

Notice

Milwaukee County  
Federated Library System  
Library Directors Advisory Council

Regular Meeting  
Thursday, October 7th, 2021  
10:00 AM – 12:00 PM

*This meeting will be held:*

Online at  
Meeting URL: [CLICK HERE](#)  
Meeting ID: 895 9911 2307  
Meeting Passcode: 8zA^AaJg  
Telephone Passcode: 80252349

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 5<sup>th</sup>, 2021 LDAC meeting

Action [Attachment A](#)

Guest Presentation

4. 2021/2022 Adult and Reference Services Committee schedule
5. 2021/2022 Young Adult Services Committee schedule
6. MCFLS Inclusive Services liaison and plans for 2021/22

[Attachment B](#)

Topics Requiring Action or Discussion

7. Member library updates related to COVID-19
  - a. [Please update MCFLS Member Libraries Current Status Document](#)
  - b. [ARPA Pre-Application Window is Open until October 25th](#)
8. Amendment to West Milwaukee Agreement to allow access to electronic resources with compensation to member libraries and system

[Attachment C](#)

9. 2022 Proposed MCFLS Budget
  - a. Continue with Brainfuse?

[Attachment D](#)

10. 2022 MCFLS System Plan

[Attachment E](#)Technology.

11. ILS Review Update
  - a. [Schedule for ILS Demonstrations](#)

12. Discussion: resetting MyPC settings to 2 hours per day with a 1 hour extension for a total of 3 hours per day

13. Discussion: use Sierra settings to limit checkouts to 1 item for specific Item Types

[Attachment F](#)Informational.

14. Update on the status of the North Shore revised joint library agreement

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, November 4th at 10 am via Zoom.

Milwaukee County Federated Library System  
Library Directors Advisory Council  
Regular Monthly Meeting held Thursday, September 2, 2021  
Oak Creek Public Library  
8040 S. 6<sup>th</sup> Street  
Oak Creek, WI 53154

Present: Jill Lininger, Chair, Oak Creek Public Library  
Dana Anderson-Kopczyk, Brown Deer Public Library  
Annie Bahringer, North Shore Library  
Rachel Collins, Shorewood Public Library  
Tony Frausto, Milwaukee Public Library  
Amy Krahn, St. Francis Public Library  
Pat Laughlin, Hales Corners Public Library  
Jennifer Loeffel, Franklin Public Library  
Pete Loeffel, Wauwatosa Public Library  
Tristan Marshall South Milwaukee Public Library  
Matthew Murphy, Milwaukee Public Library  
Sheila O'Brien, Greenfield Public Library  
Rebecca Roepke, Cudahy Family Library  
Brian Van Klooster, Greendale Public Library

Excused: Nyama Reed, Whitefish Bay Public Library

Absent: Michael Koszalka, West Allis Public Library

MCFLS Staff: Steve Hesel, Director  
Judy Kaniasty, Business Manager  
Deb Marett, Public Information Coordinator  
Jen Schmidt, Library Systems Administrator

Others: Michelle Gibbs, Cudahy Family Library  
Jess Norris, Mke Mixers Committee, St. Francis Public Library  
Emily Vieyra, Circulation Services Committee, Shorewood Public Library  
Kelly Wochinske, Youth Services Committee, Milwaukee Public Library

Call to Order. Chair Lininger called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees' Library Directors Advisory Council to order at 10:03 a.m.

Introduction of New Public Information Coordinator, Deb Marett. Steve Hesel introduced Deb Marett the new MCFLS Public Information Coordinator who started working on August 30. Deb Marett reported that she will be working on generating materials promoting the Marketing Plan focused products for all libraries as well as gathering news items/social media elements; wish lists from libraries are welcome. Steve Hesel reported that one of the goals for Deb will be to build relationships with the member library Directors and staff; feel free to reach out to Steve to schedule an orientation meeting. Steve proposes that Deb will provide the LDAC with quarterly reports of activities.

Additional Agenda Items/Adoption of Agenda. Chair Lininger inquired whether there were any additions to the agenda and the following suggestions were made:

- Explorer Passes—Pickup and Return at Owning Libraries/Pat Laughlin
- Network Outage Report/Steve Hesel
- WDW Job Assistance/Steve Hesel
- DPI Update/Steve Hesel
- Future LDAC Meetings/Steve Hesel

Brian Van Klooster moved and Sheila O'Brien seconded a motion to adopt the agenda as amended adding the suggested topics. Unanimously approved.

Approval of Minutes for the August 5, 2021 LDAC Meeting. Chair Lininger referred to the minutes of the August 5, 2021 meeting which are shown as Attachment A of the agenda packet. Hearing no corrections to the minutes, Tristan Marshall moved and Rachel Collins seconded a motion to approve the minutes as presented. Unanimously approved.

#### GUEST PRESENTATION

2021/2022 Circulation Services Committee Schedule. Emily Vieyra, noted the meeting dates which are shown on Exhibit 1 attached to these minutes which was distributed via email prior to this meeting by Jen Schmidt. The September meeting will focus on setting the agendas for the year; main focus of the group is to update procedures and to act as a good resource for each other.

2021/2022 MKE Mixers Schedule. Jess Norris reported the first meeting is set for September 8<sup>th</sup> and noted the Committee meets as needed. The most popular boxes, button machines, were added to this year. A Newsletter will be distributed shortly to feature boxes and programming ideas. More Committee members are always welcome. Rachel Collins expressed excitement for the newsletter which will bring awareness to the program boxes available.

2021/2022 Youth Services Committee Schedule. Kelly Wochinske reviewed Attachment B of the agenda packet which showcases the agendas for the upcoming meetings. The MCFLS Spotlights will be determined at a later date for the 2022 meetings.

MCFLS YS Liaison and Plans for 2021/2022. Steve Hesel reported that this is a new role for Kelly Wochinske but being the Youth Services Committee Chair and being in the MCFLS Youth Services Liaison role communicating with the State should work well for member libraries. Kelly noted that member library priorities and challenges are welcome. Rachel Collins and Jill Lininger both expressed happiness with Kelly serving in both roles for MCFLS.

#### TOPICS REQUIRING ACTION OR DISCUSSION

##### Member Library Updates Related to COVID-10.

###### a. Please Update MCFLS Member Libraries Current Status Document.

- Central Library opened for browsing a few weeks ago.
- Beginning next Tuesday Oak Creek will be open at 9 am and Fridays close at 6 will remain so back to normal. Circulation is much higher in 2021 than 2019.
- Brown Deer reported three staff are out with COVID and one staff recently resigned.

- Shorewood's Board will revisit the topic every month and masks are currently required for all. COVID testing will be performed in the Community Room for school related individuals three days a week—otherwise it is not open for other groups.
- Greendale is fully open and they are seeing their highest circulation since 2016 and in-person use is also high. Programs are planned to be held all in-person this Fall.

2022 Budget and Funding Options.

- a. State System Staffing Data. Steve Hesel referred to Pages 12-14 of Attachment C of the agenda packet noting that every library system is so different it is really hard to compare staffing levels. Arrowhead/Lakeshores and Kenosha all share ILS staff; OWLS and Nicolet also share ILS staff and Kenosha/Kenosha Public Library same staff. Trying to compare similar Systems to MCFLS—Lakeshores/OWLS/WVLS/Bridges and Steve feels that our libraries are not being served at the best level possible. Steve Hesel noted that over the years way more critical ILS services to patrons and staff have been absorbed by the current staff and it is now at a point where there just are not enough hours to get the work done. Brian Van Klooster, Amy Krahn and Pete Loeffel agree that MCFLS is not investing enough into ILS staffing—biggest population and least amount of funding towards ILS staffing. Pete Loeffel added that South Central also has a statewide delivery staff and all of the MCFLS member libraries also have full-time directors. Rachel Collins noted that MPL's IT staff have grown and so have the larger member libraries so it only makes sense that MCFLS would too.
- b. Gale Courses/Udemy Review. Steve Hesel referred to the information relating to Udemy is shown on Pages 8-11 of Attachment C and he added that he was impressed with the demo held a week back. The Udemy product is intended for those learners that do not desire structured sessions but instead instant videos. Jill Lininger would like to add this product so her staff don't have to record their own videos of things which would free them up to do other work. Rachel Collins added that Udemy could be used for staff training. Amy Krahn likes the on-demand option of Udemy and Tony Frausto emphasized that Udemy reaches a different learner.
- c. Discussion Regarding Proposed Use of System Funding. Steve Hesel reviewed Pages 1-7 and Pages 15-17 of Attachment C of the agenda packet. Brian Van Klooster asked about the sustainability of the increased funding—Pete Loeffel responded that MCFLS receives 16.9% of System Aids and nobody really ever knows what the future will bring but DPI has hired a consultant to review and analyze what is reasonable regarding the funding formula and then DPI will also analyze what is possible for legislative change. It is most likely that one more biennium will use the current state aid formula and then a change could be made; the intent is that no system will receive less than they receive now and Pete is not in panic mode yet. Steve noted that he is hopeful since System directors were told they would not receive less funding and that this increase is more of a formal increase.

Sheila O'Brien expressed her appreciation for the perspectives shared however she feels the spending is tech heavy and includes new and enhanced services, however what is being overlooked is relief for member library in current service cost savings; member libraries are seeing flat budgets and funding day-to-day operations is increasingly challenging and her greatest concern is not seeing relief to member libraries which jeopardizes the sustainability of member libraries. Brian Van Klooster voiced his concern that all libraries do not benefit from reciprocal borrowing and he questions how all libraries can be treated equally within the MCFLS budget scope. Sheila asked that MCFLS look at other things to spend the extra funding on that would help member libraries that are struggling and being faced to make cuts.

