

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, March 3rd, 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 February 3rd, 2022 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](#)
 - b. Staffing open positions at your library.
5. Throughout the state the DPI is getting more questions related to challenges to library materials (mostly from school districts). Have you seen anything locally and do you feel ready?

Technology.

6. Results of system-wide survey on copier services.
[Attachment B](#)
7. Proposed change to Residence field in Sierra and implications for patrons and libraries.
[Attachment C](#)
8. Udemy video courses implementation.
9. Cybersecurity
 - a. Infosec training
 - b. Patch management system

Informational.

10. Outreach kit information. Staff will be able to request kits through the MKE Mixer process.
[Attachment D](#)

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, April 7th at 10 am via Zoom.

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, February 3, 2022
Zoom Meeting Software

Present: Amy Krahn, Chair, St. Francis Public Library
Dana Andersen-Kopczyk, Brown Deer Public Library
Rachel Collins, Shorewood Public Library
Susan Draeger-Anderson, North Shore Library
Tony Frausto, Milwaukee Public Library
Michael Koszalka, West Allis Public Library
Jill Lininger, Oak Creek 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
Nyama Reed, Whitefish Bay Public Library
Rebecca Roepke, Cudahy Family Library
Brian Van Klooster, Greendale Public Library

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

Others: Anne Rasmussen, Milwaukee Public Library
Emily Vierya, Shorewood Public Library

Call to Order. Chair Krahn 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 Krahn inquired whether there were any additions to the agenda and these were suggested:

- Surplus Interoffice Envelopes Request—send any you can spare to MCFLS Office for those libraries that request them for delivery purposes.

Susan Draeger-Anderson moved and Rachel Collins seconded a motion to approve the agenda. Unanimously approved.

Approval of Minutes for the January 6, 2022 LDAC Meeting. Chair Krahn referred to the minutes of the January 6, 2022 meeting which are shown as Attachment A of the agenda packet. There being no corrections to note, Rachel Collins moved and Pete Loeffel seconded a motion to approve the minutes as presented. Unanimously approved.

TOPICS REQUIRING ACTION OR DISCUSSION

Member Library Updates Related to COVID-19. Chair Krahn reminded all to please update MCFLS Member Libraries Current Status Document. Rachel Collins reported that Shorewood will be opening their meeting room to community groups soon and they are using meeting room software to manage reservations. Amy Krahn also reported that St. Francis is also considering opening meeting rooms soon. Some member libraries have been a distribution point for free face masks to the public.

Inclusive Services: Recommendation to Endorse DPI Statement on Inclusive Services. Steve Hesel noted that Anne Rasmussen, MCFLS' Inclusive Services Coordinator, attended a recent Statewide meeting and the topic of all statewide libraries as well as Systems endorsing the August, 2019 DPI Inclusive Services Statement from the Division of Libraries and Technology which is shown as Attachment B of the agenda packet came up. Anne Rasmussen would like to ask that the LDAC endorse the statement and then encourage the MCFLS Board to approve this to compliment the Public Library Standards. Steve Hesel commented that those actions would give grounding to Inclusive Services within MCFLS. Anne shared that MPL will be reviewing policies through an inclusive lens and will share changes with LDAC and she will share concepts being discussed at statewide meetings too. Rachel Collins commented that while it is too early to set metrics, developing a bill of rights by libraries will define indicators for making changes in the future. Amy Krahn commented that endorsing equals belief in the concepts and even though it is too early to set standards it does help staff understand direction and values. Sheila O'Brien stated she would need to review what this entirely means for her community before committing to goals and values in pandemic times. Brian Van Klooster noted that this endorsement is a BIG ask and every community should give it deep thought. Tristan Marshall moved and Rachel Collins seconded a motion to endorse the Inclusive Services statement as requested and to recommend that the MCFLS Board adopt. The motion passed on an affirmative vote of 12 yes; 1 opposed and 1 abstaining.

[Tony Frausto arrived and Anne Rasmussen left at 10:25 a. m.]

