

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, January 6th, 2022
10:00 AM – 12:00 PM

This meeting will be held:

Online at
Meeting URL: [CLICK HERE](#)
Meeting ID: 898 2748 8344
Passcode: yUdJ193t
Telephone Passcode: 44077315

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 2nd, 2021 LDAC meeting

Action

Action

[Attachment A](#)

Topics Requiring Action or Discussion

4. Member library updates related to COVID-19
 - a. [Please update MCFLS Member Libraries Current Status Document](#)
5. Proposal for longer term card expiration for digital users
6. [State Aid Survey Responses from Systems- MCFLS Response](#)

Action

Technology.

7. Kanopy contract and settings
8. New terms for Microsoft licensing through TechSoup
9. CountyCat Mobile app update

[Attachment B](#)

[Attachment C](#)

[Attachment D](#)

Informational.

10. New Baker & Taylor contract with MPL. Terms extended to suburban libraries.
11. Proposed outreach kits for use by member libraries
12. 2021 annual report update

[Attachment E](#)

Additional Business

Member Library Updates

Sub-committee agendas and minutes

Circulation Services—Agenda and minutes available at <https://mcfls.libguides.com/circulation/meetings>

Youth Services—Agenda and minutes available at <https://mcfls.libguides.com/youth/meetings>

Young Adult Services—Agenda and minutes available at <https://mcfls.libguides.com/youth/yameetings>

Adult and Reference Services—Agenda and minutes available at <https://mcfls.libguides.com/adult/meetings>

Next Meeting

Scheduled for Thursday, February 3rd at 10 am via Zoom.

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, December 2, 2021
Zoom Meeting Software

Present: Jill Lininger, Chair, Oak Creek Public Library
Annie Bahringer, North Shore Library
Rachel Collins, Shorewood Public Library
Tony Frausto, Milwaukee Public Library
Michael Koszalka, West Allis Public Library
Amy Krahm, St. Francis Public Library
Jennifer Loeffel, Franklin Public Library
Pete Loeffel, Wauwatosa Public Library
Tristan Marshall, South Milwaukee Public Library
Matthew Murphy, Milwaukee Public Library
Nyama Reed, Whitefish Bay Public Library
Martha Riel, Hales Corners Public Library
Rebecca Roepke, Cudahy Family Library
Brian Van Klooster, Greendale Public Library

Excused: Dana Andersen-Kopczyk, Brown Deer Public Library
Sheila O'Brien, Greenfield Public Library

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

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 10:01 a.m.

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

- Replacement Gateway Routers/Steve Heser
- Statewide Wage Study/Steve Heser
- 2022 Library Legislative Day Postcard Campaign/Rachel Collins
- T-Mobile Hotspots/Rachel Collins

Nyama Reed moved and Tristan Marshall seconded a motion to modify the agenda to add the suggested topics. Unanimously approved.

Approval of Minutes for the November 4, 2021 LDAC Meeting. Chair Lininger referred to the minutes of the November 4, 2021 meeting which are shown as Attachment A of the agenda packet. There being no

corrections to note, Tristan Marshall moved and Rachel Collins seconded a motion to approve the minutes as presented. Unanimously approved.

TOPICS REQUIRING ACTION OR DISCUSSION

Member Library Updates Related to COVID-19.

- a. Please update MCFLS Member Libraries Current Status Document. Chair Lininger reminded all to update the document in order to keep everyone informed of changes. Chair Lininger also inquired what changes are being considered with the uptick of infection rates and Nyama Reed indicated they are giving thought to returning to requesting patrons wear masks and removing some furniture again to encourage social distancing but do not plan to close down again.

