

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, April 7th, 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
Action
3. Approval of minutes for the March 3rd, 2022 LDAC meeting
Action [Attachment A](#)

Guest Presentation.

4. Sara Gold from WILS will join us to talk about the WILS Cooperative Purchasing program

Topics Requiring Action or Discussion.

5. Member library updates related to COVID-19
 - a. [Please update MCFLS Member Libraries Current Status Document](#)
6. Discussion: local attraction passes and restrictions on promotion. [Attachment B](#)
7. Meredith ceasing print publication of titles. Impact on member libraries [Attachment C](#)
8. Current DPI update
 - a. SEWI CE Grant update. [Website.](#)
 - b. Wisconsin Statewide Electronic Resource Database Inventory & Needs Assessment project
 - c. Wisconsin Society of Human Resource Managers (WiSHRM) Volunteers and LAWDS
 - d. [Brief residential internet access survey for libraries](#) (Due April 22nd)
 - e. [Director certification information](#)[Attachment D](#)

Technology.

9. Discussion: Clear the Holdshelf and clarifying the process for identifying missing materials. [Attachment E](#)
10. Follow up to RESIDENCE field discussion and proposal to correct link maintenance table. [Attachment F](#)

Informational.

11. MCFLS Privacy Policy draft [Attachment G](#)
12. Marketing update
 - a. Level Up Learning campaign update
 - b. Brainfuse promotion
 - c. Advocacy newsletter targeting local state and county legislators

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, May 5th at 10 am via Zoom.

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

Present: Amy Krahn, Chair, St. Francis Public Library
Rachel Collins, Shorewood Public Library
Susan Draeger-Anderson, North Shore Library
Tony Frausto, Milwaukee Public Library
Michael Koszalka, West Allis Public Library
Stephanie Lewin-Lane, Hales Corners 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
Brian Van Klooster, Greendale Public Library

Excused: Dana Andersen-Kopczyk, Brown Deer Public Library

Absent: Rebecca Roepke, Cudahy Family Library

MCFLS Staff: Steve Heser, Director
Judy Kaniasty, Business Manager

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 10:00 a.m.

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

- Sierra Update/Steve Heser
- ARPA Technology Grants/Steve Heser
- Initial Patron Point Rollout Plan/Steve Heser
- Annual Report Update/Steve Heser—he reported that all libraries were able to submit on time and MCFLS is 100 percent compliant and he thanked all library directors for their attention to this.

Sheila O'Brien moved and Rachel Collins seconded a motion to approve the agenda as modified. Unanimously approved.

Approval of Minutes for the February 3, 2022 LDAC Meeting. Chair Krahn referred to the minutes of the February 3, 2022 meeting which area shown as Attachment A of the agenda packet. Rachel Collins noted two corrections: (1) Emily Vieyra's last name is misspelled in each instance in the minutes. The 'y' and the 'r' are flip-flopped and (2) Change the sentence in the Inclusive Services agenda item to read: Rachel Collins commented that while it is too early to set metrics, we should set data indicators to

provide concrete objectives for the future. Rachel Collins moved and Matthew Murphy seconded a motion to approve the minutes as corrected. Unanimously approved.

TOPICS REQUIRING ACTION OR DISCUSSION

Member Library Updates Related to COVID-19.

- a. Please Update MCFLS Member Libraries Current Status Document. Chair Krahn reminded all to please update the document as changes are made so all are aware of them. Tony Frausto reported for Milwaukee—(1) as of Tuesday this week, masks are optional for all in every building; (2) Sunday hours begin March 6 at Central 12-5; (3) beginning Monday, the public will be allowed to reserve Central meeting spaces but no walk-in use due to cleaning protocols; (4) beginning this coming Saturday the Humanities Room will be open from 9-5.
- b. Staffing Open Positions at Your Library. Steve Hesel noted that other Systems in the State are experiencing difficulties filling vacancies and wonders how MCFLS libraries are doing? Comments from the LDAC signaled that due to low wages it is hard to find qualified candidates that stay and Sheila O'Brien questioned whether ARPA funds could be used to increase wages to lure quality staff and Steve Hesel noted he would ask DPI.

Throughout the State the DPI is Getting More Questions Related to Challenges to Library Materials (mostly from school districts). Steve Hesel questioned the LDAC whether they have seen anything locally and asked if directors feel equipped to respond? Tristan Marshall shared that her Board has been discussing for a few months now so they are educated on options and process; no challenges at this time but Tristan Marshall questioned whether offering virtual cards might increase the possibility in the future. Steve Hesel commented that offering virtual collections may and the WPLC is interested in that avenue. Sheila O'Brien noted that the Greenfield Statement of Concern Policy notes that concerns from Greenfield residents will only be addressed. Pete Loeffel noted that Wauwatosa will only address concerns from Wauwatosa individuals and not group and has a clause in their policy that they only have control over their local collection and not collections off other entities. Tristan Marshall questioned how the library can protect from legal action and Pete responded to consult with their local municipal attorney since they would represent in any legal action. Amy Krahn suggested limiting the number of titles that can be challenged at a time. It was suggested allowing one title per form. Pete noted they allow a resident to challenge once every three years. Matthew Murphy shared that Milwaukee uses a form which is then forwarded to the selector for review and the process is outlined on the form for transparency purposes.

TECHNOLOGY

Results of System-wide Survey on Copier Services. Steve Hesel reviewed the copier services survey results which he used to gauge interest in a system-wide approach for libraries which is shown as Attachment B of the agenda packet and feels that the best solution he can recommend is for libraries to use the State Contract and using the results of the survey will fuel negotiations locally. Steve Hesel stated he would send an email to share the State copier service Contract and he is willing to assist in any way he can if so needed.