TECHNOLOGY

Interest in Investigating a System-wide Quote for Copier Services. Steve Hesel noted that there is a bit of interest by a few member libraries for MCFLS to seek a system copier contract quote and he is curious whether there might be more interest and therefore is proposing he develop an extensive survey to gather information to see how to best move forward with seeking discounts for interested member libraries which could serve as a basis for libraries to enter separate contracts. After Steve, with input from Rachel Collins, sends out the survey and reviews responses this topic will be discussed at a future LDAC meeting.

[Jen Schmidt arrived at 10:35 a.m.]

Implementation of MFA (Multifactor Authentication) on MCFLS Outlook Email Accounts. Steve Hesel reported that this topic was discussed at a recent DPI meeting and it was felt that this is pretty common practice and he plans on having the MCFLS staff beta test this first before on mcfls.org email accounts before rolling it out to member libraries one at a time. Instructions to set up individual accounts after MCFLS enables is shown as Attachment C of the agenda packet.

Patron Point Status Update. Deb Marett reported that MCFLS is learning about Patron Point which assists with patron communication to different segments of patrons based on behavior, location, age, etc. The first campaign will focus on welcoming new cardholders. Eventually member libraries will be able to use this software which can also do surveys too. The question about whether juveniles should be

included in the email campaigns was asked and it is felt every library can aim their communications as they desire. MCFLS will bring communications before the LDAC before sending out. Sheila O'Brien recalled that when the topic of sending communications to patrons with email addresses in their records was discussed years ago it was felt that patrons that opt in are fair game, however patron privacy and she does not want to see resentment from patrons which would negatively impact relationships with libraries which have a good reputation for keeping patron information private.

INFORMATIONAL

Library Legislative Day is February 8. Steve Hesel reminded all that Library Legislative Day is February 8 in Madison and MCFLS developed the attached Infographic and Talking Points which is shown as Attachment D of the agenda packet for use when talking to legislators. Steve will distribute when he sees directors/staff in Madison. Steve noted that Deb Marett will be working on a story space on the MCFLS website which can be captured and used for future marketing needs like the testimonials are shown on this infographic piece. This year's focus at Library Legislative Day is on gratitude for funding and what the extra funding will be spent on in libraries to enhance patron experiences.

InfoPass: Overview of Draft Operating Guidelines and Workflow. Steve Hesel reviewed the recently developed and approved InfoPass Operating Guidelines along with InfoPass Requesting and Lending Workflows which are shown as Attachment E of the agenda packet. Steve noted that MCFLS will serve as the InfoPass Project Manager and fiscal agent, managing the reserve account on behalf of the collaborative which is left over from years past, making membership free. A 5-8 member Steering Committee will be involved in input and decision-making needed. So far interest in membership is around 40 libraries and MCFLS will be asking that each member library separately join since MCFLS does not feel it is right to agree on behalf of our 15 members since MCFLS does not own any materials that would potentially be loaned out. It was noted that if libraries do not participate then their residents cannot participate. Steve noted that many special libraries are no longer interested since they do not want to lend their materials to the public. Once all of the operating materials and system settings are ready then a go-live date will be determined.

[Emily Vierya and Jen Schmidt arrived at 11 a.m.]

Discussion ensued on how to treat non-residents that come into a member library, especially if it is possible that their residence library may not be participating. Emily Vierya would like Shorewood to be allowed to initiate an InfoPass and they are agreeable to being held accountable financially for items. Emily suggested that the Circulation Services Committee review this service and workflows before getting started. Jen Schmidt noted that knowing whether any member library is not interested in participating that should be known soon. Steve Hesel noted that Participation Agreements will be done in March and agrees that the Circulation Services Committee should be consulted as to workflow and then the LDAC presented with final details. Emily suggested that a special bookmark be placed inside materials outlining how to return items properly.

2021 Annual Report Update. Steve Hesel reported that he is responding to questions and he in turn is letting DPI know of them so a Q&A Repository can be created and updated for those with questions. Annual Reports are due to the System by March 1, 2022.