MCFLS Marketing and Campaign Updates. Deb Marett reviewed Attachment C of the agenda packet which outlines the primary marketing branding design efforts that she is working on to promote system-wide electronic resources and showcases the materials she has developed for the first phase of the marketing campaign and noted she welcomed feedback. Deb emphasized the QR Codes for the campaign which guide users to Gale Courses and library card sign-up. As part of Gale Courses, Deb was surprised that more engagement wasn't part of the process once a patron signs up for a course reminding them to start, continue and finish and she is working with Gale to see that is added for increased completion rates. The Milwaukee County Transit System advertising has been scheduled for two months so far and any changes/input will be needed by December 10th to be considered. LDAC members are excited and look forward to seeing library ads in buses and on bus shelters reminding the public of the importance of public libraries in their lives.

[Jennifer Loeffel arrived at 10:13 a.m.]

2022 LDAC Chair. Steve Hesel noted that Attachment D of the agenda packet is a list of the LDAC Chairs from MCFLS inception to present and noted that Amy Krahn has agreed to serve as the 2022 LDAC Chair. Nyama Reed moved and Matt Murphy seconded a motion to accept Amy Krahn as the 2022 LDAC Chair. Unanimously approved. Jill Lininger was thanked for serving as the 2021 Chair.

2022 LDAC Meeting Dates. Steve Hesel reviewed Attachment E of the agenda packet which is the proposed 2022 LDAC meeting schedule. Amy Krahn moved and Tristan Marshall seconded a motion to approve the 222 LDAC meeting dates as presented. Unanimously approved. Steve Hesel noted he will send out the Zoom invites since it looks like meeting will continue to be held virtually for the foreseeable future.

TECHNOLOGY

Aeon Special Collections Software – Matt Murphy from MPL referred to Attachment F of the agenda packet which explains Aeon and how it works; Matt also provided a demonstration of how Aeon works/looks within CountyCat for patrons to request appointments to view non-circulating materials by establishing an Aeon account. Questions should be referred to mplarchives@milwaukee.gov.

GUEST PRESENTATION

Covering Wisconsin. Steve Hesel welcomed Courtney Harris, Navigator Supervisor from Covering Wisconsin, who talked about their services to educate library staff to allow them to be comfortable

referring them to Health Insurance Navigators who assist the public regarding finding health insurance, helping with insurance appeals and educating the public how to use care they are eligible for as well as other community resources as needed and is interested in taking about how they can partner with member libraries. Covering Wisconsin Navigators can help over the phone or would even be interested in having Health Insurance Navigator stationed in libraries at scheduled times for events to assist the public if there is interest by libraries. Attachment B of the agenda packet is a sample of information provided. Informational pieces can be provided to libraries in their effort to share information to the public either by printing a variety of materials from their website, or providing printed pieces. Courtney welcomes libraries to contact her to develop a plan of cooperation to assist the public. Courtney will be presenting a WLA presentation next Friday at 1 p.m. if there is interest in hearing more about their services. Steve Hesser reported that he is agreeable to having literature received at the MCFLS office and then sending out materials to member libraries. Courtney's email is: charris2@wisc.edu and she is willing to schedule any events at member libraries.

Patron Point Patron Engagement Platform. Jen Schmidt reviewed Attachment G of the agenda packet which nicely lists the features and uses of Patron Point which MCFLS is seriously considering purchasing after reviewing three different products. The marketing automation solution for public libraries will engage with patrons, who can opt-in to emails, to drive up use of libraries and deepen patron engagement. Steve Hesser noted that the 2022 cost is \$40,000 which is already budgeted by MCFLS; annual ongoing costs will be \$25,000. The proposed implementation timeline would be first quarter 2022 to release the online registration form. It was noted that each member library could customize what they would like their patrons to receive since some member libraries already have an outreach product they are using. Nyama Reed questioned how many newsletters could be distributed per member library and Steve will look into that. Tristan Marshall loves this product idea. Amy Krahn asked that the LDAC be involved in the timeline and suggested that the Circulation Services Committee receive a demo so directors can have meaningful conversation with their staff in which to base discussion at the LDAC level on.

Follow Up: Management of Sierra Notes and Messages in Patron Records. Jen Schmidt reported that there has been lots of communication regarding this topic since last month's LDAC meeting and she wanted to remind everyone that the suggestions are best practices to be considered and not guidelines.