There was no action to move forward on a proposed proposal, but instead a desire that Steve Hesper put together a short survey which would allow feedback to be used for a third proposal developed by LDAC ideas. Jill Lininger suggested input for tasks to be done by additional staff.

## TECHNOLOGY

ILS Review Update. Jen Schmidt reported that three responses have been received to the ILS review RFI and the Committee will begin scoring and ranking the information received. Product demos will be set up for this Fall, Questions will be sent to vendors from the Committee, if there are any and then recommendation will be reached in early 2022. Jen noted that Tristan Marshall is unable to continue on this project and a replacement is being sought to round out the Committee; the time commitment is 2 meetings a month, attend demos and to read the RFI responses.

### WPLC Update.

- a. Changes to Steering Committee Seats. Steve Hesper reported that the membership of the WPLC Steering Committee is being altered based on the total amount of money spent for OverDrive and OverDrive Advantage combined and MCFLS will be moving from three seats to two seats and Steve feels that one seat should be held by a MPL representative and one by a suburban library representative. Jennifer Loeffel and Eric Branske along with Judy Pinger served in the past; Judy Pinger has retired and Steve feels she should be replaced with a new MPL representative and either Jennifer or Eric should step down as a fair way to represent MCFLS.

## ADDITIONAL BUSINESS

Explorer Passes—Pickup and Return at Owning Libraries. Pat Laughlin reported that Hales Corners now has four non-holdable Zoo passes and is planning on expanding their program; their passes need to be picked up and returned to them and are not to go through the delivery system. Reserved through bib level holds only and she brings this up because staff level holds trump patron requests and that is a problem. Jen Schmidt added that other libraries also have passes and each library desires to handle this special item their own way and she would like to discuss on what libraries do for other library's specialty items. The ILS software can only do so much and then the app cannot do everything either. Jen Schmidt added that the Circulation Services Committee needs to discuss items that should not go through delivery and a menu outlining expectations could be a very useful tool. Emily Vieyra noted that communication is needed for odd items at all staff levels.

Network Outage Report. Steve Hesper reported that MCFLS was alerted at 4:30 a. m. on the Saturday and Eric Henry contacted BadgerNet who indicated it was MCFLS equipment at fault. DigiCorp researched and found it was not MCFLS equipment. Bill Herman at DPI and the DPI technical consultant who is close to TEACH, began a task force to investigate and eventually the problem was resolved and they determined that AT&T equipment was the root of the problem. All are now waiting on an AT&T report and BadgerNet will share their report asap.

Jen Schmidt added that the MCFLS process for offline circulation uploading to Sierra will be discussed next month after the Circulation Services Committee discussion. Perhaps it is wise not to remove the data until it is known for sure that the upload was successful since some circulation data (Shorewood and Cudahy) was lost because too many libraries were uploading at the same time. Jen noted that she understands now that in the past libraries were called one by one and the uploading occurred and that may be what needs to be done again.

Sheila O'Brien suggested having a Plan B. It was noted that it has been well over ten years since an outage lasted all weekend and MCFLS will be looking at a more distributed WAN services options. Cudahy reported they are noticing lots of missing items from that weekend and hopes materials are returned in good faith.

WDW Job Assistance. Steve Hesel reported that he has been in communication with Workforce Development administrators and their staff is looking to utilize space in library lobbies to try to get people into Job Centers since the requirement to resume job searches is now in place again. Steve indicated he will send out an email with more details shortly.

DPI Update. Steve Hesel reported that he is serving on a committee that is collecting data on salaries and benefits.

Future LDAC Meetings. Steve Hesel questioned whether the LDAC desired to continue the hybrid meetings or to go back to virtual since so few individuals attend in person. It was decided to go back to virtual for the remainder of 2021 and reconsider hybrid for 2022.

#### MEMBER LIBRARY UPDATES

Hales Corners - Pat Laughlin was Congratulated on her retirement from the Hales Corners Library on October 29.

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

NEXT MEETING. Originally Scheduled for Thursday, October 7, 2021 at 10 a.m. via Zoom and in-person at the Brown Deer Public Library, 4301 W. Brown Deer Road, Brown Deer, WI 53223, however the decision was made to return to virtual meetings exclusively through the end of the year based on COVID-19.

ADJOURNMENT. With no further business to be addressed, Brian Van Klooster moved and Tristan Marshall seconded a motion to adjourn the meeting at 12:05 p.m. Unanimously approved.

## **Adult/Reference Services Committee - <https://mcfls.libguides.com/adult>**

**CHAIR – Brittany Lee – MPL Wash Park**

**RECORDER – Kim Johnson – MPL Atkinson**

- Monday September 27 1:30pm (Zoom until further notice)
- Monday November 22 1:30 pm
- Monday March 26 1:30 pm
- Monday May 23 1:30 pm

**TOPICS:** -Portage PL presents on creating a document mapping social services/agencies by area;  
-Princeton PL will speak in November on “How to Evaluate the Success of Our Virtual Programs.”  
-Financial literacy programming  
-MCFLS Spotlight

## **Circulation Services Committee - <https://mcfls.libguides.com/circulation/meetings>**

**CHAIR – Emily Vierya, Shorewood**

**RECORDER – Theresa Hoge, Whitefish Bay**

- Thursday September 16 1:00pm (Zoom until further notice)
- Thursday November 18 1:00 pm
- Thursday January 20 1:00 pm
- Thursday March 17 1:00 pm
- Thursday May 19 1:00 pm

**TOPICS:** Topics and objectives for 2021-22 meetings will be set during the September meeting.

## **Database Maintenance Committee - <https://mcfls.libguides.com/database/meetings>**

**CHAIR – Jen Schmidt, MCFLS**

**RECORDER – Kellie Nimphius, MCFLS**

- Wednesday October 6 9:00-11:00 am (Zoom until further notice)
- Wednesday April 6 9:00-11:00 am

**TOPICS:** CAT FLAG analysis, record creation for non-traditional materials

## **MKE Mixers Committee - <https://mcfls.libguides.com/mixers/meetings>**

**CHAIR- Jess Norris, St. Francis**

- Wednesday September 8 2:30 pm (Zoom until further notice)

**TOPICS:** The group goes over inventory and status of current/future Mixer Boxes. The group sets the next meeting date during the meeting



## Young Adult Services Committee – <https://mcfls.libguides.com/youth/ya>

**CHAIR – Maria Dietrich, Oak Creek**

**RECORDER – Lisa Quintero, Shorewood**

- Tuesday October 19 1:00 pm (Zoom until further notice)
- Tuesday February 15 1:00 pm
- Tuesday May 17 1:00 pm

**TOPICS:**

- Summer reading / learning teen/YA program in review
- Sharing of fall planning
- MCTBA 2021 Awards
- Supporting neurodiversity
- Race and social justice
- Readers' advisory
- Outreach

## Youth Services Committee – <https://mcfls.libguides.com/youth/meetings>

**CHAIR – Kelly Wochinske, MPL Central**

**RECORDER – Maria Dietrich, Oak Creek**

- Tuesday September 14 1:00 pm (all Zoom until further notice)
- Tuesday November 9 1:00 pm
- Tuesday January 11 1:00 pm
- Tuesday February 8 1:00 pm
- Tuesday March 8 1:00 pm
- Tuesday May 10 1:00 pm

**TOPICS:**

- Ongoing response to COVID, how to serve children, their families and their educators during a pandemic;
- Racial and social justice in our libraries;
- Supporting social and emotional learning in youth;
- Environment/climate change;
- Continue to include a MCFLS Spotlight

## **AMENDMENT TO AGREEMENT**

**THIS AMENDING AGREEMENT is dated November 1st, 2021**

### **BETWEEN:**

Milwaukee County Federated Library System

709 North 8th Street  
Milwaukee, WI 53233

### **-AND-**

Village of West Milwaukee

4755 West Beloit Road  
West Milwaukee, WI 53214

### **Background**

1. Milwaukee County Federated Library System (the "System") and Village of West Milwaukee (the "Municipality") entered into a contract (the "Agreement") dated 06/10/1985, for the following purpose:

Provision of public library services to the residents of the Municipality.

2. The System and Municipality desire to amend the Agreement on the terms and conditions set forth in this Amending Agreement (the "Amendment").

3. This Amendment is the first amendment to the Agreement.

IN CONSIDERATION OF the System and Municipality agreeing to amend their obligations in the existing Agreement, and other valuable consideration, the receipt and sufficiency of which is hereby acknowledged, the System and Municipality agree to keep, perform, and fulfill the promises, conditions, and agreements below:

## **Amendments**

The Agreement is amended as follows:

1. The following is hereby added to the Agreement and shall hereafter be and read as follows:

The System and Municipality agree to allow access to electronic resources available throughout Milwaukee County and facilitated by the System for Municipality residents.

Costs for this electronic access will be based on a percentage of Municipality resident usage applied to total costs for each electronic resource borne by the System and/or System member libraries. Administrative costs for providing the service will also be factored into the total costs for the Municipality.

A document created by the System and titled "Attachment A: Electronic Resources" will be shared with the Municipality to show resident usage and costs for the next year associated with each electronic resource available to Municipality residents. This document will also detail annual administrative costs associated with providing the service.