ADDITIONAL BUSINESS – None to be addressed at this time.

MEMBER LIBRARY UPDATES.

Greendale – Brian Van Klooster reported that a city-wide diversity audit is being done and each library staff member is working on a topic of interest; next week's meeting will bring forward proposals for change. The RFID checkout stations are getting near their end of life and if any other libraries are interested in new equipment he would welcome working together to gather information/quotes.

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

NEXT MEETING. Scheduled for Thursday, March 3, 2022 beginning at 10:00 a.m. via Zoom meeting software.

ADJOURNMENT. With no further business to be addressed, Brian Van Klooster moved and Susan Draeger-Anderson seconded a motion to adjourn the meeting at 11:50 a.m.

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[Tony Frausto arrived and Anne Rasmussen left at 10:25 a. m.]

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MCFLS Copier Services Survey

Who is your current vendor for copier services?

9 Responses- 1 Empty

How long have you worked with this vendor?

9 Responses- 1 Empty

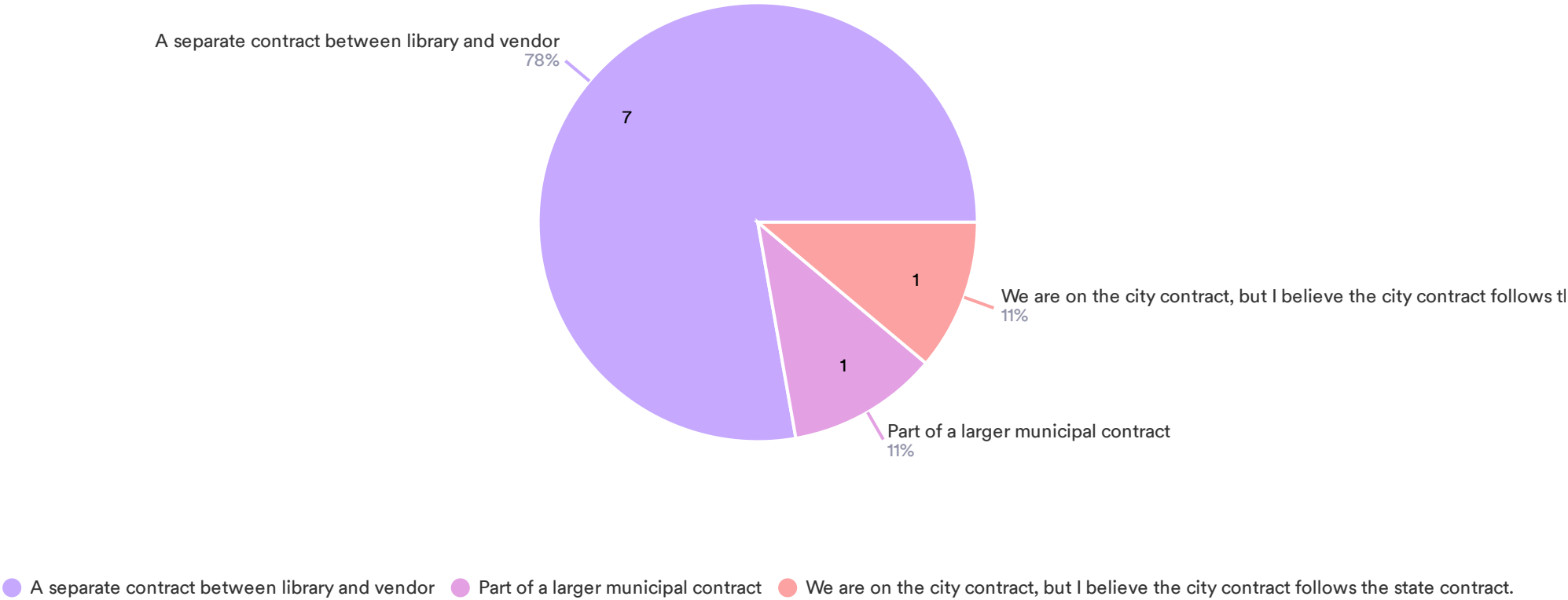
| Data | Responses |
|-----------|-----------|
| 7+ years | 2 |
| 3+ years | 2 |
| 1+ years | 2 |
| 8+ years | 1 |
| 11+ years | 1 |
| 6+ years | 1 |
| | |

What are your current costs per year for copier services? What do you receive as part of the contract?

