MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

709 North Eighth Street
Milwaukee, WI 53233
PH: **414-286-8149**
FAX: **414-286-3209**

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, September 3rd, 2020
9:00 – 11:30 AM

This meeting will be held online using Zoom meeting room software:

Meeting URL: https://us02web.zoom.us/j/81966906458?pwd=SXArZjhqdlJYZjNnVmFOS2gwSjYzdz09

Download Zoom: https://zoom.us/download
Instructions: https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting

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 6th, 2020 LDAC meeting

    Action   Attachment A

Guests and Presentation

4. Youth Services Committee – Presentation of 2020-2021 Program Schedule

    Distributed at Meeting

5. Young Adult Services Committee – Presentation of 2020-2021 Program Schedule

    Action   Attachment B

6. Adult and Reference Services Committee – Presentation of 2020-2021 Program Schedule

Distributed at Meeting

7. Circulation Services Committee – Presentation of 2020-2021 Program Schedule

Action   Attachment C

Topics Requiring Action or Discussion

8. Discussion: Sharing Current COVID-19 Response
    a. Current updates from your library
    b. Tabled motion: Enact a system-wide 5 day quarantine on all returned library materials

Action

    c. Hoopla fines threshold discussion
    d. DPI updates
    e. Future LDAC weekly/bi-weekly updates

Attachment D

9. MCFLS 2021 System Plan

Attachment E

Technology.

10. Brainfuse cost distribution proposal

Attachment F

Informational reports.

11. Marketing services update

12. SEWI Continuing education meeting

Attachment G

Additional Business

Member Library Updates

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

Next Meeting
Thursday, October 1st at 9:00 am via Zoom meeting room software.

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, August 6, 2020
Online Zoom Meeting

Present: Rachel Arndt, Co-Chair, Milwaukee Public Library
                Judy Pinger, Co-Chair, Milwaukee Public Library
                Rachel Collins, Shorewood Public Library
                Jennifer Davies, Oak Creek Public Library
                Susan Draeger-Anderson, North Shor Library
                Sandra Haase, Brown Deer Public Library
                Michael Koszalka, West Allis Public Library
                Amy Krahn, St. Francis Public Library
                Jennifer Loeffel, Franklin Public Library
                Peter Loeffel, Wauwatosa Public Library
                Kathy Manning, South Milwaukee Public Library
                Sheila O'Brien, Greenfield Public Library
                Pat Laughlin, Hales Corners Library
                Nyama Reed, Whitefish Bay Public Library
                Rebecca Roepke, Cudahy Family Library
                Brain VanKlooster, Greendale Public Library

MCFLS Staff: Steve Heser, Director
                Judy Kaniasty, Business Manager
                Jen Schmidt, Library Sytems Administrator
                Hieu Tran, Network Administrator/PC Support Specialist

Call to Order. Chair Arndt 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.

Additional agenda items/adoption of agenda. Chair Arndt inquired whether there were any additions to
be added to the agenda and the following suggestions were made:
        -   Kathy Manning: South Milwaukee Interim Director
        -   Kathy Manning: Hoopla Fines Threshold
        -   Steve Heser: Borrower Card Expiration Dates & Notifications
        -   Steve Heser: MCFLS Board Trustee Vacancy
Susan Draeger-Anderson moved and Sheila O'Brien seconded a motion to approve the agenda as
modified with the suggested topics added. Unanimously approved.

Approval of minutes for the June 4th, 2020 LDAC meeting. Chair Arndt referred to the minutes of the
June 4, 2020 LDAC meeting which are shown as Attachment A of the agenda packet. Sandra Haase
noted that her name was misspelled. Susan Draeger-Anderson moved and Judy Pinger seconded a
motion to approve the minutes with the one correction as noted. Unanimously approved.