The document will be shared with the Municipality each October at the same time that costs for providing library services and circulation of physical materials is typically calculated and shared with the Municipality.

Both System and Municipality agree to work collaboratively toward resolution of any issues that arise to ensure this access for Municipality residents is uninterrupted.

In the instance of a conflict between the terms of the Amendment and the Agreement, the terms of the Amendment shall prevail.

## **No Other Change**

Except as otherwise expressly provided in this Amendment, all of the terms and conditions of the Agreement remain unchanged and in full force and effect.

## **Miscellaneous Terms**

Capitalized terms not otherwise defined in this Amendment will have the meanings ascribed to them in the Agreement. Headings are inserted for the convenience of the parties only and are not to be considered when interpreting this Amendment. Words in the singular mean and include the plural and vice versa. Words in the masculine include the feminine and vice versa. No regard for gender is intended by the language of this Amendment.

## Governing Law

Subject to the terms of the Agreement, it is the intention of the System and Municipality that this Amendment, and all suits and special proceedings under this Amendment, be construed in accordance with and governed, to the exclusion of the law of any other forum, by the laws of the State of Wisconsin without regard to the jurisdiction in which any action or special proceeding may be instituted.

IN WITNESS WHEREOF the System and Municipality have duly affixed their signatures under hand and seal on this November 1<sup>st</sup>, 2021.

FOR THE MUNICIPALITY:

\_\_\_\_\_  
President

\_\_\_\_\_  
Clerk

\_\_\_\_\_  
Date

FOR THE SYSTEM:

\_\_\_\_\_  
President

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Date

ATTACHMENT A: ELECTRONIC RESOURCES  
MCFLS AND WEST MILWAUKEE AGREEMENT

- Electronic Resources Covered for 2021: OverDrive, OverDrive Magazines, hoopla and Gale Courses
- All usage covers period of 10/1/19 - 09/30/20 unless otherwise noted
- Administrative costs include staff time in oversight, selection and maintenance associated with local and statewide collections

OverDrive Digital Media (eBooks and eAudiobooks)

1A. 2021 County OverDrive Costs:	\$155,190
1B. County OverDrive Usage:	630305
1C. West Milwaukee Resident Usage:	1836
1D. % of West Milwaukee Usage:	0.29%
1E. West Milwaukee OverDrive Costs (1A x 1D):	\$452

OverDrive Magazines

2A. 2021 County OverDrive Magazines Costs:	\$31,609
2B. County OverDrive Magazines Usage:	108907
2C. West Milwaukee Resident Usage:	N/A
2D. % of West Milwaukee Usage:	0.29%
2E. West Milwaukee OverDrive Magazine Costs (2A x 2D):	\$92

hoopla Digital Media (eBooks, Comics, eAudiobooks, Music, Movies, TV)

3A. 2021 County hoopla Costs:	\$240,000
3B. County hoopla Usage:	121621
3C. West Milwaukee Resident Usage:	N/A
3D. % of West Milwaukee Usage:	0.29%
3E. West Milwaukee hoopla Costs (1A x 1D):	\$699

Gale Courses (Job and Educational Training, Personal Interest)

4A. 2021 County Gale Courses Costs:	\$63,000
4B. Suburban Gale Courses Usage (Enrollments + Logins):	13570
4C. West Milwaukee Resident Usage:	N/A
4D. % of West Milwaukee Usage:	0.29%
4E. West Milwaukee Gale Courses Costs (1A x 1D):	\$184

Administrative Costs

5A. Estimated hours spent on administration:	40
5B. Average hourly wage of staff involved:	\$44
5C. Total Administrative Costs:	\$1,760

Total West Milwaukee Costs for Electronic Resource Access

Total Costs: \$3,187

October 7, 2021

To: LDAC Members

From: Steve Hesel, MCFLS Director

Re: 2022 proposed MCFLS Budget

## Summary

Based on survey results and feedback from previous meetings, I am proposing the following 2022 MCFLS Budget. I feel the budget offers a good balance in funding some additional services while offering reductions in costs for members.

## Additional Services

These additional services will be a part of the proposed budget:

- Marketing Support
  - Additional funding to support the system marketing plan and assist member libraries in connecting with patrons.
  - Purchase of an integrated online patron registration product that includes ongoing patron engagement.
- Technology Support
  - Addition of a part-time PC support specialist to provide additional support for consultation with member libraries, research and training. Also additional helpdesk coverage, better response times.
  - Reserve funds for ILS migration costs if a move is made off Sierra.
  - Procure the services of a network security consultant to advise the system and member libraries on best practices related to safeguarding system and library networks.

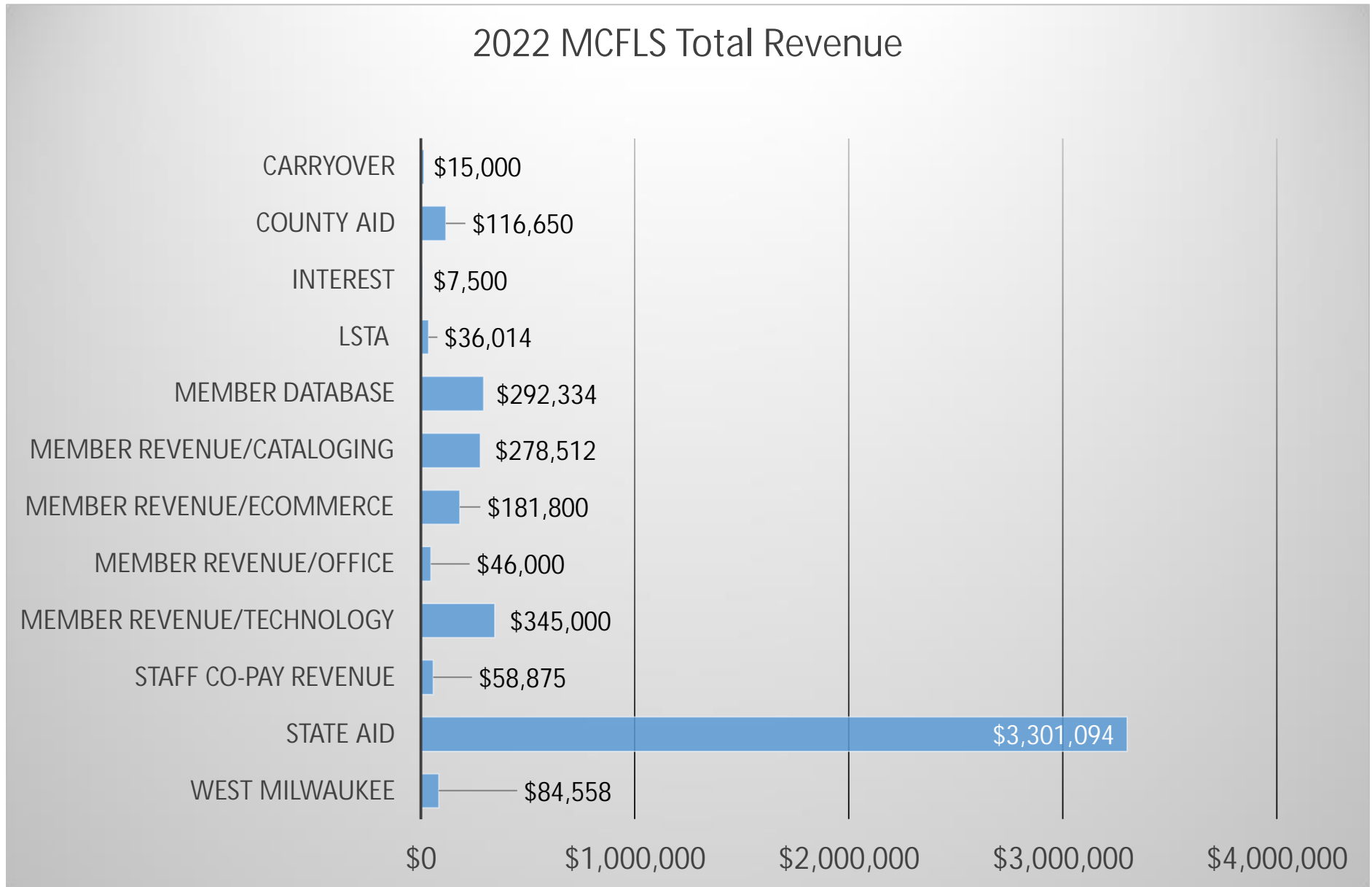
## Reduction in Member Costs

The system will reduce costs for members in these areas:

