

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, January 7th, 2021
9:00 – 11:30 AM

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

Meeting URL: [CLICK HERE](#)

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 December 3rd, 2020 LDAC meeting

Action [Attachment A](#)

Topics Requiring Action or Discussion

4. Discussion: Sharing Current COVID-19 Response
 - a. Current updates from your library. Please update your [current status here](#).
 - b. Additional LDAC Update meetings for 2021
 - c. DPI updates
5. Discussion: Options to expend additional funding provided by Milwaukee County. Please [click the link here](#) to add/view funding ideas.
[Attachment B](#)
6. Discussion: MCFLS member library participation in statewide magazine collection.
7. Guidelines for reconsideration requests or library materials challenges.
[Attachment C](#)

Technology.

8. MCFLS technology support for the near term
9. TBS scanning station costs.
[Attachment D](#)
10. New MCFLS system website.

Informational reports.

11. Annual report and follow up on online patron records. Signed reports are due to DPI no later than 03/01/2021.
12. Library Legislative Day virtual options for 2021.

Additional BusinessMember Library UpdatesSub-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

Scheduled for Thursday, February 4th at 9:00 am via Zoom meeting room software.

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, December 3, 2020
Online Zoom Meeting

Present: Judy Pinger, Chair, Milwaukee Public Library
Dana Anderson-Kopczyk, Brown Deer Public Library
Kim Boldt, Milwaukee Public Library
Rachel Collins, Shorewood Public Library
Michael Koszalka, West Allis Public Library
Amy Krahm, St. Francis Public Library
Shirley Langebartels, Interim Director, South Milwaukee Public Library
Pat Laughlin, Hales Corners Library
Jill Lininger, Oak Creek Public Library
Jennifer Loeffel, Franklin Public Library
Peter Loeffel, Wauwatosa Public Library
Sheila O'Brien, Greenfield Public Library
Alyssa Pisarski, Interim Director, North Shore Library
Nyama Reed, Whitefish Bay Public Library
Rebecca Roepke, Cudahy Family Library
Brian VanKlooster, Greendale Public Library

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

Call to Order. Chair Pinger 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 Pinger inquired whether there were any additions to be added to the agenda and the following suggestions were made:

- Additional County Funding Update/Steve Hesel
- MCFLS Board Appointment Update/Steve Hesel

Kim Boldt moved and Rachel Collins seconded a motion to adopt the agenda as modified with the suggested topics added. Unanimously approved.

Approval of Minutes for the November 5, 2020 LDAC meeting. Chair Pinger referred to the minutes of the November 5, 2020 meeting which are shown as Attachment A of the agenda packet. Hearing no corrections, Rachel Collins moved and Kim Boldt seconded a motion to approve the minutes as presented. Unanimously approved.

TOPICS REQUIRING ACTION OR DISCUSSION

Discussion: Sharing Current COVID-19 Response.

Current updates from your library. Steve Hesel asked that updates be noted on the shared document as changes are made at member libraries. Libraries are thinking how to serve patrons safely

as the weather is turning colder; Milwaukee is now curbside only at all locations since the COVID infection rate is over 15% and will continue until the rate goes below 15% for seven days then that decision will be discussed; more staff are being reallocated to Ready Reference services at Central and soon staff will be able to work from home performing reference service utilizing a new software that is being tested; Central hotspots are holdable online or via Ready Reference.

Frequency of LDAC updates. Steve Hesel inquired whether the LDAC wants to meet more frequently due to changes in COVID or should he send out an email after the weekly DPI Tuesday meetings which will serve as informational and generate discussion as needed. The LDAC was agreeable to the weekly Tuesday emails.

DPI Updates. Steve Hesel reported that DWD talked with the LAWDS group and people on unemployment may be able to seek one extension to the waiver for work searches until 2/6/21 which would be helpful since some libraries are no longer open to the public again and Job Centers remain closed. Steve mentioned that a possibility of grant funds may become available to local DWD and Employ Milwaukee and he has asked that libraries be kept informed for collaboration efforts. Steve Hesel commented that politicians need to be aware how much work libraries are doing and collecting and sharing stories from patrons would be helpful so MCFLS will be adding a story area on their website and will share the method being used to interested member libraries.