TOPICS REQUIRING ACTION OR DISCUSSION

Discussion: Sharing Current COVID-19 Response.
  a. Current updates from your library.
      i. Services to the public.
          -South Milwaukee is still allowing patrons to visit without masks; the second floor is closed and their Book Nook sales are open and Saturday hours are back to normal. -Milwaukee is not allowing the face masks with valves based on State recommendations. Villard Square and Washington Park branch libraries are opening next week. The schedule of MPL library openings will be shared with all member libraries even though it changes often due to unforeseen circumstances.
      ii. Staffing.
      iii. Facilities.
      iv. Delivery. Security protocols due to DNC most likely will impact Action Delivery schedules the week of August 17th.
  b. System wide ILL update. Key ILS staff are now back at MPL and ready to perform tasks and recommend due dates be extended from 6 weeks to 8 weeks to allow for adequate quarantine time for materials. Steve Heser stated that ILS materials should be quarantined right alongside all other materials at libraries for the four days. It was noted that reference staff at member libraries can generate ILS requests utilizing the online form then send to ILS email address and not Brian's personal email because those requests would sit if he is out of the office for any reason, like vacation; patrons can also be directed to MPL Ready Reference to perform the reference interview required. Steve Heser reported that the South Central Delivery will be back up to a four days a week schedule the week of August 24.
  c. TBS computer time discussion. Steve Heser inquired whether there was a desire to lengthen the time to more than the one-hour limit yet to allow patrons more time if they need it. After discussion of such few computers available and wanting patrons to cycle in and out due to COVID concerns, it was decided to not make any changes and to discuss this at a later date perhaps in September or October. It was suggested that non-TBS users should be informed so all member libraries coordinate having the same time limits so patrons are not confused.
  d. Revised MCFLS service levels document. Steve Heser reviewed the updated document and added that additional input is always welcome; DPI has added a level of service that may be informative.
  e. DPI updates. Steve Heser reported (1) that DPI is looking at software that measures WIFI usage and promotes itself as being easier to gather data. There was interest among the LDAC, however if DPI would buy it that would be ideal as budgets are tight and this would serve the annual report process which DPI requires. Steve Heser will look further into this topic; (2) Bruce Smith is leading work on the PLSR Delivery Hub initiative and an Advisory Group has been established consisting of five members from Systems, five non-public library reps and 5 additional DPI staff to vet a model—MCFLS is not involved but Steve Heser will remain informed—Milwaukee County is so different than the rest of the State in terms of delivery. Steve Heser anticipates weekly updates and will share information with the LDAC; (3) Steve Heser reached out to the Mobile Crisis Center regarding stress and mental health resources and training for staff and patrons and he will share what he hears back from them when information is shared.
  f. Future LDAC weekly/bi-weekly updates. Steve Heser inquired whether the LDAC desired to continue with the weekly updates or to move to a less frequent schedule and it was determined that continuation of the weekly updates were still desirable and will continue through the

month of August and then a determination will be made whether to continue or change to a less frequent schedule at the end of the month.

TECHNOLOGY

Hoopla projections through the end of 2020. Steve Heser referred to the 2020 Hoopla projection of costs shown as Attachment B of the agenda packet and noted it looks like costs will be within budget and that a few months were actually below projections so there is a bit of room for wiggle which is comforting. Steve Heser noted that MCFLS had added $13,000 to their mid-year budget revision so those funds would be available if needed before asking members to contribute any additional monies in 2020. Steve Heser referred to the information in the attachment pertaining to the shifts in digital publishing from the perpetual one-user one-copy model to the metered one-user one-copy pricing model. The question is whether a customer receives value if not all uses are used within the timeframe of the title purchased. Hoopla's model is a simultaneous access per title which they feel is best for the customer. Steve Heser will inquired with WPLC/WiLS to gather reports to see if the consortium is overspending based on the number of circs per title and let them know that MCFLS wants to verify that they are being efficient with spending. The question was raised wondering what pricing structure Hoopla pays and then repackages it as.

[The Additional Business topic of Hoopla Fines Threshold was discussed next but it is shown below in agenda order.]

[Jennifer Loeffel arrived at 10:10 a.m.]

Microsoft Office software. Steve Heser reported that Hieu Tran compiled on overview of the Microsoft Office options for staff and public workstations which is shown as Attachment C of the agenda packet for LDAC informational purposes. Hieu Tran recommends libraries use Office 2019 based on the low cost. Steve Heser added that Hieu Tran is able to assist libraries by contacting him at MCFLS.