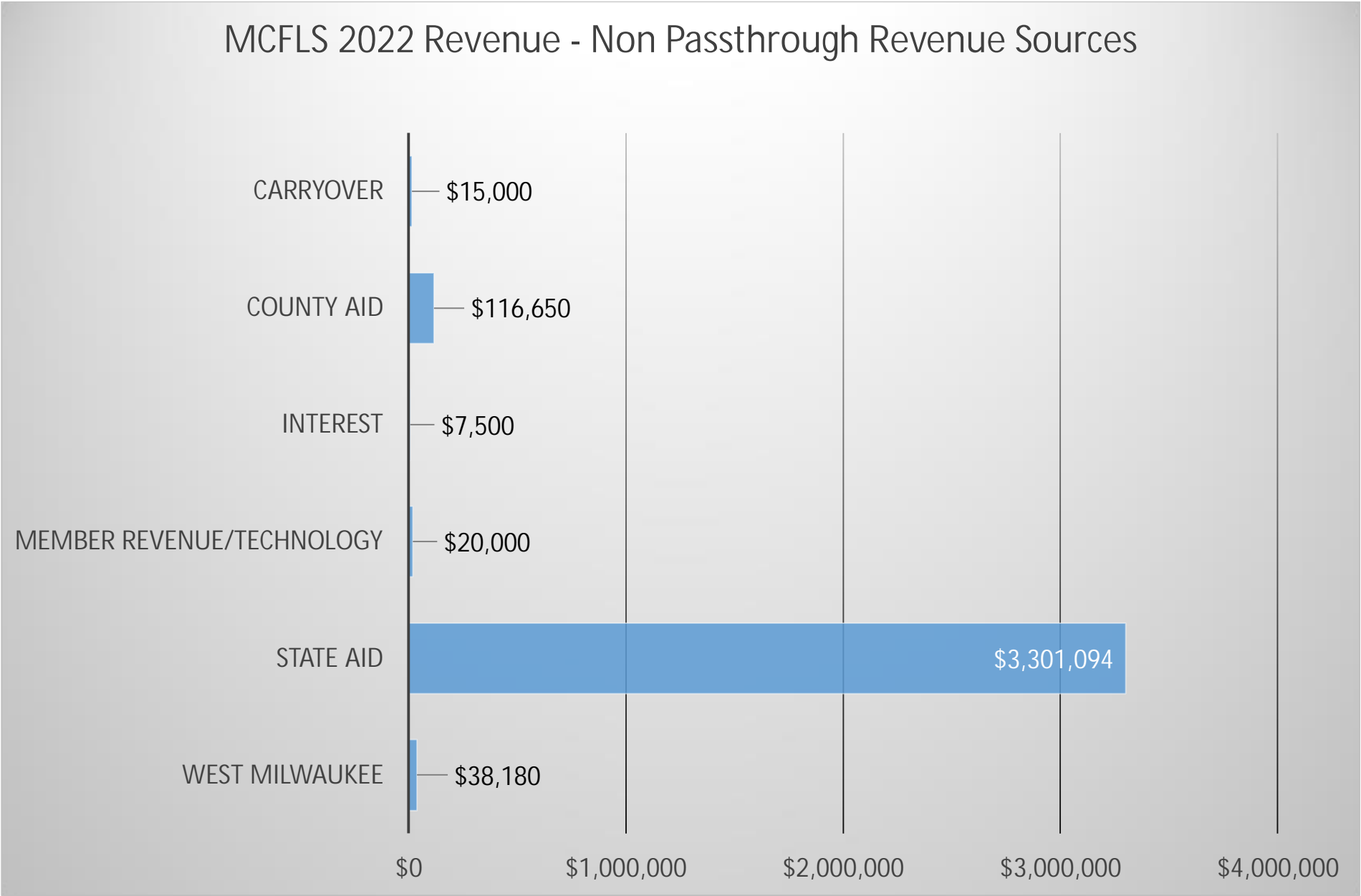
- CountyCat Mobile App. The system will cover the entire cost for a new mobile app, originally a \$20,000 expense for members in the 2021 budget.
- Cataloging Costs. Additional state aid will go towards the system portion of the cataloging contract, saving members \$36,371 as compared to 2021.
- Gale Courses and Udemy. MCFLS will also cover the entire cost of providing Gale Courses and Udemy for all member libraries. This represents a \$47,000 savings to members over 2021 (Gale Courses) and an additional \$28,500 covered by the system for Udemy. The total cost covered for these two products is \$75,500.
- Shoutbomb Text Notification, Itiva Telephone Notification and MKE Mixers costs. Costs associated with these services will now be covered completely by the system. Total savings estimated to be around \$12,500.

Overall, member costs are being reduced from roughly \$1,000,000 in 2021 to \$865,000 in 2022 for a total reduction of \$135,000.