Discussion: Handling Requests for Reconsideration of Materials (Wauwatosa Example). Peter Loeffel shared that he recently worked on a patron request for reconsideration of material and reviewed his process, which included informing MCFLS and the ALA Office of Intellectual Freedom, to add credibility to their process. Steve Hesel noted that he will be drafting a policy from the System point of view which he will share with LDAC and MCFLS Board in January. Rebecca Roepke noted she also notifies the WLA Intellectual Freedom Roundtable of such requests.

Discussion: Max Checkouts for Board Games and Video Games. Jen Schmidt reported that a new item type was added in October for games and she was asked by Jill Lininger if a lower limit could be considered for board and video games so small collections are not depleted quickly. After discussion by the LDC, Jill Lininger moved and Alyssa Pisarski seconded a motion that puzzles and board/video games have a maximum checkout limit of ten items. Unanimously approved.

2021 LDAC Chair. Steve Hesel referred to Attachment B of the agenda packet which lists LDAC Chairs since 1973 and the LDAC Bylaws outline a rotation alphabetically by library name is in place; that being the case Oak Creek would be next in line since North Shore and Milwaukee switched places last. Jill Lininger was agreeable to being the 2021 LDAC Chair and she was thanked by the LDAC for accepting that position effective 1/1/21.

2021 LDAC Meeting Schedule. Steve Hesel suggested the idea of setting the January-June 2021 meetings up as Zoom meetings and then in March discuss whether to plan in-person meetings for July-December 2021 or to continue with Zoom until it is safe to meet in-person. Rachel Collins moved and Amy Krahn seconded a motion to schedule the January-June 2021 LDAC meetings via Zoom. Unanimously approved.

TECHNOLOGY

Discussion: Circulation of Library Hotspots and Vendor Programs. Judy Pinger and Kim Boldt reported on the nearly 2-year hotspot program at MPL which started out with 50 devices has grown to over 500 at a cost of \$30 each per month. Most of the units are circulating and some are for staff use to perform

work off-site. T-Mobile is the vendor which has the State contract. The program is very staff intensive and specialized. Kim Boldt agreed to share documentation of procedures to the LDAC to assist other member libraries considering a hotspot program. There is a big need in Milwaukee for hotspots but they are intended as temporary solutions to internet service. Some patrons are very happy with the program and others are not if they have unmet expectations; returns can be problematic but they can be returned at any library and sent through the delivery system since the packaging is durable.

Update on the Transition of RBDigital Magazines to the OverDrive Platform. Steve Hesel referred to Attachment C of the agenda packet which shows the magazine titles that are available on the OverDrive platform vs. the current RBDigital offerings along with a transition prep checklist from RBDigital to OverDrive which is projected to begin late January, 2021 the soonest. All usage will now be unlimited simultaneous usage; the System will need to determine a checkout period for materials, either 7, 14 or 21 days and patrons can always checkout an item again if needed. Back issues of items will be a rolling three years and that collection will not grow but when one new edition is added the oldest one is dropped. MCFLS has been given an annual quote of \$40,000 and the State has been given a quote of \$75,000 for a Statewide program. Judy Pinger noted that MCFLS needs to decide by December 9, 2020 if they are in or not in the Statewide program; there was a sense at the steering committee against using Buying Pool funding for the Statewide magazines. Jen Loeffel noted that many libraries are seeing huge price increases in their 2021 magazine quotes. Judy Pinger noted that other libraries are looking for more statistics. Rachel Collins questioned why each of the library systems just don't pay a share of the statewide program offering. Steve Hesel noted that MCFLS had budgeted \$37,393 from members and he indicated that MCFLS could cover the difference (\$2,607). Steve feels it might be possible to get better pricing in the future from publishers if more formats under OverDrive are available. The question was raised whether moving to Flipster might be considered but it was noted that their cost is very expensive. Steve Hesel noted he will bring this topic up for further discussion next month after he learns more information about the transition. Rachel Collins moved and Amy Krahn seconded a motion to inform WPLC that MCFLS is not interested in using WPLC audio and eBook funds for digital magazines in 2021 and urges them to look for optional funding. Unanimously approved.