Revisiting the Advantage proposal. Steve Heser referred to a 2021 OverDrive Advantage proposal he put together with three options, which is shown as Attachment D of the agenda packet. Discussion ensued with strong support for adding funds to the MCFLS OverDrive Advantage contribution which is in addition to the total $140,190 budgeted for MCFLS members. Brian VanKlooster moved and Amy Krahn seconded a motion that MCFLS member libraries fund an Advantage account at the $15,000 level for 2021. Unanimously approved by roll call vote. Steve Heser noted that libraries will be invoiced by MCFLS during the first quarter of 2021 for this expense. It was noted that in addition to the $15,000 MPL Advantage contribution this year that $4,029.39 was spent on racial equity titles to meet local need.

Cybersecurity training through Infosec IQ. Steve Heser reported that users have begun to be uploaded along with whitelisting email addresses. A meeting will be held today at 2:30 regarding implementation of the 3-year free service paid by State provided grant funds for a total of five library systems participating; MCFLS will be the fiscal agent. The same type of quarterly staff training modules will be part of the project. The training last year provided great results with nearly 30 percent of staff clicking down to 2-3% by the end of the year. Steve Heser will inform participating libraries when it will begin. It was noted that staff were happy to have the training which helped in all aspects of their and their family's online activities.

INFORMATIONAL REPORTS

RFP for Marketing. Steve Heser reported that the original Marketing RFP only received a very small amount of interest and after learning that the scope of the services requested (data collection and marketing) was too much for the budget the document was revised to narrow the RFP for Marketing Services which is shown as Attachment E of the agenda packet. Based on the new RFP scope and the time left in 2020, the budget is reduced from $40,000 to $10,000; Steve Heser has reached out to a few local firms and he feels he will receive 3-4 strong responses. The timeline is to receive responses and review them around August 21 with the hope of beginning in September. Steve Heser noted that the outside consultants on the MAC and the information from non-respondents to the original RFP were very helpful with reworking the RFP to a place to get moving on a marketing plan for MCFLS and member libraries alike.

ADDITIONAL BUSINESS

South Milwaukee Interim Director. Kathy Manning reported she is giving South Milwaukee a two-month notice of her resignation and she would welcome any direction in finding a replacement for her position as Director of the South Milwaukee Public Library Director.

Hoopla Fines Threshold. Kathy Manning noted that the amount was changed from $5 to $100 to allow patrons access during COVID and she questions whether it is time to change that back. Discussion ensued and it was agreed to discuss again at a later date and to keep it at $100 for these reasons: all MPL buildings are not open yet and patrons are finding it hard to get to a library; COVID could get worse; school reopening uncertainties and libraries don't want staff touching cash. Rachel Arndt requested a report of how many patrons are at or near the $100 threshold and requested that this agenda topic be tabled until the September meeting for further discussion.

Borrower Card Expiration Dates & Notifications. Steve Heser questioned whether notice language should be changed for patron's whose library cards are about to expire and whether there is a desire to have expiration dates extended and stagger the dates again to perhaps the end of the year? After discussion, Amy Krahn suggested that since online renewal is happening by some libraries that perhaps language can be added to the notices to have patrons contact local libraries for renewal options. It was suggested by Jen Schmidt that electronic notices could also contain a link to the online renewal form for those communities that allow that option; Steve Heser noted it would be ideal if all member libraries would consider the possibility of that online renewal option for consistency sake for patrons. Chair Arndt noted that Milwaukee would like to extend their residents library card expiration dates through the end of the year and have them staggered again; the online renewal form is of interest but just not yet. Steve Heser asked Jen Schmidt to put together a report when cards come up for renewal through the end of the year and this will be discussed at the September meeting. The online renewal form will also be reviewed. Rachel Collins suggested that the Circulation Services Committee also be involved in these two topics.

MCFLS Board Trustee Vacancy. Steve Heser reported that there are two MCFLS Board vacancies and he is working with the County Executive to fill them. One open is a citizen slot which he feels is close to being confirmed and the second one is a member library position which he is asking for candidate input from member libraries since that person would also be serving on a local library board. MCFLS and the County are looking for more diversity; Steve Heser will send out an email to directors with the specifics so potential candidates know all of the details before committing to serving.

MEMBER LIBRARY UPDATES

Brown Deer – Sandra Haase reported that Dana Anderson-Kopczyk will be returning from leave on August 17.

Cudahy – Rebecca Roepke reported that next week the staff will talk about when to open the computer lab. Children's programs are being done outside and they are being well received and will continue through August.

North Shore – Susan Draeger-Anderson reported that the Director position has been reposted and the Selection Committee will be interviewing soon.