## MCFLS Budget 2022

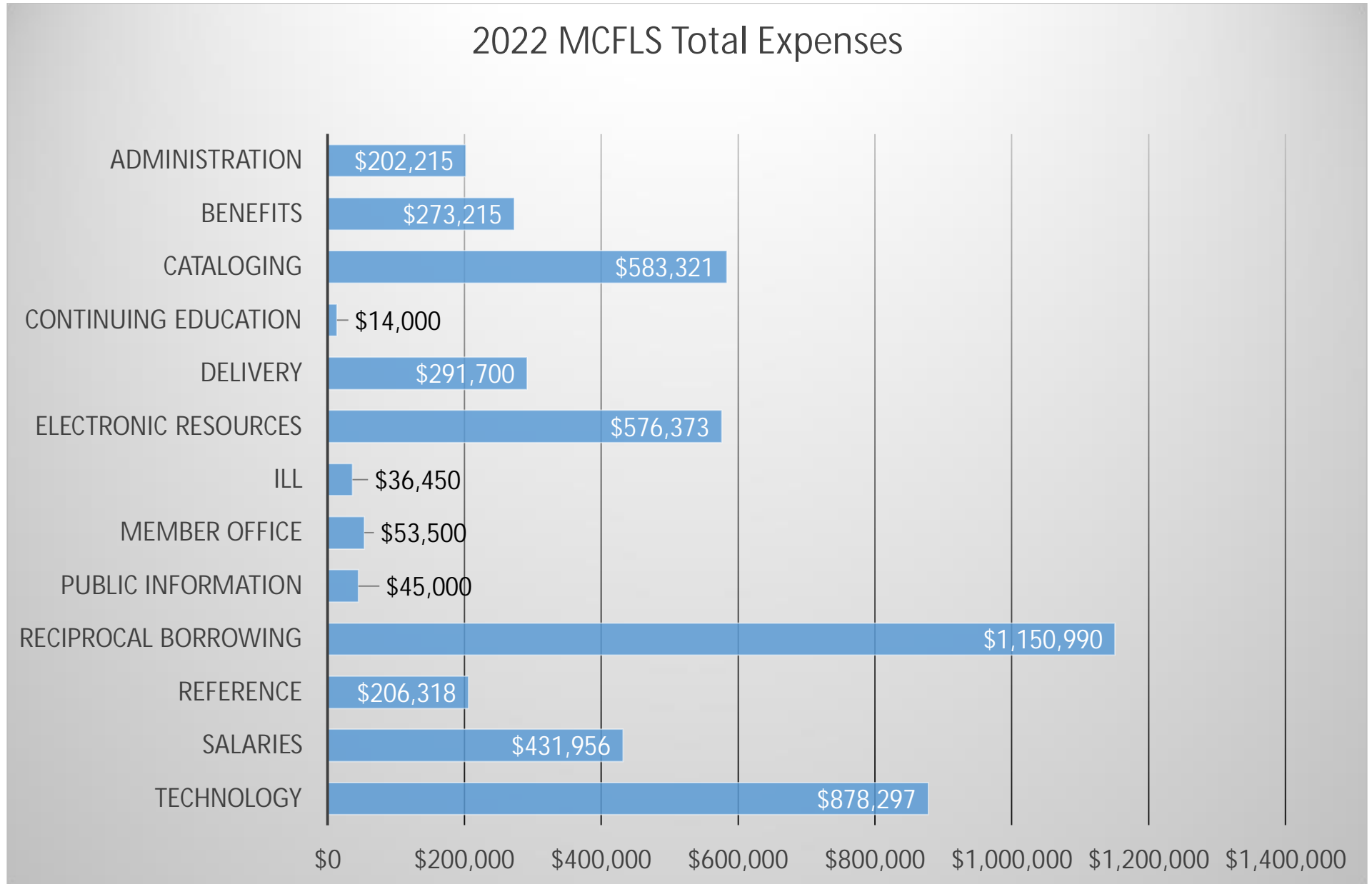


MCFLS Budget 2022

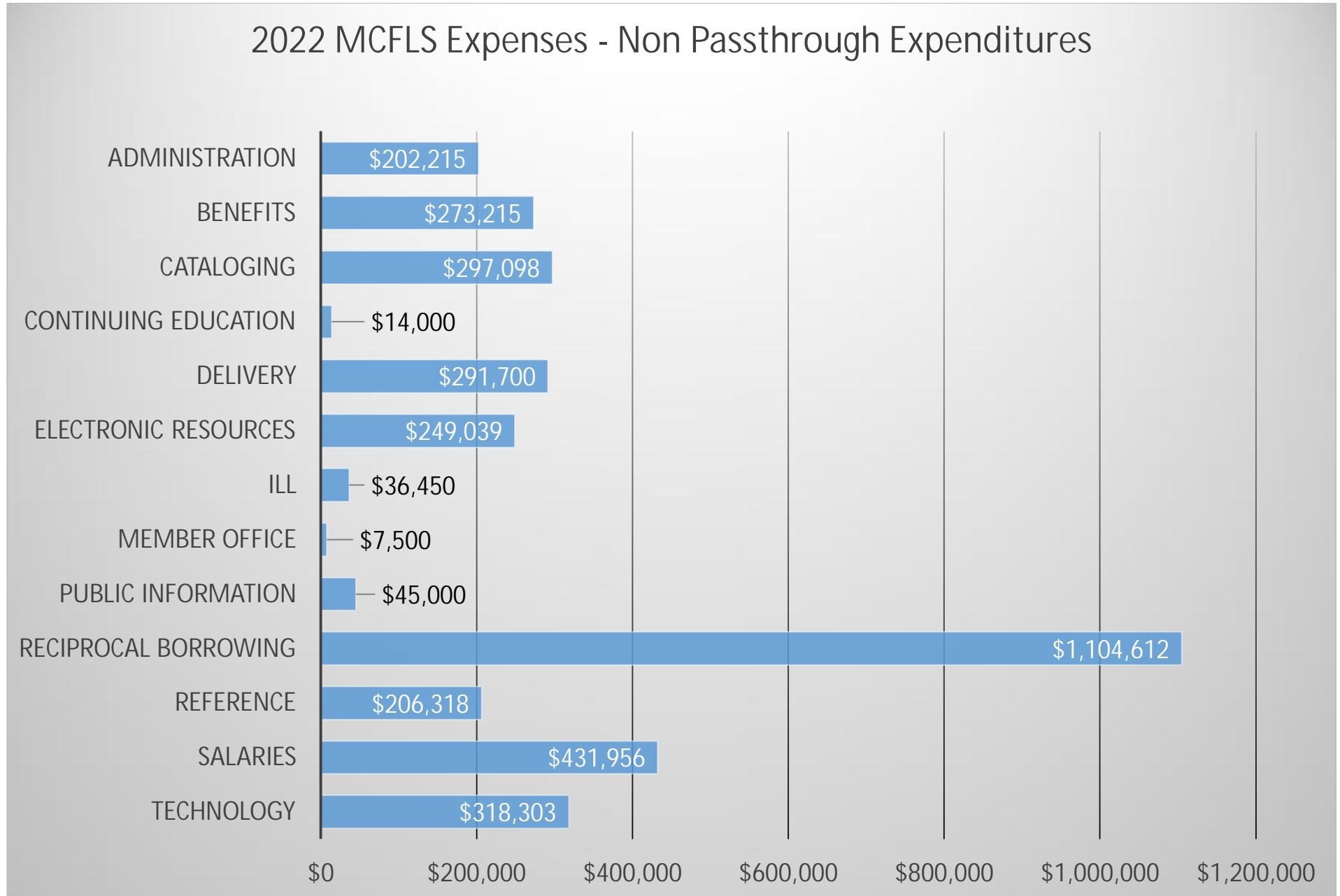




## MCFLS Budget 2022

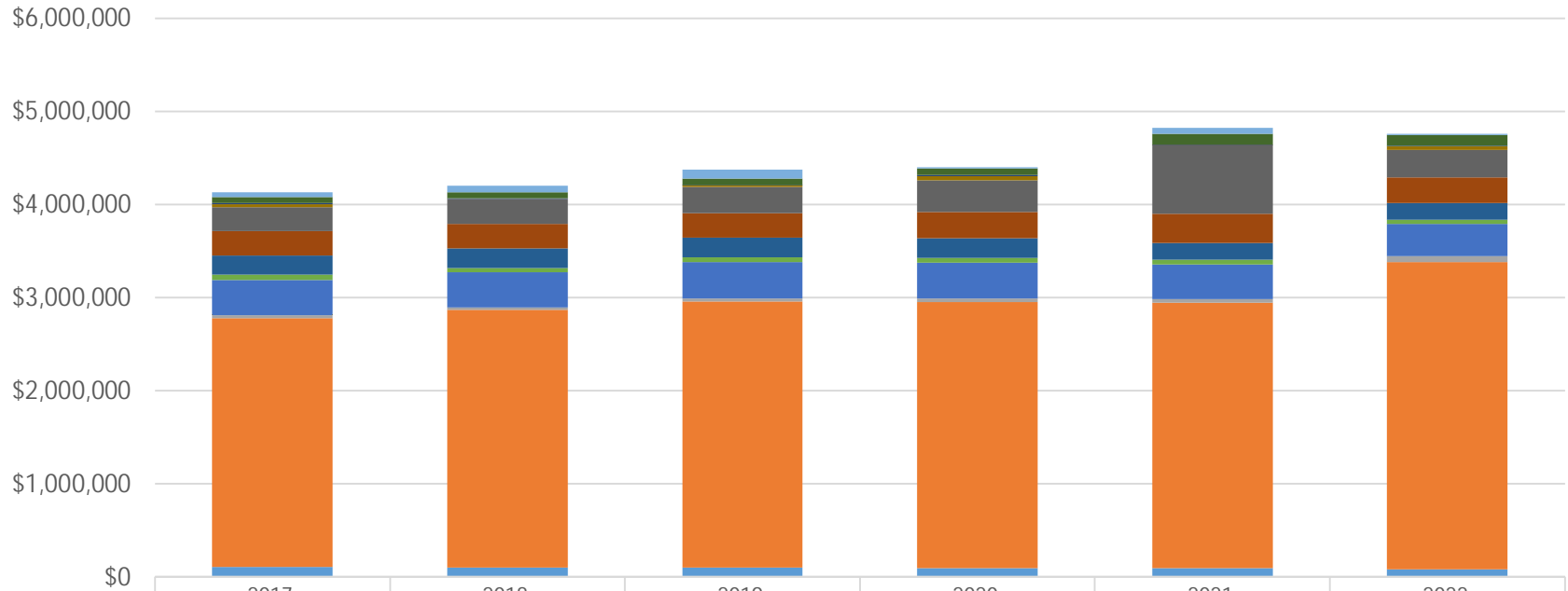


## MCFLS Budget 2022



## MCFLS Budget 2022

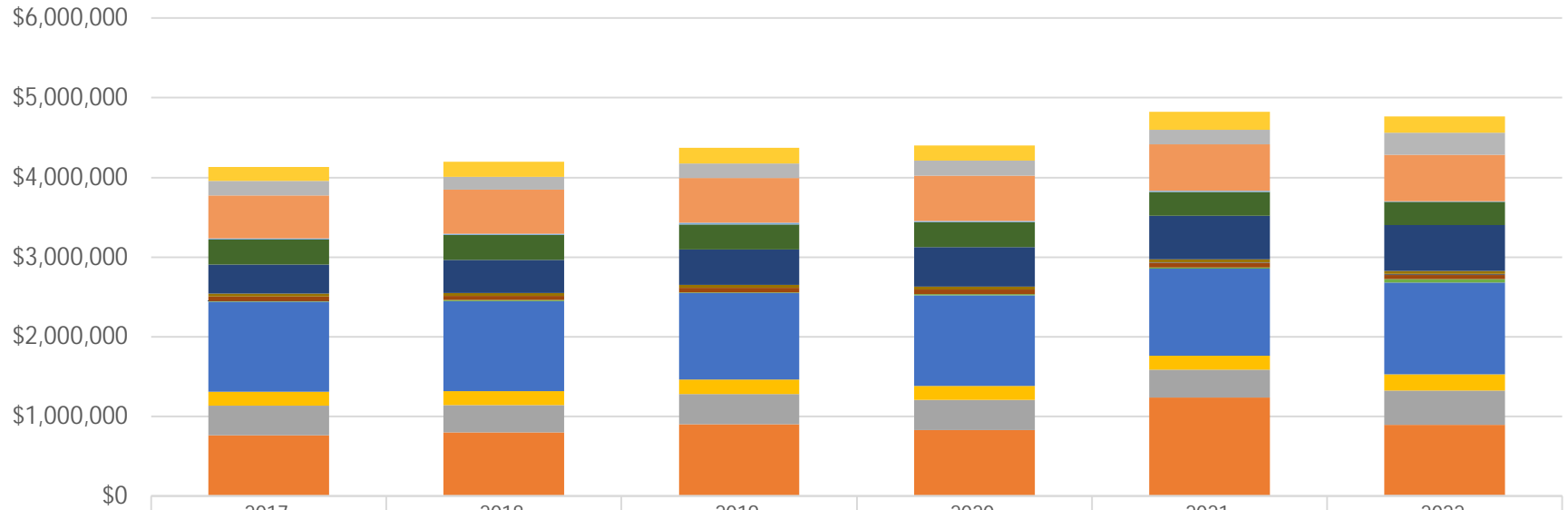
### MCFLS Total Revenues 2017 - 2022



	2017	2018	2019	2020	2021	2022
Carryover	\$51,089	\$68,403	\$98,582	\$12,184	\$59,805	\$15,000
County Aid	\$66,650	\$66,650	\$66,650	\$66,650	\$116,500	\$116,650
Interest	\$7,000	\$2,000	\$2,000	\$15,000	\$5,000	\$7,500
LSTA	\$37,080	\$0	\$17,107	\$43,266	\$4,737	\$36,014
Member Database	\$254,798	\$271,311	\$280,614	\$338,573	\$733,722	\$292,334
Member Revenue/Cataloging	\$261,247	\$262,238	\$266,143	\$285,307	\$312,583	\$278,512
Member Revenue/Ecommerce	\$209,000	\$209,000	\$209,000	\$210,000	\$183,600	\$181,800
Member Revenue/Office	\$55,000	\$50,000	\$50,000	\$55,500	\$51,400	\$46,000
Member Revenue/Technology	\$375,107	\$376,298	\$390,683	\$383,057	\$371,765	\$345,000
Other	\$2,031	\$0	\$0	\$0	\$0	\$0
Staff Co-Pay Revenue	\$31,225	\$28,082	\$36,641	\$37,991	\$36,457	\$58,875
State Aid	\$2,677,006	\$2,766,162	\$2,855,319	\$2,855,319	\$2,855,319	\$3,301,094
West Milwaukee	\$104,447	\$100,597	\$102,793	\$96,545	\$91,619	\$84,558