9 Responses- 1 Empty

| Data |
|---|
| <p>I do not have access to the original contract & our interim director was unaware of the location of one. Staff: Base rate \$114/month, ~\$130/month with overages Public: Base rate \$5.75/month, ~\$45/month with overages Includes service and toner supplies.</p> <p>107/month for copier rent for 63 months Sharp MX-3071 includes all service/all ink B&W copies: .0074 Color copies: .0490 We also purchased one of the same for \$4993.</p> |
| <p>Current annual costs are for monthly METER CHARGES (includes maintenance and consumables) + paper + consumables shipping. All other costs are either included in maintenance agreement/meter charge or are outright purchases. 2 Sharp brand MFPs, both PURCHASED via state contract from Office Copying Equipment in 2012 and 2016. Meter Charges Monthly: Color 0.10-0.13 BW 0.02</p> <p>We purchased the copier and then have a service contract with them. We pay monthly based on the number of copies we make. Our current costs are \$.0156 per black and white copy and \$.1077 per color copy. They provide toner, service calls, and training as part of the contract.</p> |
| <p>In 2021: Lease - \$2695 Service - \$2350 (includes all copies - black and white, color, staff and public, toner and any repair calls)</p> |
| <p>We purchased and had a loan a copier/printer for \$93/mo. We are in need of a new copier. We also have a monthly contract per page: B/W \$0.0099; Color \$0.0840. We have a separate contract with them for \$20/mo which covers maintenance of the 5 small office printers.</p> <p>This is a city wide contract that provides services for all municipal departments. I do not have access to any cost breakdowns. All public and staff printing, copying, FAXing services (and maintenance of same) are covered by the contract. We are happy with the services and would not be interested in a Library system-wide cooperative contract.</p> <p>Per copy charge B&W \$0.0089 COLOR \$0.0520 Monthly minimum copy - 0 Price locked for 4 years *Biled by Sharp - State Contract</p> |
| <p>We pay about \$4000 per year, which includes leasing two photocopiers, service, and cost/print.</p> |
| |

Are your copier services part of a larger municipal contract, a separate contract entered into by the library, or a different arrangement?



If you have a contract for copier services, when does your current contract expire?

