these patron types have a max item of 100 items; 20 Music CDs/audiobooks, 20 DVDs and 10 CD Roms/DVD Roms

## C-13 FEE CARD PATRON TYPE

The following policies and procedures apply to Fee Cards. These cards are issued separately by each municipality, and the Patron Type assigned falls within the Patron Type range assigned to the municipality. **A Fee Card always ends with the number 9. See the attachment below for more information about the fee card p type. SEE ALSO: C-14 FEE CARD COST.**

### DEFINITION

This card type shall be issued only to patrons who reside **outside of Milwaukee County**. The cost of the card, and any restrictions governing its individual or family use are local options of the library that sells the card. **SEE ALSO: C-14 FEE CARD - COST.**

### PLACE OF REGISTRATION

The municipality that issues and governs the use of the Fee Card is the **place of registration**. The patron should be made aware of the restrictions of the card, in particular that the card is to be used to checkout only materials owned by the issuing agency.

### VALID FOR ONE YEAR

The card is valid for one year. Staff should calculate the expiration date based on the last day of the month in which the registration occurs, plus the appropriate number of years. For example, a Fee Card registered on September 1, 2019, would expire on September 30, 2020.

### REGISTRATION PROCEDURES

When keying in a new Fee Card patron, or re-registering a current Fee Card patron, staff should assign to that patron a "**Residence**" **code** in the RESIDENCE field which is the same as the agency code of the library that is selling that card. In addition:

- The patron type should be the Fee Card patron type which is specific to your library This number ends with the number "9".
- Write or stamp the name of the library issuing the Fee card on the borrower card (FL-48(B)). Affix a barcode to the card.
- Any grace use policy related to this card type is a local option of the library that sells the Fee card.
- A Fee Card patron is not required to fill out a new application card each time a card is applied for. Simply edit the patron record with the new expiration date, any changes in name, address, telephone number, etc. as needed, and insert new barcode data.

### CARD RESTRICTIONS

- Walk-in use of the fee card is restricted to the municipal library which sells the fee card, and to materials owned by that library. Within this ownership restriction, card holders may borrow any type of material.
- Fee card patrons are blocked from placing **Unassisted Patron Holds**. Library staff must place holds for this patron type using Sierra. Staff-assisted holds may be placed **ONLY** on material owned by the municipal library which sells the fee card.

	Fee Card Statistics				
	As of 09/24/2019				
	PTYPE	LIBRARY	RECORDS	2019 CARD CIRC	COST
	69	FEE CARD BROWN DEER	11	142	\$75
	119	FEE CARD CUDAHY	2	23	\$50
	139	FEE CARD FRANKLIN	69	1,062	\$75
	169	FEE CARD GREENDALE	2	225	\$100
	149	FEE CARD GREENFIELD	7	105	\$50
	99	FEE CARD HALES CORNERS	8	465	\$100
	9	FEE CARD MILWAUKEE	87	1,078	\$100
	89	FEE CARD NORTH SHORE	9	32	\$50
	249	FEE CARD OAK CREEK	95	2,002	\$80
	179	FEE CARD SHOREWOOD	6	64	\$60
	129	FEE CARD SOUTH MILWAUKEE	6	63	\$50
	49	FEE CARD ST. FRANCIS	0	-	\$25
	159	FEE CARD WAUWATOSA	158	856	\$100
	79	FEE CARD WEST ALLIS	16	183	\$100
	59	FEE CARD WHITEFISH BAY	1	-	\$50
		TOTALS	477	6,300	AVG: \$71
		TOTAL CIRC THRU 9/24	4,455,753		
		FEE CARD % OF CIRC	0.14%		

## KnowBe4 Cybersecurity Training - Reporting

### Group Risk

Groups inherit the overall risk of the users within the group. You can find a group's risk score in several areas of the console, including on the Users > Groups tab, within individual group profiles, and on Group Report Cards, available in the Advanced Reporting Center.

Group Risk: Groups List on Users & Groups tab

<div><div>Users</div><div>Groups</div><div>Import Users</div><div>Active Directory</div><div>Merge Users</div><div>Security Roles</div></div>			
<div>Search by group name</div> <div>Search</div>		Deleted Groups Only <input type="checkbox"/>	
<input type="checkbox"/> Name		Risk Score	Members
<input type="checkbox"/> Accounting		20.8	32
<input type="checkbox"/> Auditors		0	0
<input type="checkbox"/> Clickers		0	0

### Group Risk: Group Profiles

#### Group's Risk Score



## Group Risk: Group Report Cards in the Advanced Reporting Center



### Group Risk Score

This report displays the Risk Score for all users within the specified date range. See our [Virtual Risk Officer \(VRO\) Guide](#) for details about how Risk Scores are calculated. Groups will only be included in your report if there is relevant data available for that group.