## MCFLS Budget 2022

### MCFLS Total Expenses 2017 - 2022



	2017	2018	2019	2020	2021	2022
Administration	\$174,030	\$190,437	\$200,731	\$188,944	\$224,015	\$202,215
Benefits	\$181,586	\$161,845	\$179,610	\$189,891	\$185,449	\$273,215
Cataloging	\$545,618	\$551,143	\$565,543	\$570,018	\$578,469	\$583,321
Continuing Education	\$13,400	\$16,750	\$16,750	\$12,000	\$14,000	\$14,000
Delivery	\$312,779	\$312,950	\$313,397	\$313,766	\$302,628	\$291,700
Electronic Resources	\$362,798	\$414,795	\$443,669	\$493,879	\$546,460	\$576,373
ILL	\$36,450	\$36,450	\$37,000	\$36,450	\$36,450	\$36,450
Inclusive Services	\$0	\$0	\$0	\$0	\$5,000	\$10,000
Member Office	\$60,500	\$55,000	\$58,000	\$60,200	\$58,788	\$53,500
Other	\$2,031	\$0	\$0	\$0	\$0	\$0
Public Information	\$5,000	\$10,000	\$10,000	\$17,000	\$20,000	\$45,000
Reciprocal Borrowing	\$1,128,752	\$1,131,243	\$1,087,526	\$1,134,099	\$1,087,935	\$1,150,990
Reference	\$174,005	\$179,801	\$185,596	\$178,457	\$178,457	\$206,318
Salaries	\$377,019	\$340,208	\$374,158	\$381,639	\$347,574	\$431,956
Technology	\$757,712	\$798,101	\$901,533	\$823,049	\$1,232,281	\$878,297
Youth Services	\$0	\$0	\$0	\$0	\$5,000	\$10,000

2022 Proposed MCFLS Budget

		<u>2021 Revised</u>	<u>2022 Draft</u>
1			
2	<b><u>General Revenues</u></b>		
3	State Aid Revenue	\$ 2,855,319	\$ 3,301,094
4	Milwaukee County Allocation	\$ 66,500	\$ 66,650
5	West Milwaukee Contract -Other	\$ 60,152	\$ 38,180
6	Interest on Invested Funds	\$ 5,000	\$ 7,500
7	Member Forms/Supplies Revenue	\$ 20,600	\$ 18,100
8	Member Postage Revenue	\$ 23,800	\$ 20,900
9	Member OCLC Revenue	\$ 125,036	\$ 127,336
10	Member Telecomm. Revenue	\$ 16,900	\$ 16,800
11	Member III Softwre Maint-Basic	\$ 181,188	\$ 185,717
12	Member III Softwre Maint-Other	\$ 48,910	\$ 49,938
13	Member Tech. Assist.-Time Rev.	\$ 15,000	\$ 20,000
14	Member Special Projects Revenu	\$ 75,000	\$ 70,000
15	Member Cataloging Contract Rev	\$ 187,547	\$ 151,176
16	Member Database Revenue	\$ 81,010	\$ 34,035
17	Member Catalog Enhancement Rev	\$ 29,648	\$ -
18	Member Ecommerce Transaction	\$ 8,600	\$ 6,800
19	TNS Calls/Notices Revenue	\$ 1,224	\$ -
20	Carryover Revenue	\$ 59,805	\$ 15,000
21	Staff Benefits/Co-Pay Revenue	\$ 36,457	\$ 58,875
22	Member Digital Content Rev	\$ 247,712	\$ 243,299
23	Member PC Management License Rev	\$ 2,545	\$ 2,545
24	LSTA Technology Grant Revenue	\$ 4,737	\$ 36,014
25	MemberMKE Mixers Revenue	\$ 1,350	\$ -
26	Member Replacement Fines Revenue	\$ 7,000	\$ 7,000
27	Member OverDrive Advantage Rev	\$ 405,000	\$ 15,000
28	<b><u>Total General Revenues</u></b>	\$ 4,566,040	\$ 4,491,959
29			
30	<b><u>Special Revenues</u></b>		
31	Milwaukee County Advantage Revenue	\$ 50,000	\$ 50,000
32	W. Milwaukee Borrowing Revenue	\$ 31,467	\$ 46,378
33	Ecommerce Revenue	\$ 175,000	\$ 175,000
34	<b><u>Total Special Revenues</u></b>	\$ 256,467	\$ 271,378
35			
36	<b><u>Total Revenues</u></b>	\$ 4,822,507	\$ 4,763,337
37			
38			
39		<u>2021 Revised</u>	<u>2022 Draft</u>
40			
41	<b><u>General Expenditures</u></b>		
42	Fringe Benefits Expense	\$ 185,449	\$ 273,215
43	Salaries Expense	\$ 347,574	\$ 431,956
44	Telephone Renewal Expense	\$ 608	\$ 750
45	Member Ecommerce Transaction E	\$ 8,600	\$ 6,800
46	TNS Calls/Notices Expense	\$ 1,224	\$ 1,450
47	Conference/Training Expense	\$ 5,000	\$ 5,000
48	Memberships Expense	\$ 8,000	\$ 6,500
49	Continuing Education Expense	\$ 9,000	\$ 9,000
50	Office Supplies Expense	\$ 1,500	\$ 1,500
51	Copy Machine Maint. Expense	\$ 2,000	\$ 2,500
52	MCFLS Printing Expense	\$ 500	\$ 500
53	MCFLS Printing for Mem Expense	\$ 5,000	\$ 5,000
54	MCFLS WI Pub Lib Consortium Ex	\$ 5,855	\$ 6,586
55	MCFLS Buying Pool	\$ 140,000	\$ 145,000
56	MCFLS Database Expense	\$ 21,883	\$ 97,453
57	Member Database Expense	\$ 81,010	\$ 34,035
58	MCFLS Catalog Enhancement Expe	\$ 87,612	\$ 141,829

2022 Proposed MCFLS Budget

59	Member Catalog Enhancement Exp	\$	29,648	\$	-
60	MCFLS Postage Expense	\$	600	\$	600
61	Member Postage Expense	\$	20,600	\$	18,100
62	Member Forms/Supplies Expense	\$	23,800	\$	20,900
63	Telephone Expense	\$	6,000	\$	7,000
64	Meetings Expense	\$	1,000	\$	1,000
65	Insurance Expense	\$	11,700	\$	12,400
66	Legal Expense	\$	2,000	\$	500
67	Audit Expense	\$	13,000	\$	12,500
68	Payroll Service Expense	\$	5,400	\$	5,400
69	III Software Support Expense	\$	226,835	\$	235,655
70	III Telephone Notification Subscr Exp	\$	12,224	\$	12,224
71	Member Telecomm. Expense	\$	16,800	\$	16,800
72	MCFLS Telecomm. Maint. Expense	\$	15,000	\$	30,000
73	OCLC Expense	\$	133,944	\$	135,047
74	MCFLS Computer Room Equipment	\$	10,000	\$	10,000
75	MCFLS Software Expense	\$	6,500	\$	7,000
76	MCFLS Equipment Expense	\$	36,000	\$	15,000
77	Member Special Projects Expens	\$	75,000	\$	70,000
78	Sorting and Delivery Expense	\$	291,700	\$	291,700
79	South Central Delivery Expense	\$	10,928	\$	-
80	MPL Resource Contract Expense	\$	178,457	\$	206,318
81	MPL Rent Lease Contract Exp.	\$	129,815	\$	129,815
82	ILS Expense	\$	36,450	\$	36,450
83	MCFLS Catalog Cont Exp to MPL	\$	256,979	\$	297,098
84	Member Catalog Contract Exp.	\$	187,546	\$	151,176
85	MCFLS Collection Dev Tool	\$	25,935	\$	26,972
86	Internet Expense	\$	21,635	\$	21,635
87	Contingency Expense	\$	73,148	\$	32,893
88	Member Digital Content Exp	\$	247,712	\$	243,299
89	Marketing	\$	20,000	\$	45,000
90	Cooperative Purchasing Sub Exp	\$	2,388	\$	2,500
91	Member PC Management License Exp	\$	1,876	\$	1,875
92	LSTA Technology Grant Expense	\$	4,737	\$	36,014
93	Member MKE Mixer Expense	\$	1,400	\$	1,400
94	Member Replacement Fines Exp	\$	7,000	\$	7,000
95	Member OverDrive Advantage Exp	\$	405,000	\$	15,000
96	MCFLS OverDrive Advantage Exp	\$	15,000	\$	-
97	MCFLS Technical Support Exp	\$	25,000	\$	-
98	Youth Services Exp	\$	5,000	\$	10,000
99	Inclusive Services Exp	\$	5,000	\$	10,000
100	<b>Total General Expenditures</b>	\$	3,509,572	\$	3,345,347
101					
102	<b>Special Expenditures</b>				
103	Milwaukee County Advantage Expense	\$	50,000	\$	50,000
104	W. Milwaukee Borrowing Expense	\$	31,467	\$	46,378
105	RB - MCFLS Payment Expense	\$	1,056,468	\$	1,056,468
106	RB - MCFLS Reserve	\$	-	\$	48,144
107	ILS Migration Reserve	\$	-	\$	42,000
108	Ecommerce Expense	\$	175,000	\$	175,000
109	<b>Total Special Expenditures</b>	\$	1,312,935	\$	1,417,990
110					
111	<b>Total Expenditures</b>	\$	4,822,507	\$	4,763,337
112					