INFORMATIONAL REPORTS

MPL IMPACT Study on LibraryNow and Academic Performance. Judy Pinger referred to data highlights and recommendations contained in the LibraryNOW Evaluation Report which is shown as Attachment D of the agenda packet. Kim Boldt noted that the program started in 2015/15 with two schools and now all Milwaukee Public Schools and many private schools participate. Kim agreed to send the LDAC past reports via email for informational purposes.

ADDITIONAL BUSINESS

Additional County Funding Update. Steve Hesel reported that an appropriation of \$50,000 was included in the 2021 Milwaukee County budget for electronic resources and he will be developing a plan for those funds which may entail broadening OverDrive Advantage. Sheila O'Brien commented that she would like to see a new product considered to broaden services beyond what is currently being offered. Steve Hesel noted he would have this topic on next month's agenda for discussion.

MCFLS Board Appointment Update. Steve Hesel reported that he has been working with the County Executive's Office on filling the vacancy on the MCFLS Board and he appreciates the help he has received from directors in passing along names of their Boards. The County Executive is particularly interested in

appointing a minority constituent and South Milwaukee forwarded a name which is being pursued and there also appears to be interest by the trustee to serve. After a meeting with the County Executive, the Milwaukee County Board of Supervisors would need to approve the appointment.

MEMBER LIBRARY UPDATES.

Hales Corners - Pat Laughlin reported that the Village Tree Lighting will be held on Saturday. Janice Sciano will be on an extended leave through the end of June and then she will be retiring. The Youth Services Librarian will be leaving at the end of the year.

North Shore – Alyssa Pisarski reported that Susan Draeger-Anderson's husband had his transplant surgery and is home recuperating.

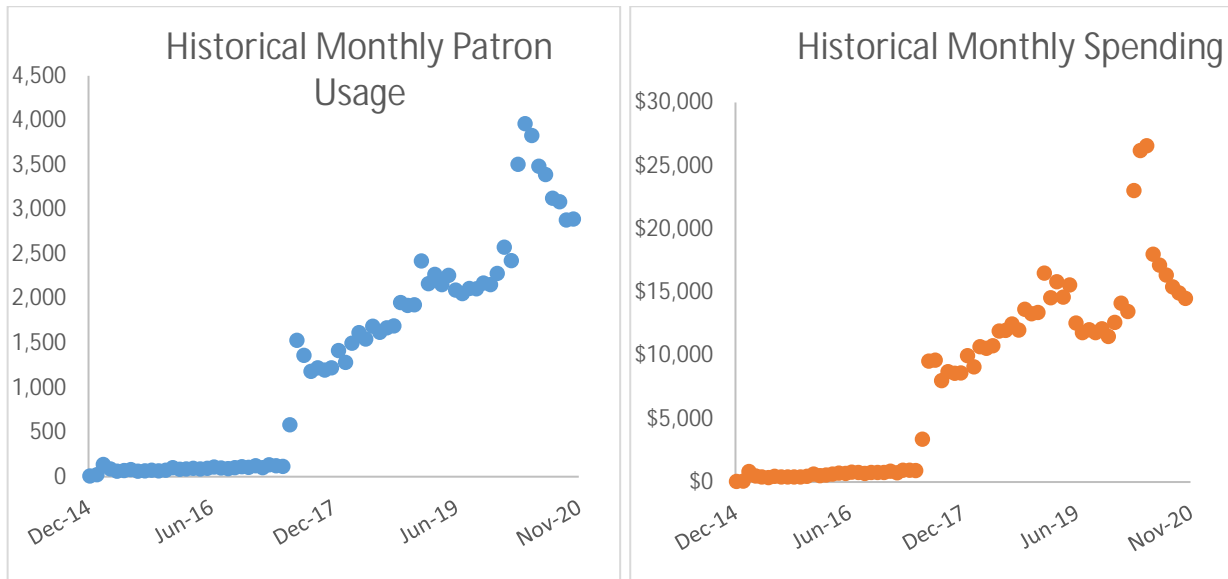
SUB-COMMITTEE AGENDAS AND MINUTES. Links are provided on the agenda for minutes and agendas of the Circulation Services, Youth Services, Young Adult Services and Adult & Reference Services Committees.