[Brian Van Klooster arrived at 11:17 a.m.]

It was noted that some libraries would only clean up their own records and another thought was that it is good to have a consistent "to do" procedure suggested. Tristan Marshall moved and Pete Loeffel seconded a motion to approve C47 as suggested at last month's meeting. Unanimously approved.

INFORMATIONAL

Kanopy Subscription Survey Results. Steve Hesser referred to Attachment H of the agenda packet which shows that 12 responses were received by MCFLS member libraries and shows that there is interest. Steve Hesser noted he would send out an email this afternoon of the cost estimates he received, which are based on the number of card holders with ten credits. A reduction in cost incentive is being offered by Kanopy if confirmed by tomorrow. Nyama Reed reassured everyone that it is easy to make changes to the number of credits patrons allowed in order to contain costs if desired.

ADDITIONAL BUSINESS

Replacement Gateway Routers. Steve Hesper noted that Eric Henry sent out an email to the last nine libraries that are yet to get their telecommunication gateway routers (for Sierra and internet services) replaced at MCFLS expense and he is making the scheduling arrangements for that project. Those Fortigate firewalls/routers will be configured and the cutover should not take very long; this new equipment will put libraries in a better position for better services in the future. Steve Hesper added that MCFLS plans to update the head-end equipment at the MCFLS offices next year.

Statewide Wage Study. Steve Hesper reported that he learned at the System Director's meeting that a statewide salary survey being conducted is including library directors for the first time and he wanted to bring this to the LDACs attention so library director information is included for future comparison reasons. Steve Hesper shared that he is aware that ARPA funding will be used for an all library staff salary survey in the future and a consultant will be doing that; the discussions do not include any benefit information which would be helpful.

2022 Library Legislative Day Postcard Campaign. Rachel Collins questioned whether there will be another postcard campaign for the next Library Legislative Day in early 2022? Pete Loeffel replied that since the budget cycle is a two-year process that the scope this LLD will be to thank legislators and share what has been done with funding. MCFLS is willing to craft a one-page talking point sheet which can assist library staff and patrons with what to write to legislators (instead of generic postcards) and what can be said at in-person sessions.

T-Mobile Hotspots. Rachel Collins reported that she has had good working relations with T-Mobile on their hotspot program and is willing to share contact/pricing information to those interested in establishing a program in their communities. Tony Frausto agreed that service is quick, responsive and T-Mobile offers a great coverage area.

MEMBER LIBRARY UPDATES

Cudahy – Rebecca Roepke reported that a new children's librarian has been hired.

Shorewood – Rachel Collins reported that they received lots of applications for three clerk vacancies and 12 interviews were held.

Oak Creek – Jill Lininger noted that they have a Clerk opening now and will have a Page opening soon.

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

NEXT MEETING. Scheduled for Thursday, January 6, 2022 beginning at 10:00 a.m. via Zoom.

ADJOURNMENT. With no further business to be discussed, Nyama Reed moved and Amy Krahn seconded a motion to adjourn the meeting at 11:46 a.m. Unanimously approved.

kanopy

Library Tech Details

Library Name: _____ Main Consortium: _____

Billing address: _____

City: _____ State: _____ ZIP Code: _____

Library Main Contact:

Name / Position: _____ Phone: _____ Email: _____

Library IT Contact: *This is the person at your library we will need to contact directly regarding authentication set up or other technical issues. This should be the IT professional, or librarian, who is directly engaged with your servers and other IT configurations.*

Name: _Jennifer Schmidt, MCFLS_____ Phone: _414-286-5934_____ Email: _jennifer.schmidt@mcfls.org_____

Where can we direct patrons who would like to get a card for your library?

URL: _https://countycat.mcfls.org/selfreg_____

OverDrive Authentication Information

1. As you are likely aware, Kanopy and OverDrive are now part of the same company. As a current OverDrive customer, OverDrive has your authentication information and can securely share that with Kanopy to expedite the Kanopy setup process.

Do you authorize OverDrive to share your authentication information with Kanopy?