Library	III Basic Software	III Add-On Software	OCLC	Cataloging	Internet	Shoutbomb Notices	CountyCat Mobile	OverDrive Overdrive	OverDrive Advantage	OverDrive Magazines	MyPC License	MyPC Server
Brown Deer	\$4,455	\$1,915	\$3,710	\$5,256	\$1,200	\$0	\$0	\$2,272	\$232	\$308	\$286	\$180
Cudahy	\$6,780	\$1,834	\$7,466	\$9,046	\$1,200	\$0	\$0	\$2,707	\$276	\$308	\$286	\$180
Franklin	\$12,378	\$1,114	\$9,367	\$10,964	\$1,200	\$0	\$0	\$8,226	\$838	\$616	\$286	\$180
Greendale	\$7,418	\$2,395	\$5,329	\$6,890	\$1,200	\$0	\$0	\$3,659	\$373	\$308	\$286	\$180
Greenfield	\$8,569	\$4,869	\$6,445	\$8,015	\$1,200	\$0	\$0	\$5,773	\$588	\$616	\$0	\$0
Hales Corners	\$4,047	\$727	\$4,917	\$6,474	\$1,200	\$0	\$0	\$1,462	\$149	\$308	\$286	\$180
Milwaukee	\$63,143	\$20,295	\$24,724	\$26,461	\$0	\$0	\$0	\$63,554	\$6,476	\$3,695	\$0	\$0
North Shore	\$9,904	\$1,042	\$4,911	\$6,468	\$1,200	\$0	\$0	\$9,118	\$929	\$616	\$0	\$0
Oak Creek	\$8,465	\$2,880	\$7,191	\$8,768	\$1,200	\$0	\$0	\$6,787	\$692	\$616	\$286	\$180
St. Francis	\$4,572	\$708	\$4,991	\$6,548	\$1,200	\$0	\$0	\$1,881	\$192	\$308	\$286	\$180
Shorewood	\$8,887	\$1,805	\$6,550	\$8,121	\$1,200	\$0	\$0	\$5,951	\$606	\$616	\$286	\$180
South Milwaukee	\$6,206	\$1,044	\$6,322	\$7,892	\$1,200	\$0	\$0	\$3,385	\$345	\$308	\$0	\$0
Wauwatosa	\$20,242	\$4,075	\$16,429	\$18,091	\$1,200	\$0	\$0	\$16,800	\$1,712	\$924	\$0	\$0
West Allis	\$11,906	\$4,200	\$14,882	\$16,530	\$1,200	\$0	\$0	\$8,506	\$867	\$924	\$0	\$0
Whitefish Bay	\$8,745	\$1,035	\$4,103	\$5,652	\$1,200	\$0	\$0	\$7,134	\$727	\$616	\$286	\$180
TOTAL	\$185,717	\$49,938	\$127,336	\$151,176	\$16,800	\$0	\$0	\$147,215	\$15,000	\$11,084	\$2,575	\$1,620

Library	Ancestry	Mango	Brainfuse	hoopla	Gale Courses	Ecommerce	Telephone Notifications	Milwaukee Mixers	Postage & Forms	Total
Brown Deer	\$0	\$0	\$1,474	\$1,365	\$0	\$200	\$0	\$0	\$1,300	\$24,152
Cudahy	\$1,047	\$0	\$2,409	\$1,367	\$0	\$200	\$0	\$0	\$1,100	\$36,204
Franklin	\$1,047	\$1,873	\$0	\$4,130	\$0	\$500	\$0	\$0	\$2,000	\$54,718
Greendale	\$1,047	\$0	\$2,169	\$1,876	\$0	\$400	\$0	\$0	\$1,800	\$35,330
Greenfield	\$1,047	\$0	\$4,097	\$2,499	\$0	\$400	\$0	\$0	\$1,300	\$45,417
Hales Corners	\$1,047	\$0	\$0	\$1,106	\$0	\$100	\$0	\$0	\$1,100	\$23,102
Milwaukee	\$0	\$0	\$0	\$33,234	\$0	\$1,500	\$0	\$0	\$17,200	\$260,282
North Shore	\$1,047	\$0	\$0	\$4,626	\$0	\$400	\$0	\$0	\$1,600	\$41,860
Oak Creek	\$1,047	\$0	\$4,561	\$3,412	\$0	\$300	\$0	\$0	\$2,300	\$48,684
St. Francis	\$0	\$0	\$1,225	\$976	\$0	\$200	\$0	\$0	\$800	\$24,067
Shorewood	\$1,047	\$1,128	\$2,211	\$3,448	\$0	\$500	\$0	\$0	\$1,400	\$43,935
South Milwaukee	\$0	\$0	\$0	\$1,433	\$0	\$200	\$0	\$0	\$1,000	\$29,334
Wauwatosa	\$1,047	\$0	\$2,661	\$9,290	\$0	\$700	\$0	\$0	\$2,900	\$96,070
West Allis	\$0	\$0	\$0	\$2,979	\$0	\$600	\$0	\$0	\$2,200	\$64,794
Whitefish Bay	\$1,047	\$1,499	\$0	\$3,260	\$0	\$600	\$0	\$0	\$1,000	\$37,083
TOTAL	\$10,465	\$4,500	\$20,807	\$75,000	\$0	\$6,800	\$0	\$0	\$39,000	\$865,033

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Wisconsin Department of Public Instruction  
**PUBLIC LIBRARY SYSTEM PLAN AND  
CERTIFICATION OF INTENT TO COMPLY  
CALENDAR YEAR 2022**  
PI-2446 (Rev. 06-21)

**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 15, 2021. Submit completed Word and PDF documents to:

[LibraryReport@dpi.wi.gov](mailto: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, opportunities, and challenges that influenced the development of this and other system plans.

The development of this system plan was influenced by a number of factors affecting the system and member libraries. Some are specific to our service area and others by events occurring both state and nation-wide.

### Challenges

Although many of our libraries have reopened and have provided many of the same services offered before the pandemic, service to patrons and communities in Milwaukee County continues to be a tremendous challenge. Precautions are still being taken each day to provide a safe environment and staff continue to do amazing work, but there is legitimate concern that patrons will be fearful of returning or not embrace libraries as they once have. Libraries are looking for leadership from the state and system to help bring our communities back to the library.

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, particularly the 2020-2024 MCFLS Strategic Plan.

As the DPI develops solutions to issues posed by the PLSR process, areas such as the possible revision to the state aid funding formula and system standards will pose additional challenges to the system. MCFLS will need to develop strategic responses to these possible changes and put the system and member libraries in a position to anticipate and meet those challenges.

### Needs

As libraries recover from the pandemic, it's clear the system needs to assist them in bringing back patrons once services and doors have reopened. We have a distinct need for marketing services and celebrating our libraries, reminding people of the resources and community spaces that have been available to them. Although our marketing plan initially focuses on electronic resources available anytime and anywhere, we also recognize the need to bring people back through the front doors and reconnect with their libraries and staff.

The strategic plan had already identified the need for continued marketing of libraries and resources even prior to the pandemic. Yet another need is for improvement of the user experience. The system is putting significant time and resources to do an review of the ILS we currently employ and investigate the possibility of using a different product. MCFLS is also planning significant changes to the current mobile app offering and implementing a new online registration product that will also assist the system and member libraries in patron engagement. The strategic plan has also led the system to collaborate and provide for better support for youth and inclusive services through establishment of liaison roles through the resource library contract.

### Opportunities

The additional system aids available beginning in 2022 give MCFLS and member libraries a tremendous opportunity to meet the challenges and needs posed to the system, particularly by the pandemic. This, in addition to the availability of federal funding opportunities led by DPI, give us some sorely needed tools to serve our members effectively. We are typically not in this position, but all key stakeholders recognize the opportunities that additional funding gives us.

Although the pandemic has created challenges, one thing that has changed for the better is our connections with the state DPI staff and systems. We anticipate leveraging this momentum into more and better collaborations across the state. This should only help MCFLS and other systems as we tackle thorny issues such as the funding formula and system standards.

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**GENERAL INFORMATION (cont'd.)**

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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 October 7th Library Directors Advisory Council (LDAC) meeting and invited to make comment and suggest changes either via email or at a weekly update meeting between October 7th and October 11<sup>th</sup>. The plan was brought to the MCFLS Board with library input in October 2021.

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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 **2022**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

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

### Membership Agreements

- ☒ Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.
- ☒ The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

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

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

### Resource Library Agreement

- ☒ Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- ☒ The system will provide a signed copy of the resource library agreement to the Division by January 15.

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

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

### 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 2022.

\*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. In 2021, MPL began adding additional metrics for reporting ILL transactions for all member libraries to assist with data requirements on the state annual report.

\*In late 2020, five suburban member libraries were upgraded to new Fortigate 60F routers that allow more control over routing and additional throughput. The rest of the suburban libraries will receive their Fortigate 60F routers in late 2021 or early 2022.

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**ASSURANCES (cont'd)**

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\*At the suggestion of Wiscnet, the system purchased a replacement router serving all member libraries with internet service. The new router was installed in September 2021.