NEXT MEETING. Scheduled on Thursday, January 7 beginning at 9 a.m. via Zoom meeting room software. The next COVID update meeting is scheduled for Thursday, December 17 beginning at 11:30 a.m. via Zoom meeting room software.

ADJOURNMENT. With no further business to be addressed, Chair Pinger adjourned the meeting at 11:05 a.m.

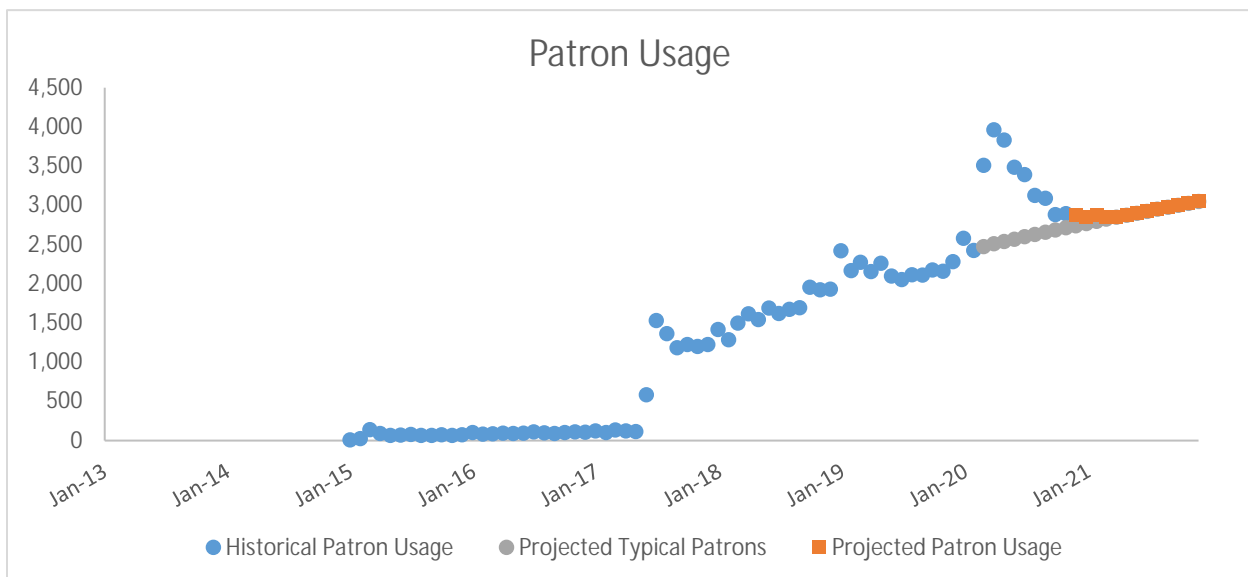
Overview: Milwaukee County Federated Library System launched hoopla in June 2017 and continues to be a strong partner. The library continues to experience growth in patron usage and cost. This report details historical data, and forecasts expected usage based on the historical library data. This projection does take into account an expected increase in the number of patrons using their digital library in the next few months.

Historical Data: The unique hoopla model allows the library to pay for what patrons borrow. The increased spending over time directly relates to the number of patrons borrowing.



Projecting Future Usage:

- Forecast based on historical data
- Average Cost Per Circ: \$2.01
- Average Monthly Circ Per Patron: 2.6





Projecting Future Spending: Using expected patrons, average cost per circ, and average circs per patron we can project the following monthly spending for the next 6 months.