- ☒ **Yes, I do. I will also complete the questions on the next page.**
☐ **No, I will ask my Kanopy contact for the longform Library Tech Details form.**

2. **Test Active accounts:** Valid, active test accounts are required so that we can ensure access is working:

Card Type (Juv / Adult)	Card #	PIN	Notes?
Adult	25250000249997	testa	
Adult	26209876543212	testc	
Juvenile	WSD54321	testi	Student ID

3. **IMPORTANT:** If you are using SIP2, Patron API, or Sirsi REST API, you **must** have your technical team/ILS vendor allow traffic through your firewall from the following Kanopy IPs:

- 172.83.93.1
- 172.83.93.2
- 54.243.60.249
- 104.239.197.182

Block Rules (Optional)

Kanopy can also block certain patrons from access based on criteria such as card prefix, expired cards, fines, PType etc. This is certainly not required, but if you wish to apply any patron block rules that, please list them along with test cards that meet the blocking criteria. Please be **very specific** about the exact fields in the API that drive the block rule. We will use the test card to ensure the block rule is working.

If valid library barcodes should begin with a specific prefix, then please indicate that prefix here.

If your library (or ILS) is part of a consortium and you would like to limit access *only* to patrons of your specific library, please indicate the relevant parameters here (usually a barcode prefix or "homelibrary" field).

Block Field AND Value (e.g. BV>5 or PTYPE=30)	Block Description (What do you want to block?)	Test Card (required)	PIN
"HOME LIBRARY" ≠ 89	Home library field not equal to 89 (Shorewood)	25269000000011	testh
"MONEY OWED" > 100	Block all patrons with over \$100 in fines	25241000000005	testk
"EXP DATE" < today	Block all patrons with expired cards	25000000000225	dtest

Navigating Microsoft's Latest Changes and Their Impact on Your 2022 Planning

Over the last few months, you may have heard about various [changes within TechSoup's Microsoft program](#). These changes can be confusing, since many of them require you to have detailed knowledge about administrative systems, licensing, and deployment. We feel it's our job to help you make the decisions that are best for your organization. In what follows, we'll walk you through the key elements of these changes so that you can best prepare your organization for what's ahead.

Three Important Changes to the Microsoft Program That You Need to Know

- In July, Microsoft made program changes to introduce [new utilization requirements](#) for product grants and a dedicated [focus of donated cloud solutions](#) on the suites of Microsoft 365 Business licensing.
- In December, Microsoft will be [consolidating its licensing platforms](#), which will allow organizations a consistent way to manage all licenses (cloud and on-premises) in one administrative view. *However, this will change the way organizations request and download on-premises licenses moving forward and the availability of certain products and features. It will also impact how libraries have been traditionally served.*
- After April 4, on-premises donated software (outside of some exceptions) [will only be available at nonprofit discount pricing](#). Microsoft will thereafter focus its donations to the nonprofit sector in cloud solutions.

Key Dates That May Impact Your Year-End Plans

If you are like many nonprofits, your fiscal year coincides with the end of the calendar year. Because many changes are happening at the end of this year, you need to be aware of key changes that may impact your year-end budgets.

December 13, 2021: Last chance to request discounted on-premises Microsoft products before 2022.

In order to accommodate the fulfillment changes that will occur in January, we will not be able to offer discounted on-premises Microsoft products from December 14, 2021, until January 4, 2022. This applies only to "pay once, use forever" on-premises Microsoft products labeled "Discount" in our catalog. Key products in this group include server user or device CALs.

December 29, 2021: In order to accommodate the fulfillment changes that will occur in January, **we will not be able to offer donated on-premises Microsoft products from December 30, 2021, until January 4, 2022.**

This will also be the last chance to request the following products.