Shorewood – A contract has been awarded for the Renovation Master Plan which will entail minor upgrades over the next couple of years. The Technology Manager position will be vacant at the end of the month.

Milwaukee – Judy Pinger reported that Cathy Markwiese has retired and will be a temporary consultant.

St. Francis – Amy Krahn reported that the Job Center is closed but the Goodwill Center is open for the public to work on resumes and online job applications.

Whitefish Bay – Nyama Reed reported that three part-time Circulation Services Assistants have left and they are hiring two replacements at this time. Nyama Reed also noted that Tutor.com database has been purchased for one-on-one on-demand 7 hours a day, 7 days a week from noon-7 p.m. beginning August 15 for one year to help students.

MCFLS – Steve Heser reported that he is working on the 2021 member costs and he will get that document distributed as soon as possible—he is just waiting for Ancestry and Mango costs; the Gale cost will remain the same but shares may change based on usage.

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

NEXT MEETING. Scheduled for Thursday, September 3, 2020 at 9:00 a.m. via Zoom meeting room software.

ADJOURNMENT. With no further business to be addressed, Rachel Collins moved and Kathy Manning seconded a motion to adjourn the meeting at 11:14 a.m. Unanimously approved.

Young Adult Services Committee

The 2020-2021 Young Adult Services Committee will be meeting virtually this year, continuing our yearly discussions about MCTBA, teen programs, selection and how to help teens in the library.

The YA Committee added an additional meeting at the end of the summer to check-in on each other and determine what kind of training/professional development would be needed for this year. The committee decided that a training on supporting teens and their mental health during this time would be beneficial to our positions in libraries. The committee also decided to invite a guest from the Seattle Public Library to discuss their Teen Service Learning and Internship programs that promote racial equity in their library and leadership among the teens in the program. Finally, the committee decided that we would like to learn more about successfully reaching teens through social media in order to broaden our audience and engage teens.

We also will talk about the Milwaukee County Teen Book Award, virtual programs and what is working, as well as summer reading planning for 2021.

DATE & LOCATION	DISCUSSION TOPICS	INFORMATION
Thursday August 20, 2020 Online 1:00-3:00 pm	**Review summer and programs during COVID-19 Discussion on precautions your library is taking Topics and trainings we should cover this year**	**MKE Mixers Update**
Tuesday October 13, 2020 Online 1:00-3:00 pm	**Spring Program Planning**	**Teen Mental Health First Aid MCTBA Update - 2020-2021 Timeline**
Tuesday February 16, 2021 1:00-3:00 pm	**Fall program review Summer Reading/Learning Programs - Theme discussion MCTBA - Discuss Shortlist & Voting**	**Teen Service Learning Training - TBD**
Tuesday, May 18, 2021 1:00-3:00 pm	**Summer Reading/Learning Programs - Share Fall program planning**	**MCTBA - 2020 Awards Reaching Teens through Social Media**

Circulation Services Committee

2020-2021 Scheduled Meeting Dates/Times
(Third Thursday of designated month, @1pm)
- September 17, 2020
  - Discussion of Libraries who are doing online renewal (status update)
  - Discussion of Libraries Curbside plans (any updates, changes to the way it is happening since we started, etc.)
  - Discussion of changes in Libraries open hours and any increase/decrease in services
  - Clearing house on Google Drive to upload policies, procedures, instructions, etc.

- November 19, 2020
- January 21, 2021
- March 18, 2021
- May 20, 2021

Chair: Sarah Corso (Access Services Manager, Oak Creek)
Co-Chair/Recorder: Emily Vieyra (Assistant Director, Shorewood)

After consulting with Emily and Jenifer, and spurred on by several comments I have received from other staff members in the system, I have made a proposal to the Circulation Services Committee to suspend the "special topics" portion of our meetings. The intention of this proposed change is to allow more time for discussion about timely circulation matters. If members come across interesting webinars or other continuing ed opportunities, we can set aside some time to share during the meeting or the member may email the group through the listserv. Additionally, it there is a pertinent Sierra training that would benefit the group, we can make room during a future meeting for that, as well. I have put this proposed change on the September agenda so that the Circulation Services Committee can discuss it as a group and take a vote, if needed.

If the members of LDAC have any thoughts on the matter, we would be very open to hearing those.