7 Responses- 3 Empty

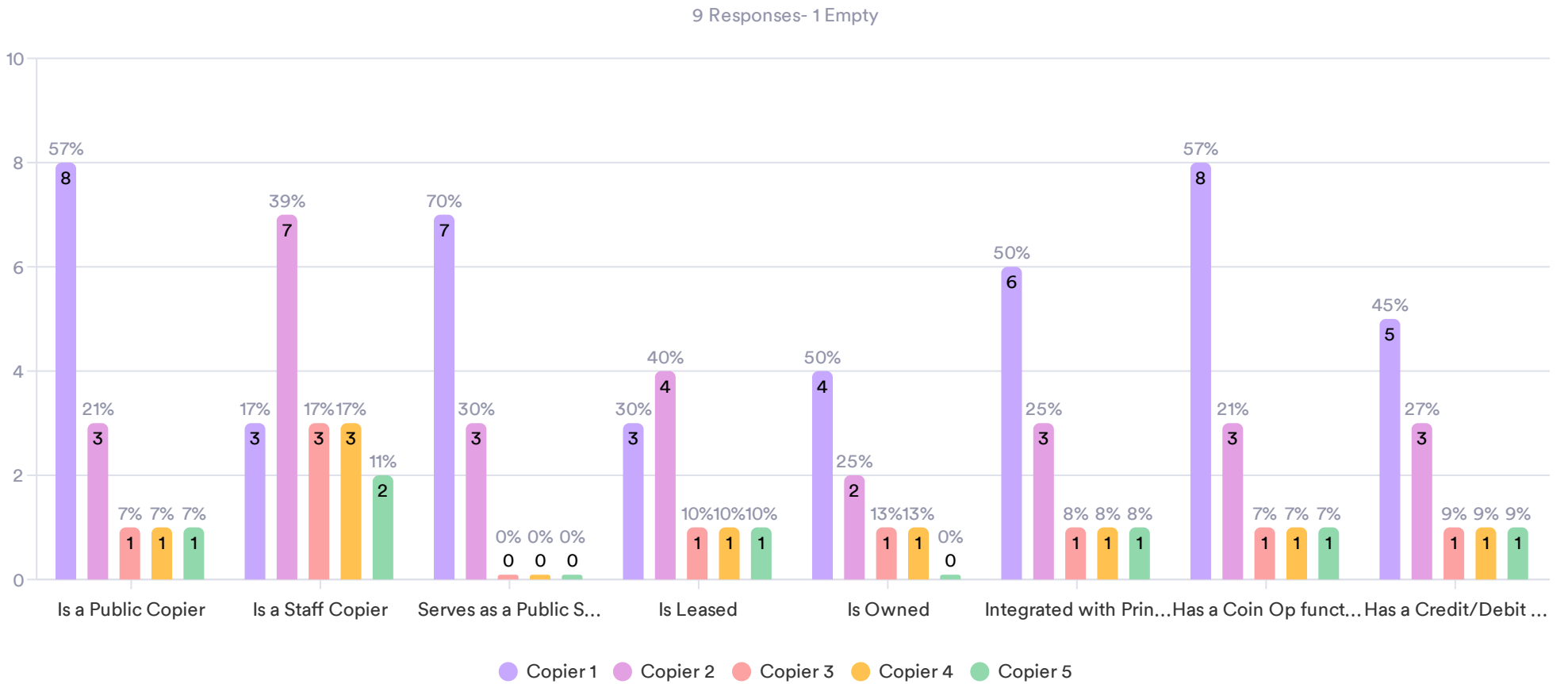
| Data | Responses |
|---|-----------|
| September 2025 | 1 |
| NA-month to month | 1 |
| I don't know... | 1 |
| July 2023 | 1 |
| The loan on the copier ended Nov 2021. I believe we can cancel Maintenance Agreement at any time. | 1 |
| 2026 - City contract begun in 2021 | 1 |
| Our contract expires in 2023 | 1 |
| | |

What make and model of copier(s) are under your service contract?

9 Responses- 1 Empty

| Data | Responses |
|---|-----------|
| Staff: Canon iR ADVANCE C5235A Copier Printer Public: Canon iR ADVANCE C356iF II Copier Printer | 1 |
| Sharp MX-3071 | 1 |
| Sharp 2610 Sharp 3110 | 1 |
| Sharp MX3100 (1 copier) Sharp MX3100n (3 copiers) | 1 |
| Sharp MX 3070V | 1 |
| Sharp MX-411N. We have a maintenance agreement, but I believe it is month-to-month at this point bc the initial purchase agreement is paid off. | 1 |
| Sharp | 1 |
| MX-2651, MX-PK13L, MX-TU16, MX-EB20L, MX-DE25n | 1 |
| Sharp MX3550V and Sharp MX3050V | 1 |

Please check the boxes for each copier that you have on premise. If extra space is needed, please use the upload feature to include your data in an Excel spreadsheet.



Please leave any comments you wish. We'll share the results at a future LDAC meeting.