- **On-premises donations for libraries.** TechSoup will continue to offer Microsoft products to public libraries, but products will only be available at Microsoft Education discounted costs.
- **On-premises donated licenses that include Software Assurance.** Software Assurance is an additional feature that allows you to upgrade your software to any new versions within two years of your original request. Currently, the donated version of Office Standard 2021, and all other donation offers, include Software Assurance, but this will only be available as a discount offer after January.
- The following products will only be available through cloud solutions, or as a discount, or at commercial on-premises prices.*
 - Windows Pro Full Operating System (Get Genuine)
 - Microsoft Access
 - Visual Studio Test Professional with MSDN
 - Windows Server Essentials
 - Dynamics 365 for Customer Service On-Premises User CAL
 - Dynamics 365 for Sales On-Premises User CAL
 - Dynamics 365 for Team Members On-Premises User CAL

*Much of the functionality of these products can be accessed through cloud solutions of Microsoft or Dynamics 365.

This applies only to "pay once, use forever" on-premises Microsoft products labeled "Donation" in our catalog.

We're Here to Help

TechSoup has always advocated for the needs of the sector in order to provide organizations access to technology and support so they can use it to their best advantage. We're keenly aware that these changes may affect the day-to-day operations of your nonprofit. You may have first read about them in a [blog post we published](#), a [webinar we hosted](#), or an email from us.

In order to equip you and your organization with the most up-to-date information in the clearest way possible, we've created a [resource hub](#) where you can keep track of the timeline of when certain changes go into effect, along with all the necessary resources you'll need to manage the process along the way. If your organization will be affected, we urge you to visit this site soon.

LEARN ABOUT THE MICROSOFT CHANGES

This is a period of change for us all. We are learning through your questions, navigating new systems, and learning from Microsoft directly.

Above all, we want to help you and ensure little disruption to your technology, productivity, or budget planning. [Reach out to us](#). Share your thoughts in [our forums](#) to engage with your peers.

Technology changes, but our mission remains the same. We are here to support the ecosystem of nonprofits around the world. Thank you in advance for your patience as we try to navigate this period of change as smoothly as possible.

Sincerely,

Shruti Ramaswami
Vice President, Strategy and Strategic Relationships

January 2022 CountyCat Mobile App Update

MCFLS will migrate to a new mobile catalog app in Q2 2022. When MCFLS and member libraries evaluated options for a mobile app in 2019, the second choice for a product was the SolusUK product known as BLUEcloud Mobile. At that time, the app product wasn't selected, in large part, because the company did not have any Innovative Sierra customers except one Dublin, Ireland library system. Fast forward to 2021 including the world experiencing a global pandemic, that company now has many Innovative customers. Additionally, SolusUK has partnered with Innovative (along with several other ILS companies) to create offshoot apps branded for the given company.

The **Innovative Mobile App**, which MCFLS has contracted for, is based almost entirely off of the SolusUK BLUEcloud Mobile app product. Along with SolusUK working directly with Innovative on that app, and having a growing number of Innovative customers, it also means that the backend app product is ILS-agnostic. The app software has been applied to library customers using Sirsi-Dynix, CARL-X, Sierra, Polaris and the like. Not having the app tied to any one ILS gives MCFLS the most options over time.

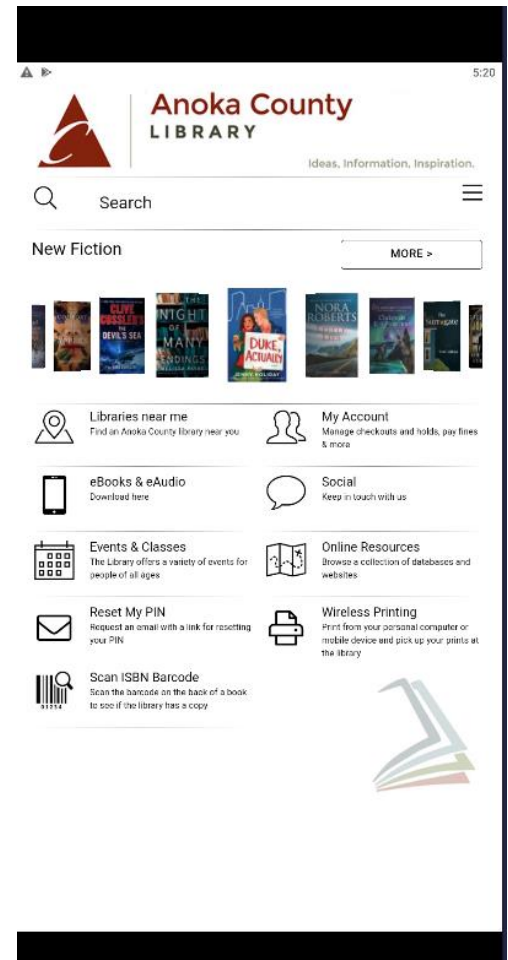
Much more important, however, is the fact that the product exceeds what MCFLS offers its member libraries now. Please read through the compiled list of **Current Functionality Missing From the App.**