Respectfully submitted,
Sarah Corso

Patrons with Money Owed - By Library

Library	$5.01 +	$20 +	$50 +	$100 +
BROWN DEER	1308	1071	364	103
CUDAHY	3809	2279	893	373
FRANKLIN	2566	1525	433	131
GREENDALE	1529	873	255	84
GREENFIELD	2517	1981	671	217
HALES CORNERS	693	542	166	42
MILWAUKEE	111417	71200	35687	11625
NORTH SHORE	3670	2091	659	195
OAK CREEK	3118	1740	580	194
SHOREWOOD	1031	517	171	48
SOUTH MILWAUKEE	1846	1273	523	186
ST. FRANCIS	819	643	209	68
WAUWATOSA	2750	1800	592	197
WEST ALLIS	12235	7084	2537	925
WHITEFISH BAY	1328	819	278	92

Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2021**
PI-2446 (Rev. 08-2020)

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 Friday, October 16, 2020. 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.

MCFLS is in its first year of a wide-ranging set of directives laid out in a 2020-2024 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. This system plan reflects this shift in priorities.

MCFLS is challenged to meet these needs and as a result has restructured 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 has forced the system and members to continually re-evaluate this investment. State and county aid levels will remain flat for 2021 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.

The COVID-19 pandemic has created a new set of challenges for the system and member libraries. The pandemic put more emphasis on the need for electronic resources and technology to put access in the hands of patrons, particularly in the spring of 2020. This renewed emphasis convinced all the members to reinvest in the OverDrive Advantage program for the first time in several years. Recently the system and members have discussed ways to assist school-age children and their parents handle learning in an online environment. The system has also investigated ways for more contact-less services to patrons, including an online patron account renewal form. The circumstances brought on by the pandemic has made it even more clear that the system and members will need to be creative to meet the needs of our communities.

The pandemic has also brought with financial instability for both system and members. While there is no evidence that cuts will be looming to state aid, that could change after the 2020 election. Members are affected in a similar way. Some have reported little to no change in their budgets for 2021, but many expect some shift in their finances, perhaps as late as 2022. In addition, the recently 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 as a result 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 3rd Library Directors Advisory Council (LDAC) meeting and invited to make comment and suggest changes either via email or at a weekly update meeting between September 3rd and 21st. The plan will be presented to the MCFLS Board for approval in September 2020.

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GENERAL INFORMATION (cont'd.)

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 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 is 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.

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

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 **2021**. 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

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	ASSURANCES (cont'd)	

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

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 37% 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 2021.

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

*MCFLS also contracts with the Milwaukee Public Library to act as a clearinghouse for all Interlibrary Loan (ILL) requests for member libraries. The MPL staff member managing ILL services communicates regularly with the system and DPI on matters relevant to ILL and resource sharing.

*Last year 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.

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

*MCFLS has approved the purchase of network equipment to replace existing CISCO gateway routers at member libraries. Five will be replaced in late 2020 and the remainder will be replaced in 2021 and 2022.

*As part of the strategic plan, system staff plan to begin the process of an integrated library system (ILS) review in late 2020 and into 2021. Review state environment, technology environment and system requirements for an ILS software vendor.

*System staff will create a variety of easily accessible and usable training opportunities and resources for member library staff.

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	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*):

*The MCFLS system website will be fully transitioned to Wordpress in late 2020 but the pandemic and further work may push this to 2021. Plans to upgrade the CountyCat splash screen are also in the works and we hope will be completed in 2021.

	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, 2021, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See the Library System Technology and Resource Sharing plan webpage for the most current version of the system library technology and resource sharing plan.

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:

*MCFLS has approved the purchase of network equipment to replace existing CISCO gateway routers at member libraries. Five will be replaced in late 2020 and the remainder will be replaced in 2021 and 2022.

*As part of the strategic plan, system staff plan to begin the process of an integrated library system (ILS) review in late 2020 and into 2021. Review state environment, technology environment and system requirements for an ILS software vendor.

*System staff will create a variety of easily accessible and usable training opportunities and resources for member library staff.

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*):

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 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. The system has also worked 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 2020 system audit to the Division no later than September 30, 2021.

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 2021 resource library contract.*

In 2020 MCFLS led a group of library systems including Bridges, Kenosha, South Central and Winnefox to provide cybersecurity training through a program called InfoSec IQ and paid through LSTA funding for three years. This on the heels of a very successful cybersecurity collaboration with many of the same systems in 2019/20. Staff are tested and trained regularly each month to be better aware of malicious threats through email. We hope that our group will act as a model for similar projects across the state.