6 Responses- 4 Empty

| Data | Responses |
|---|-----------|
| We got three quotes: James Imaging, Office Copying Equipment and Gordon Our Flesch. I really liked the rep I worked with: Noah Mann nmann@oceltd.com | 1 |
| Wauwatosa would not be interested in joining any system-wide or system organized photocopier contract. | 1 |
| We have our contract with the City so we would not be interested in a MCFLS negotiated contract, but hopefully this info helps. | 1 |
| Thanks, Steve. I look forward to the data. :) | 1 |
| I am looking to downsize to a simpler model like this. https://www.dell.com/en-us/work/shop/xerox-workcentre-multifunction-color-laser-printer-6515-dni/ We don't really need a humongous copier when it's really only used to print on regular paper most of the time. | 1 |
| Currently only cash/coin, but are adding credit/debit function by May 2022. Very satisfied with service rendered by vendor and because of the nature of the contract (municipal wide), would not be interested in a MCFLS cooperative venture at this time. | 1 |
| | |

Proposed Changes to RESIDENCE field in Sierra

The Proposal

MCFLS staff is proposing to rename the RESIDENCE field as the HOME LIBRARY field (it's original name in the software). Changes to Sierra would allow patrons to change this HOME LIBRARY field in Sierra beginning October 1st, 2022. Although we are in the process of an ILS review, we need to plan ahead to get the changes accomplished this year.

Why this change?

By allowing patrons to change their HOME LIBRARY field, patrons would be able to set and change their default hold pickup location in the catalog, a very long-standing patron request.

Why hasn't this been done before?

MCFLS has not done this in the past because the RESIDENCE field is used in the Owning/Home report to determine net positive circulations for reciprocal borrowing.

How can this be done?

We've been able to get a very close approximation of the Owning/Home report using Sierra SQL reporting. The Owning/Home report uses a circulation cross tab of the patron's RESIDENCE field and item locations within the locations served table. The REGION field in the patron record is identical to the RESIDENCE field and is available through SQL reporting, allowing the RESIDENCE field to be freed up and renamed as HOME LIBRARY. By making the change on October 1st, 2022 we can make a clean break from the Owning/Home report and start the new process using SQL reporting.

Steps in the Process

- Run monthly SQL reports against the Sierra database and compare to the Owning/Home report for the same month. Share findings with LDAC in August 2022 and resolve any discrepancies.
- Start a process to verify all RESIDENCE and REGION field coding is identical in all valid patron records.
- In September 2022, change name of RESIDENCE field to HOME LIBRARY.
- In September 2022, change name of REGION field to RESIDENCE.
- In September 2022, MCFLS staff would update system-wide circulation policies where these fixed fields are at play and inform the Circulation Services committee so information can be passed on to their staff.
- The last week of September 2022, work with the Innovative Mobile app team to ready this change for October 1, 2022.
- On October 1st, 2022, make changes to Sierra allowing patrons to determine their default pickup location in the Encore "Edit Account" screen.
- Document and publicize the change to all patrons.

MCFLS Outreach Mix Box



Items included in kit:

-2 plain black table cloths



-1 table runner (goes over the table cloth) "Life is better with Libraries"



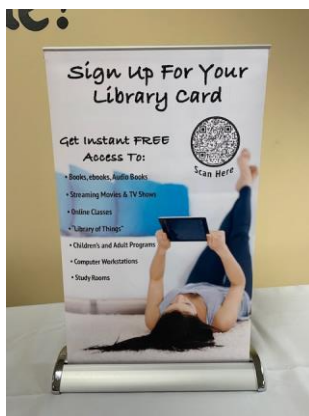
-1 table runner "What can the library do for you?"



-1 collapsible table poster "Find your library"



-1 collapsible table poster "Get a library card"



-1 photo backdrop "Once upon a time"



-2 folding chairs



-Various bookmarks, promotional materials to hand out. These may include items related to Hoopla, Gale Courses, job center help, etc

Optional add-ons, please let us know if you need the following items:

- Hot spot
- Folding table 6' with handle for easy transport



- 10x10 Pop Up Tent
(video instructions for set up available on MKE Mixers site)



- Photo backdrop setup stand
(video instructions for set up available on MKE Mixers site)