Will it have a HOLD PICKUP BY DATE?
Yes.

Will patrons be able to search and then limit to only DVDs at Franklin from the app? Yes

Will patrons be able to link accounts?
Yes

MCFLS will work with designated library staff in early 2022 to look at the missing features and begin app set up.



The app developers have relayed that the iOS change will come through as an UPDATE. They told MCFLS they will work hard to have the Android version of the app behave the same to avoid the need for patrons to do an uninstall/new install.

Watch a **Short video on the Solus App**



January, 6, 2022

MCFLS LDAC,

The Milwaukee Public Library (MPL) conducted a Materials Request for Proposal (RFP) for a primary vendor for collections materials. After reviewing four proposals and conducting demos with the three top vendors, MPL's Materials Vendor Committee unanimously agreed to award the contract to Baker & Taylor (B&T) and the MPL Library Board approved the award on Tuesday, November 23, 2021. The contract officially went into effect January 1, 2022.

B&T has agreed to extend most portions of the contract to other MCFLS member libraries, with the exception that "Full text reviews are not included in the free Title Source package provided for County Federated members." In addition, there have also been some alterations to the discount model as well as pre-processing charges after mostly set rates for over a decade (see Baker & Taylor Proposal Attachments.pdf; Addendum A).

With this new contract and in coordination with B&T, MPL plans to host virtual staff trainings for refreshers of the product as well as use of some newly activated tools that will support MPL's selection workflow. Trainings will be divided between selection users and sessions for administrative functions. MCFLS members will be welcome to attend these sessions. We anticipate these trainings to take place in late January or February.

We look forward to this continued partnership with B&T as well as extending many of the benefits of this contract to MCFLS member libraries.

Sincerely,

A handwritten signature in black ink, appearing to read "K. Pederson".

Karli Pederson
Library Services Manager: Acquisitions & Serials
Milwaukee Public Library
klpeder@milwaukee.gov



Addendum A

Pre-Processing:

- Mylar Jacket Glued = \$0.99/unit Plastic Laminate for Paperback Cover = \$2.19/unit
 - Prices for processing services may appear as part of the price of each line item on the Invoice.
If this invoicing option is selected, all costs for all processing services will appear per line item.
- Barcodes: \$0.35/label (Library supplied labels)
 - Books, CD, and/or DVD cases
- RFID:
 - Books & Spoken Word:
 - Application per Library supplied tag = \$ 0.39
 - Programming per Library supplied tag = \$ 0.49
 - DVD/Music CD
 - Application per Library supplied hub tag = \$ 0.59
 - Programming per Library supplied hub tag = \$ 0.49
 -
- Property ownership label:
 - Spoken Word Audio CD Application of Library Supplied Hub each disc = \$ 0.90/unit
 - DVD/Music CD Application of Library Supplied Hub each disc = Free
- Packaging:
 - CDs & film DVDs into One Time Security Locking Cases (provided by vendor) \$2.50/case
 - Audiobook CDs into non-locking two-ring audiobook cases (provided by vendor)
 - \$ 5.79/ unit

Database:

- Free for use, but “full text reviews are not Included in the free Title Source package provided for County Federated members.”