The system's participation in the Dell purchasing group statewide has saved our members a great deal of money on the purchase of new computers and hardware. We've seen more investment by libraries in technology as a result, improving their ability to serve patrons with up-to-date resources.

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

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

Activity	Amount
9.	
10.	
Cost Benefit Total	$50,500

	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 **2021**.

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

PUBLIC LIBRARY SYSTEM 2021
ANNUAL PROGRAM BUDGET

Program	2021 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	$532,369	$22,000	$10,000	$1,026,126	
2. Reference	$178,457				
3. Interlibrary Loan	$36,450				
4.					
5. Electronic Resources	$167,808			$334,757	
Program Total	$915,084	$22,000	$10,000	$1,360,883	$2,307,967
Continuing Education and Consulting Service*					
1. Continuing Education	$39,765				
2. Consulting	$75,514				
Program Total	$115,279	$0	$0	$0	$115,279
Delivery Services	$325,728				$325,728
Inclusive Services	$7,405				$7,405
Library Collection Development					$0
Direct Payment to Members for Nonresident Access	$1,056,468			$49,079	$1,105,547
Direct Nonresident Access Payments Across System Borders					$0
Youth Services	$4,034				$4,034
Public Information	$66,115				$66,115
Administration	$354,455				$354,455
Subtotal	$1,814,205	$0	$0	$49,079	$1,863,284
Other System Programs					
1. Multitype	$8,251				$8,251
2. Member Office	$2,500			$61,600	$64,100
Program Total	$10,751	$0	$0	$61,600	$72,351
Grand Totals	$2,855,319	$22,000	$10,000	$1,471,562	$4,358,881

*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).

BrainFuse
HelpNow/Job Now Cost Proposal
Annual Subscription

* Note: Brainfuse will honor this pricing per library assuming we reach a $19,000 threshold in total. If that threshold is not reached, you can add 3.5% to the costs shown here for your library.

Municipality	Resident Population	% Population	Registered Borrowers	% Reg Borrowers	Average Population and Borrowers	*HelpNow Costs	*HelpNow/JobNow Costs	HelpNow Costs + 3.5%	HelpNow/JobNow Costs + 3.5%
Brown Deer	12,246	4.2%	3,657	3.8%	4.0%	$ 1,034	$ 1,287	$ 1,070	$ 1,332
Cudahy	18,071	6.2%	6,840	7.0%	6.6%	$ 1,717	$ 2,138	$ 1,778	$ 2,213
Franklin	35,996	12.4%	12,840	13.2%	12.8%	$ 3,317	$ 4,130	$ 3,433	$ 4,274
Greendale	14,366	5.0%	6,822	7.0%	6.0%	$ 1,549	$ 1,929	$ 1,603	$ 1,997
Greenfield	36,968	12.8%	9,518	9.8%	11.3%	$ 2,919	$ 3,635	$ 3,021	$ 3,762
Hales Corners	7,593	2.6%	2,548	2.6%	2.6%	$ 678	$ 845	$ 702	$ 874
Glendale	24,916	8.6%	9,830	10.1%	9.3%	$ 2,421	$ 3,014	$ 2,506	$ 3,120
Oak Creek	35,830	12.4%	12,099	12.4%	12.4%	$ 3,211	$ 3,998	$ 3,323	$ 4,138
Shorewood	13,479	4.7%	7,356	7.5%	6.1%	$ 1,580	$ 1,968	$ 1,636	$ 2,037
South Milwaukee	20,725	7.2%	6,679	6.9%	7.0%	$ 1,815	$ 2,260	$ 1,878	$ 2,339
St. Francis	9,381	3.2%	3,305	3.4%	3.3%	$ 859	$ 1,069	$ 889	$ 1,107
West Allis	59,780	20.7%	15,992	16.4%	18.5%	$ 4,800	$ 5,977	$ 4,968	$ 6,186
Total	289,351	100.0%	97,486	100.0%	100.0%	$ 25,900	$ 32,250	$ 26,807	$ 33,379