### How is group risk calculated?

Group risk is calculated based on the Personal Risk Scores of users within the group. As a very basic example, a group containing two users--where one user has a risk score of 75 and the other has a risk score of 25—would have a risk score of 50.

However, this calculation will take outliers into consideration in order to avoid a skewed group score, using a mean squared error (MSE) measurement. This means that unusual user risk scores in the group (For example, extremely low or extremely high) will have less impact on the group risk score. As a result, your group risk scores will vary and will not be an exact average of all user risk scores in the group.

Group risk scores will update when users are added to or removed from groups or as the Personal Risk Scores of users within those groups change. Group risk scores are updated overnight if changes are detected. Risk scores recorded in the past cannot be changed.

### What is the Personal Risk Score?

The risk score for a user, called the Personal Risk Score, is calculated by several different factors (detailed in the next section), including how likely the user is to be targeted with a phishing or social engineering attack, how they will react to these types of events, and how severe the consequences would be if they fell for an attack.

All Personal Risk Scores are updated once per day, and scores that were recorded on previous days cannot be modified.

### What influences Personal Risk Scores?

Personal Risk Scores are calculated using a proprietary deep learning neural network that combines a number of different factors. The factors include, but are not limited to, the below:

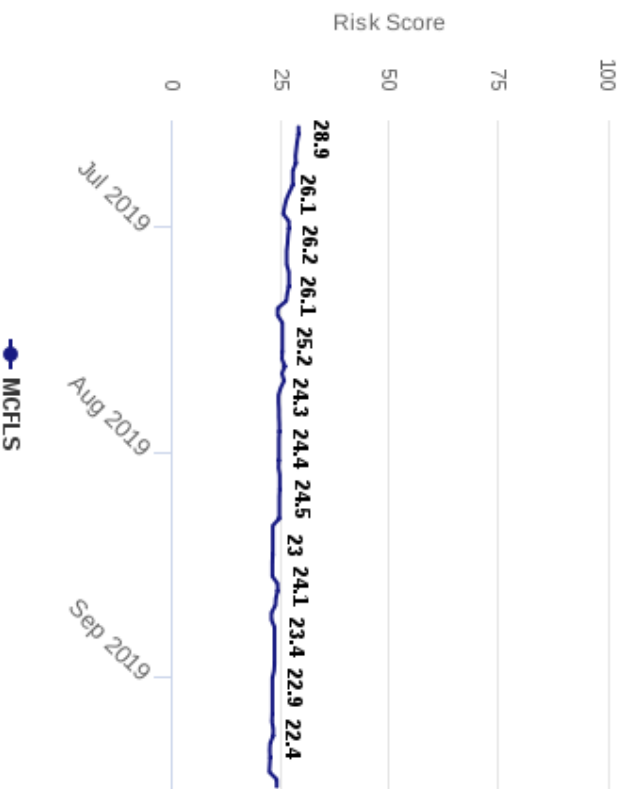
Risk Factors	Description
Phish-prone Percentage	How the user has responded to simulated phishing emails.
Security Awareness Training Status	The type of training module(s) the user has completed and how much time they've spent in training.
Breach Data	The user's information has been found in one or more data breaches. Breach information will be listed on the user's timeline and individual User Report Card.
Job-related Risk	Those with access to sensitive information will be considered a higher risk based on their job title.
User Risk Booster	The user's Personal Risk Score can be boosted manually in their user profile through the Risk Booster. We recommend boosting the risk for very high-risk users.
Group Risk Booster	If the user is a member of a group that has a Risk Booster applied to it, their Personal Risk Score will be affected. This setting can be adjusted per group, but if a user is in multiple groups, only the highest Risk Booster will apply.

# Group Risk Score for MCFLS

custom date range (2019 June 16 to 2019 September 16)

This report displays the Risk Score for the users in the selected groups, across the specified date range. See our Virtual Risk Officer (VRO) Guide for details about how Risk Scores are calculated. Groups will only be included in your report if there is relevant data available for that group.