Month	Expected Patrons	Expected Cost = Expected Patrons (X) Avg. Monthly Circ Per Patron (X) Avg. Cost Per Circ	
		Baseline	
Dec-20	2,880	\$14,770	
Jan-21	2,860	\$14,660	
Feb-21	2,880	\$14,770	
Mar-21	2,860	\$14,660	
Apr-21	2,850	\$14,610	
May-21	2,875	\$14,740	
Jun-21	2,900	\$14,870	
Jul-21	2,925	\$15,000	
Aug-21	2,950	\$15,130	
Sep-21	2,975	\$15,250	
Oct-21	3,000	\$15,380	
Nov-21	3,025	\$15,510	
Dec-21	3,050	\$15,640	
Projected 2021 Total		\$180,500	

We always seek to work with our library partners to plan for continued patron growth. This report will now detail the impact of adjusting the circ limit.

Customizing hoopla: Working with our library partners, we offer the ability for libraries to set the monthly circ limit. The library allows patrons to borrow 4 items per month, with the average patron borrowing 2.6 items per month. When libraries adjust the circ limit, patrons respond by changing the number of items they borrow each month. We anticipate the following average monthly circ per patron, if the library adjusted the circ limit.

Circ Limit	Avg. Monthly Circ Per Patron
4 (Current)	2.6
Increased to 6	3.1

Using the updated circ per patron, we project the following spending by month for next 13 months.

Month	Expected Patrons	Expected Cost = Expected Patrons (X) Avg. Monthly Circ Per Patron (X) Avg. Cost Per Circ	
		Baseline	Circ Limit 6
Dec-20	2,880	\$14,770	\$14,770
Jan-21	2,860	\$14,660	\$17,830
Feb-21	2,880	\$14,770	\$17,950
Mar-21	2,860	\$14,660	\$17,830
Apr-21	2,850	\$14,610	\$17,760
May-21	2,875	\$14,740	\$17,920
Jun-21	2,900	\$14,870	\$18,070
Jul-21	2,925	\$15,000	\$18,230
Aug-21	2,950	\$15,130	\$18,390
Sep-21	2,975	\$15,250	\$18,540
Oct-21	3,000	\$15,380	\$18,700
Nov-21	3,025	\$15,510	\$18,850
Dec-21	3,050	\$15,640	\$19,010
Projected 2021 Total		\$180,500	\$219,500

The library should continue to monitor usage and spending as adjustments are implemented. Patrons may take time to adjust.

Guidelines for Managing Requests for Reconsideration or Challenges to Library Materials

The information provided below is meant to help directors and member library staff manage requests for reconsideration or challenges to library materials within their collection. If you have any questions regarding any of this information, please reach out to the system director at 414-286-8149.

Preparation

Library staff should anticipate requests for reconsideration or challenges to materials by having a robust collection development policy that includes a thorough reconsideration process. A thoughtful reconsideration process will help defuse the situation and establish expectations for both patrons and staff. Some examples of collection development policies and reconsideration procedures are available on the DPI website: <https://dpi.wi.gov/pld/boards-directors/policy-resources#Materials>. Member libraries are also encouraged to review information from the ALA Selection & Reconsideration Policy Toolkit for Public, School, & Academic Libraries available here: <http://www.ala.org/tools/challengesupport/selectionpolicytoolkit>.

Process

When a request for reconsideration or challenge is made MCFLS recommends the following course of action:

- Staff should immediately notify their direct supervisor or director of the request or challenge.
- Follow the steps outlined in your collection development policy to address the request.
- Notify the MCFLS Director or Library Systems Administrator as soon as possible. System staff can consult on next steps if necessary and put you in contact with the correct people at either the state or national level.
- Notify the ALA Office of Intellectual Freedom (OIF) and fill out the form available here to report the details: <http://www.ala.org/tools/challengesupport/report>. More guidance is available from the ALA website on [Challenge Support](#).
- If the materials in question are written for children or YA audiences, contact the Cooperative Children's Book Center (CCBC) at UW-Madison. The CCBC confidentially assists Wisconsin librarians and teachers when they are facing potential or actual materials challenges. Contact information and details are available at <https://ccbc.education.wisc.edu/intellectual-freedom-2/intellectual-freedom/>

Resources

The DPI also recommends review of two Trustee Essentials documents to assist with challenges and requests for reconsideration.