HelpNow Total $ 25,900 $ 26,807
HelpNow/JobNow Total $ 32,250 $ 33,379

SEWI CE Meeting Summary
August 24, 2020

Attended: Jennifer Schmidt (MCFLS), Kimberly Young (Monarch), Karol Kennedy (Bridges), Laurie Freund (Bridges/SEWI coordinator). **Absent:** Steve Ohs (Lakeshores), Steve Platteter (Arrowhead), Michelle Eisenhauer (Kenosha County)

SEWI CE 2020: Laurie reviewed offerings that occurred and what is still listed for this year. There were also two LSTA grant projects that were also worked on for 2020 that entailed mini grants to libraries in our region. The pandemic has affected these projects. For the Sequences & Stories mini grant projects, libraries have had to hold off on their in-person programs for youth using what they learned regarding connected learning and computational thinking. For the ADA Training & Library Improvements grant, we held the workshop just before libraries shut down. The libraries who pursued mini grant projects were able to get those done with plans still to train staff and promote what they are making available to the public when their libraries are able to be more fully open to the public.

Statewide CE Activities: Here are some collaborative offerings with DPI support that are being worked on. Those who attended gave positive feedback since these nicely aligned with SEWI Priorities 2020+ list, which was based on the 2019 CE Survey and additional items:

- Staff mental health support: DPI is looking to contract with Rogers InHealth to provide custom training to the Wisconsin library community on Compassion Resilience Toolkit. First training will be offered Nov/Dec to provide an overview of the toolkit and application of 3-5 techniques. Additional virtual sessions in early 2021 will focus on application of the toolkit. Target audience: library and system staff.
- Renewing Ryan Dowd's Librarian's Guide to Homelessness online training: Because of the popularity and value of this online training, DPI is looking at renewing our statewide subscription for 2021.
- Draft statewide CE offerings with DPI funding: CE Consultants from regions and systems met to discuss topics that have statewide interest. Those who attended the meeting expressed support since these are hitting the top SEWI Priorities and added some additional comments. Laurie will be sending our region's feedback to the other members of the CE Consultants and DPI planning team as we continue to develop statewide opportunities.
  - Foundation: (1) Data (i.e. census and other resources) and (2) Implicit Biases
  - After providing the foundation, over continuing education offerings on these topics:
    - Equity -- know your whole community (will include racial equity)
    - Marketing -- Marketing for your community (PR Consultants are working on Marketing Campaigns templates and training)

1

- - ■ Buildings & Spaces -- Your community's needs reflected in a library's physical space
  - ○ Possible Mini Grants -- Allow libraries that have sent staff to above training to implement what they have learned that will work for their library and community. Note: Strong support for this was noted in our meeting. Laurie will relay our region's feedback to the CE and DPI team.

SEWI Region Considerations:

- SEWI CE Budget 2021 -- We are keeping the budget flat and we are reflecting the costs for how we are providing this in our region. Let me know if you have any questions.
- From our SEWI Priorities 2020+ list: Since several of our top priorities may be covered by statewide offerings, the group looked through the other topics lower that are important for our region to address as well as some new ones that have appeared since then and/or since COVID-19:
  - ○ **Inclusive Services Assessment Guide for Wisconsin Public Libraries** -- Offer a more in-depth coverage and explanation of the new manual for libraries
  - ○ **Graphic Design** -- This would be a great complement to a proposed statewide training on marketing campaigns that the PR coordinators are working on with concentrations on the following:
    - ■ basic structure and appeal
    - ■ templates that can be customized
    - ■ digital formats (i.e. banners posts, websites, etc.)
    - ■ branding
  - ○ **New topics** incorporating working with library staffs who are disperse (some working inside a library and others working remote)
    - ■ **Teambuilding**
    - ■ **Communication**
    - ■ **Project Management**
- **New activities:**
  - ○ **SEWI CE to meet more frequently:** With ongoing statewide CE planning, regional planning, and changes that may be coming, it is worth meeting more frequently. Laurie will set up some future meetings.
  - ○ **List outside presenters' costs for SEWI programs:** This will help us look at our budget as we look at our own regional offerings and for recommending future regional budget considerations.

Beth Norris, Seven County (One-Stop-Operator): Beth introduced herself as the contact for the newly expanded workforce region comprising the following counties: Kenosha, Racine, Walworth, Milwaukee, Waukesha, Ozaukee and Washington.

Summary respectfully submitted, Laurie Freund, SEWI coordinator