## Risk Score by Group (Selected Groups)

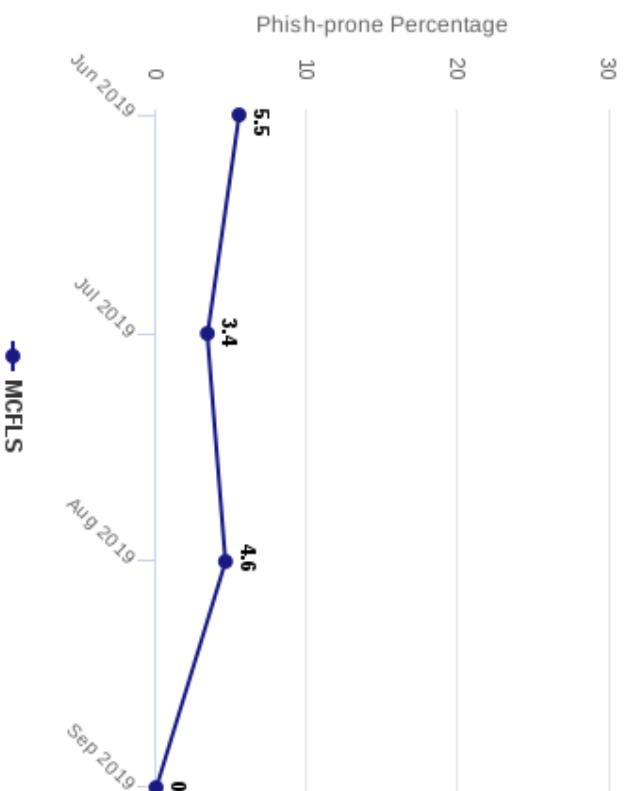


# Group Phish-prone Percentage for MCFLS

## Custom date range (2019 June 16 to 2019 September 16)

This report displays the average Phish-prone Percentage for each of the selected groups across the specified date range. Groups will only be included in your report if there is relevant data available for that group.

### Overall Phish-prone Percentage (Selected Groups)

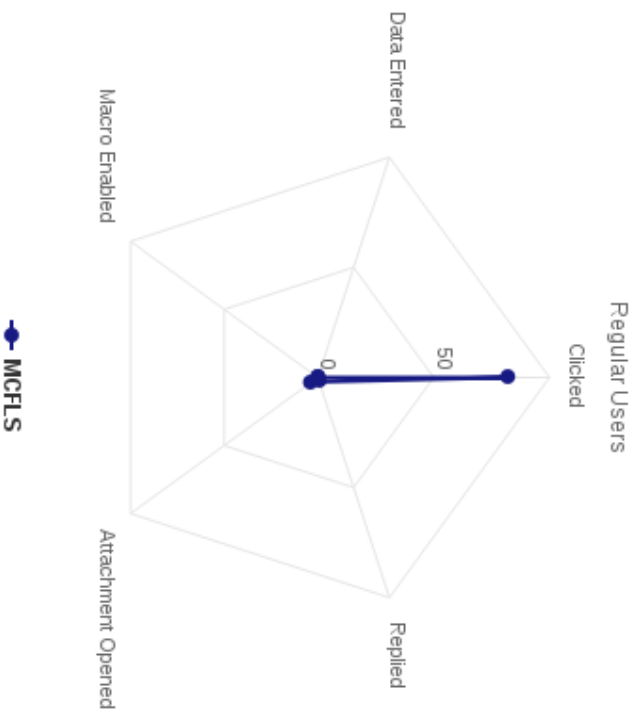


# Failure Types for MCFLS

## Custom date range (2019 June 16 to 2019 September 16)

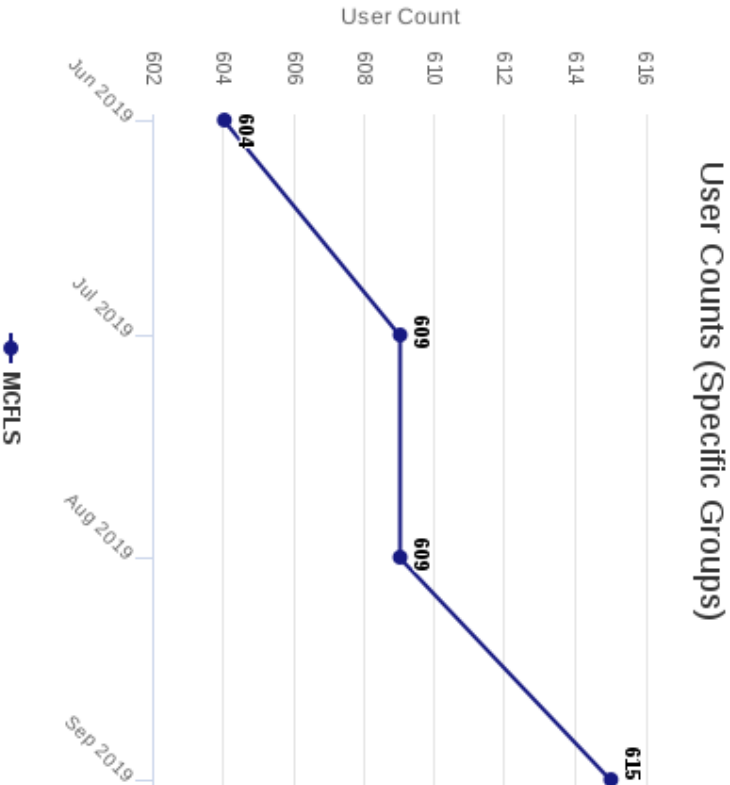
This app displays the number of each failure type recorded on the selected phishing campaign, within the specified date range. Groups will only be included in your report if there is relevant data available for that group.