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

\*The system is completing a year-long ILS Review initiative to identify if member libraries would benefit from a change in the ILS vendors. A ten member team made up of staff from across the system is evaluating three products. The process will be complete in 2022 and a recommendation made to our member libraries and MCFLS Board.

\*Replacement gateway routers will be installed at member libraries in late 2021 or early 2022 using either system funds or ARPA money if available.

\*MCFLS is planning to replace the CountyCat Mobile app with a more cost-effective version in 2022. The app is ILS-agnostic and can be switched to a new vendor if necessary.

\*The system will hire a network security consultant that has familiarity with libraries in our service area to do intrusion scans and work with system staff to repair possible vulnerabilities on the network at the system and local library level.

\*System staff are planning to use part of additional state aids on electronic resource products available to all county residents, such as Gale Courses. By covering all costs for the product, the system can ensure availability which is critical to our need to market these resources.

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**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 professional learning 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 is working with Bridges staff to offer funding to SEWI member libraries through the LSTA grant focused on continuing education. As proposed, each member library would get a share of the joint funding allocated to systems to relieve financial burdens associated with CE, including attendance at professional development training events and local or statewide conferences.

The DPI is also assisting systems in providing a collaborative support model for library management and staff through a non-competitive ARPA grant subaward. The purpose of the category is to create a sustainable model to address and support the following needs of libraries:

- Mentorship for new public library directors
- Public library staff shortages
- Public library staff work/life balance needs
- Public library staff need for time for professional learning

MCFLS will work with our members and SEWI to provide these critical resources to library staff.

**Identify the names and email addresses of professional learning staff employed by the system for professional learning services:**

Laurie Freund, Bridges Library System. Email: [ljfreund@bridgeslibrarysystem.org](mailto:ljfreund@bridgeslibrarysystem.org)

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

**ASSURANCES (cont'd)**

Bridges Library System

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

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**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. In 2021, the system website was moved over from an older CMS to Wordpress, allowing easier updates and a better interface for the staff and public.

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

MCFLS will participate fully in PLSR efforts to revamp statewide and local delivery services starting in 2022. We anticipate eventually merging member library and academic institutions into the same routes, which will provide efficiencies and support better resource sharing among multi-type libraries.

The system has hired a part-time Public Information Coordinator whose role will include communication among staff and the public. Her duties will include services to member libraries and developing the system-wide marketing plan for implementation starting late 2021.

The system plans to upgrade the current next generation Fortigate firewall with an updated version sometime in 2022.

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**ASSURANCES (cont'd)**

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**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:**

- Bridges and MCFLS Intersystem Agreement
- Monarch and MCFLS Intersystem Agreement
- IFLS and MCFLS Intersystem Agreement
- Lakeshores and MCFLS Intersystem Agreement
- MCLS and MCFLS Intersystem Agreement
- NFLS and MCFLS Intersystem Agreement
- OWLS and MCFLS Intersystem Agreement
- WRLS and MCFLS Intersystem Agreement
- WVLS and MCFLS Intersystem Agreement

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**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:**

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ASSURANCES (cont'd)

**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, 2022, 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:**

\*The system is completing a year-long ILS Review initiative to identify if member libraries would benefit from a change in the ILS vendors. A ten member team made up of staff from across the system is evaluating three products. The process will be complete in 2022 and a recommendation made to our member libraries and MCFLS Board.

\*Replacement gateway routers will be installed at member libraries in late 2021 or early 2022 using either system funds or ARPA money if available.

\*MCFLS is planning to replace the CountyCat Mobile app with a more cost-effective version in 2022. The app is ILS-agnostic and can be switched to a new vendor if necessary.

\*The system will hire a network security consultant that has familiarity with libraries in our service area to do intrusion scans and work with system staff to repair possible vulnerabilities on the network at the system and local library level.

\*The system plans to upgrade the current next generation Fortigate firewall with an updated version sometime in 2022.

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**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:**

Steve Hesser, Director: Statutory compliance, library administration, annual reports, technology.

Hieu Tran: Network architecture, technology and network equipment recommendations and purchasing.

Jen Schmidt: ILS configuration for libraries (authentication, loan rules, etc)

Judy Kaniasty: Delivery

Deb Marett: Public information and marketing

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

Deb Marett has recently joined our staff and part of her duties will be to provide consultation to member libraries regarding their own marketing needs and initiatives.

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**ASSURANCES (cont'd)**

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**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:**

Milwaukee Public Library has offered administrative staff to lead inclusive services efforts for the system as part of the resource library contract. Anne Rasmussen will be our Inclusive Services Liaison for the system and has plans to form a cohort of local member library staff. With additional funding from the system, she also plans to arrange for outside speakers to help our libraries practice inclusivity and serve all our residents.

The system also 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.

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**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.)**

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**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 2021 system audit to the Division no later than September 30, 2022.

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**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 2022 resource library contract.*

In 2021 MCFLS continues to lead 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.

Our ILS Review process has garnered attention from other systems across the state, particularly those who use the same Sierra ILS system. We anticipate additional systems will participate in demonstrations we will have scheduled for later in 2021 as part of the review process.

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. ILS Review	\$500

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

Activity	Amount
9.	
10.	
<b>Cost Benefit Total</b>	<b>\$51,000</b>

**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 **2022**.

Name of System Director	Signature of System Director ➤	Date Signed <i>Mo./Day/Yr.</i>
Name of System Board President	Signature of System Board President ➤	Date Signed <i>Mo./Day/Yr.</i>

**FOR DPI USE  
LIBRARY SYSTEM PLAN APPROVAL**

Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i>	DLT Assistant Superintendent Signature ➤	Date Signed <i>Mo./Day/Yr.</i>
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Comments

PUBLIC LIBRARY SYSTEM 2022 ANNUAL PROGRAM BUDGET					
Program	2022 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
<b>Technology, Reference, and Interlibrary Loan*</b>					
1. Technology	\$735,741	\$22,500	\$36,014	\$966,517	
2. Reference	\$206,318				
3. ILL	\$36,450				
4.					
5. Electronic Resources	\$249,039			\$342,334	
<b>Program Total</b>	\$1,227,548	\$22,500	\$36,014	\$1,308,851	\$2,594,913
<b>Professional Learning and Consulting Service*</b>					
1. Professional Learning	\$41,882				
2. Consulting	\$81,564				
<b>Program Total</b>	\$123,446	\$0	\$0	\$0	\$123,446
<b>Delivery Services</b>	\$306,651				\$306,651
<b>Inclusive Services</b>	\$19,043				\$19,043
<b>Library Collection Development</b>					\$0
<b>Direct Payment to Members for Nonresident Access</b>	\$1,104,612			\$46,378	\$1,150,990
<b>Direct Nonresident Access Payments Across System Borders</b>					\$0
<b>Youth Services</b>	\$14,068				\$14,068
<b>Public Information</b>	\$119,161				\$119,161
<b>Administration</b>	\$375,603				\$375,603
<b>Subtotal</b>	\$1,939,138	\$0	\$0	\$46,378	\$1,985,516
<b>Other System Programs</b>					
1. Multitype	\$8,463				\$8,463
2. Member Office	\$2,500			\$48,500	\$51,000
<b>Program Total</b>	\$10,963	\$0	\$0	\$48,500	\$59,463
<b>Grand Totals</b>	\$3,301,095	\$22,500	\$36,014	\$1,403,729	\$4,763,338

\* 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](#)).

## Blocks on Item Types to Limit to 1 Checkout

### QUESTION:

#### **Would members like to identify specific item type codes to limit the MAX CHECKOUT to 1?**

MPL inquired about setting their hotspots to one checkout per patron. This is a system-wide setting. Maybe there are other item type codes that are good candidates (see below).

### STATUS:

Sierra offers a total of four categories ("slot") A-D. We have three in use now and one available. MCFLS can use the categories to limit the max checkouts. This is documented at [policy C-06](#).

- **CATEGORY A is open.**
- **CATEGORY B and CATEGORY D** (from 10/2020) limits MUSIC CDs, Audiobook CDs and DVDs to a max checkout limit of 30.
  - *Item type codes here are 5,6,26,34,56,64,96,189-191, 19,21,23,33,62,73-76,82,182,183,195-199,217,240,242*
- **CATEGORY C** (from 12/4/2020) – board games, puzzles, video games to a max checkout limit of 10.
  - *Item type codes include 30, 70,80-81,84,206-208,210-211,9,35,36,38,59,65,99,214*

### POSSIBLE CANDIDATES FOR 1 MAX CHECKOUT ITEM TYPES

#### **-222 (MOBILE DEVICE 3 WEEK)**

- Count is 837
  - 826 belong to MPL all hotspots or chromebooks
  - 1 belongs to North Shore for a hotspot
  - 10 belong to Shorewood all hotspots)

#### **-24 (5 DAY NOT-HOLDABLE)**

- Count is 14 records
- 10 belong to Franklin for their Zoo, Domes, Art Museum passes
- 4 belong to Hales Corners for Explorer Backpacks

#### **-27 (5 DAY HOLDABLE)**

- Count is 4 records all Hales Corners for their zoo passes

#### **-18 (3 DAY CIRC ITEM)**

- Count is 21 records all Wauwatosa
- Ozobots, Precision balance, magnet movers STEM kit, Snap Circuits, Microscope and Domes, Zoo passes.

All our item types (updated 9/30/21) can be found here:

[https://mcfls.libguides.com/ld.php?content\\_id=63634026](https://mcfls.libguides.com/ld.php?content_id=63634026)