- [Trustee Essential 22: Freedom of Expression and Inquiry](#)
- [Trustee Essential 23: Dealing with Challenges to Library Materials or Policies](#)



Quotation Date
December 10, 2020

Valid for 60 Days
Quote # MS121020BDSS

Scan Station w/ Optional Coin/Bill/Credit Card Payment Options



ACKNOWLEDGE TO:			CUSTOMER CONTACT:		
BILL TO:			SHIP TO:		
Customer:		Reference No.	Tax:		
Existing	New	PO No.	Order Subject to Applicable Sales and Use Taxes.		
	X	Sales Rep: Mick Smith			
Requested Delivery Date:		Requested Method of Shipment:		Non-Taxable	Exempt No.
		Standard UPS Ground			
Product No.	Qty	Description	Unit Price	Gross Amount	
Scan Station					
SSS-3070Y	1	New 21" Scan EZ Scan Station w/11 x 17 Bookedge Scanner	\$ 4,495.00	\$ 4,495.00	
Discount	1	MCFLS Discount	\$ (300.00)	\$ (300.00)	
AD 260	1	Single Pass Dual Scan Scanner	\$ 615.00	\$ 615.00	
SSS-ATS	1	Translation Service (60 to Text, 33 to Audio)	\$ 240.00	Included MCFLS	
SSS-VPIX	1	Image Enhancement (Restore Old Images)	\$ 195.00	\$ 195.00	
SSS-FAX	1	Faxing Solution (see below for per fax charges)	See Below	See Below	
	1	Maintenance and Support (12 Months)	Included	Included	
Payment Options					
TBS 9900CBC	1	TBS Coin/Bill/Credit Card for Scan Station	\$ 2,595.00	Optional	
Discount	1	MCFLS Discount	\$ (200.00)	Optional	
	1	Maintenance and Support (12 Months)	Included	Optional	
OR	OR				
Credit Card Only	1	Credit Card Only for Payment for Fax/copy/scan etc.	\$ 895.00	Optional	
			Sub-Total	\$ 5,005.00	
On Site Installation, Support and Training (On Site Professional Services Additional-Plus Add \$150 for TBS 9900)				250.00	
			Shipping	Included	
			Total Purchase Price	\$ 5,255.00	
Payment Plan options are available and include the Scan Station includes all maintenance and Support for the 5 year term					
Notes:					
Annual Maintenance after year 1 for the Scan Station is \$695 and TBS 9900 \$395. There is an additional \$8.95 monthly fee for Credit Card service not Included. Faxing is billed per page at \$.12 for US and Canada and \$.80 for International. Image Enhancement is \$60 annually after year 1.					

BY EXECUTION HEREOF UNDERSIGNED CERTIFIES ORDERING OF ABOVE EQUIPMENT AND SERVICES
Customer:

TODAY'S BUSINESS SOLUTIONS

By: Mick Smith

Director of Sales

Today's Business Solutions Inc.
7820 S Quincy St., Willowbrook, IL 60527
Phone: 630-537-1370
Fax: 630-537-1369

Please email purchase orders to: orders@singlecard.com
Include the TBS Quote # on your purchase order.

By:

Authorized Signature

Title

Date

Terms and Conditions

- 1.Freight Prepaid
- 2.This price quote is good for 60 days from the date of this quotation
- 3.TERMS are Net 30 days from the date of shipment (not installation)
- 4.Lead-time is 6-8 weeks
- 5.Equipment remains TBS Inc. property until payment is received

ATT D - Scan Station Options
1 of 1