### Phishing Campaign Failure Types



# Group User Count for MCHLS Custom date range (2019 June 16 to 2019 September 16)

This report displays the number of active users present in the groups you've selected, over the specified date range. Groups will only be included in your report if there is relevant data available for that group.



Top 5 Clicked Templates for MCFLS  
custom date range (2019 June 16 to 2019 September 16)

This report indicates the top five templates clicked on by members of this group.

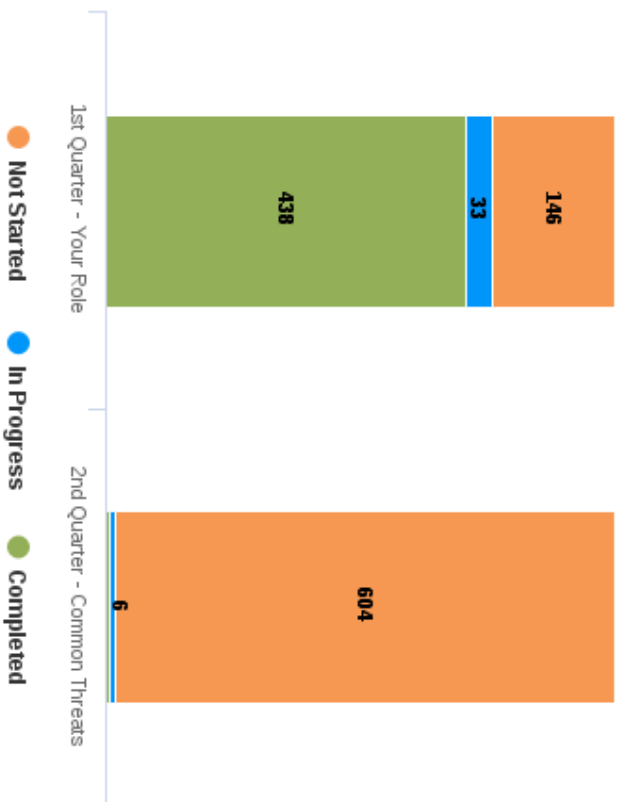
Email Subject	Clicked
Amazon: Action required: Secure your account (Link)	2
USPS: Your order is on the way (Link)	2
Office 365: Total Inbound: 5 messages (Link)	2
Last reminder: please respond immediately (Link) (SPF)	2
Your receipt from Apple (Link)	2

# Training Status for MCFELs

## custom date range (2019 June 16 to 2019 September 16)

This app displays the status of courses on a training campaign over the specified date range and indicates whether the courses have been started, completed, or are still in progress.

Coverage by Campaign



Policies by Areas    Supply Forms & Orders ▼    Reports & Statistics    About MCFLS Services & Programs ▼  
  
Training ▼    MCFLS Calendar

Staff Support / Reference Documents / R-02 Damaged Materials in Delivery

## Reference Documents

### R-02 DAMAGED MATERIALS IN DELIVERY

It is the policy of the Milwaukee County Federated Library System to report all damages incurred to members libraries' materials handled by Action Logistics. If your library receives items through the delivery bins that are wet or damaged, please make sure to first follow the procedure of C-92 for DAMAGED ITEMS which includes updating fields in Sierra (item status becomes 'g', etc.) and potentially cancelling or transferring any patron holds on the given item(s). This is important so that damaged materials are out of circulation. Then staff should do the following:

- Send an email to the Circulation Supervisors or LSAs of the owning library or libraries. Carbon copy Judy Kaniasty of MCFLS on the email (judy.kaniasty@mcfls.org). In it, list the titles and barcodes of the damaged items and relay that all damaged items are being returned to the owning library in interoffice envelopes or plastic bags.
- The owning libraries will receive the damaged items and be able to assess if they can still be used.
- The owning library or libraries can then reply back to Judy to let them know if a reimbursement is needed. Those libraries should specify the total cost per item **and send the material to MCFLS at Judy's attention**. Reimbursement would be from Action Logistics.
- MCFLS will respond to these requests from member libraries within 30 days of the occurrence.

#### C-92 Damaged Items Policy

The procedure below is intended to be used to assist front line staff in dealing with damaged and missing items returned to their library; they are designed to remove the item from circulation with as little impact on the system and patrons as possible.