[Jen Loeffel arrived at 10:30 a.m.; Nyama Reed arrived at 10:35 a.m.]

Proposed Change to Residence Field In Sierra and Implications for Patrons and Libraries. Steve Hesel reviewed the details of Attachment C of the agenda packet. Sheila O'Brien questioned whether the change would impact the holds que, search scoping and/or marketing efforts? It was decided to review this topic again in a few months after data can be collected and directors have had a chance to review and discuss with their local staff; the plan is to update circulation policies, work with the mobile app and to name the field name change in late September for implementation after October 1, 2022 after MCFLS Board approval.

Udemy Video Courses Implementation. Steve Hesel reported that MCFLS plans to roll out Udemy video courses today and he recommends users access through a browser prior to using the App; MCFLS has videos that note that would make usage easier. Each member library has a landing page on the MCFLS website. Social media postings will begin next week which will allow staff time to become familiar with the new offering before the public asks about it. Users will need a Microsoft account for authentication to create accounts. Udemy accounts are separate from Gale Courses accounts.

Cybersecurity.

Infosec Training. Steve Hesel reported that he has sent out automated reports regarding staff performance and if any directors would like their reports rerouted they should let him know. MCFLS will retain information; MCFLS finds this information useful. Please let MCFLS know if any staff are missing as well if staff have left. The five library systems participating in the grant will be meeting soon to discuss long-term training since Infosec is running out of content and they need to scale back some and wonder whether it is desirable to space out the modules more. Steve Hesel feels that phishing email simulations are valuable. Since staff that have joined after the initial start have not seen earlier training it was asked whether they can get that training. Steve Hesel will share what is discussed after the meeting.

Patch Management System. Steve Hesel reported that MCFLS will be implementing an integrated patch management system and will offer it to member libraries that do not currently get that service locally if they desire it. A client will be placed on equipment and updates will be installed automatically. Reboot/Restore does work with this; machines that are shut down at the end of the day would need to be brought back up during the night to perform the patching which is important and part of the good cybersecurity plan. Automatically updating and patching helps save staff time. Steve Hesel noted that he will discuss this with the Security Specialist prior to any implementation. The scan of equipment reviews packets moving across systems. Eric Henry will be sending out an email asking whether your library would be interested in this service – please respond to him so he can schedule his time to set it up.

INFORMATIONAL

Outreach Kit Information. Steve Hesel reported that MCFLS has assembled an outreach kit which member library staff will be able to request through the MKE Mixer process. Attachment D of the agenda packet pictures the parts available. The larger items (table, chairs, pop-up tent, backdrop/holder) that do not fit into the bin will be delivered by MCFLS in other prearranged means.

ADDITIONAL BUSINESS

Sierra Update. Steve Hesel reported that the ILS System is experiencing some API problem and hold paging slips and circulation transactions were affected today. There is a space concern being discussed

with Innovative and he will share more information in an email to the Board/LDAC as soon as a solution is devised.

ARPA Technology Grants. Steve Hesper reported that DPI is working with Systems to be trained on the WISEgrants portal which is used to see reimbursements. ARPA technology grant funds can be spent now if it is urgent otherwise he recommends holding off until DPI gives the green light to proceed with spending and reimbursement requests.

Initial Patron Point Rollout Plan. Steve Hesper reported that MCFLS staff are learning about to utilize the many features of Patron Point and nearly ready to begin with the first project being notification of expiring cards. The emails will be nearly identical to the current emails being sent. Rachel Collins questioned whether MCFLS will continue to fund Patron Point forever? Will data be able to be returned to a member library if they decide to not use Patron Point at some point in the future? Steve Hesper responded that he feels Patron Point is a long-term resource for address verification for registration for MCFLS needs and could replace current notices as well in the future and it's many marketing uses are intriguing and he is approaching this as a long-term purchase by MCFLS. Steve Hesper noted that there is a per verification cost associated with address verifications and each user (MCFLS or member library) can opt in and out of services. Steve Hesper added that the concept of auto-renewal can be discussed by the LDAC in the future which saves a good amount of staff time. Steve Hesper noted that the Patron Point Team consists of himself, Deb Marett, Kellie Nimphius and Jen Schmidt and it can be expanded if that is desirable.

MEMBER LIBRARY UPDATES

North Shore – Susan Draeger-Anderson reported that she is working with a fundraising company for the new library location and the two co-Chairs are Bud Selig and Marianne Lubar and the Library Board is moving forward with plans. Applications for the new director will be reviewed today

Hales Corners – Stephanie Lewin-Lane introduced herself as the new Hales Corners Public Library Director and everyone welcomed her to her first LDAC meeting.

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, April 7 beginning at 10 a.m. via Zoom meeting software.

ADJOURNMENT. With no further business to be addressed, Nyama Reed moved and Rachel Collins seconded a motion to adjourn the meeting at 11:28 a.m. Unanimously approved.

Zoological Society Policies

CORPORATE PROMOTION & COMMUNICATION POLICY

Thank you for joining our Platypus Circle, an extraordinary group of individuals, corporations, foundations and organizations who are passionate about our mission and willing to give generously to protect and promote one of our community's premier community resources and assets.

To ensure our mission remains the principal focus of Platypus Circle membership, please review the following Promotion & Communication Policy:

Promotion and communication for Corporate Platypus Circle benefits should **only** be promoted internally to your employees/staff as follows:

- Internal emails
- Intranet
- Verbally at staff meetings and staff events

No outside/external promotion, such as websites, promotional materials, letters, ads or newspaper articles may be used to promote your Corporate Platypus Circle benefits for use in securing clients, members or good will.

By becoming a Platypus Circle Corporate member, I agree to abide by the Corporate Promotion & Communication Policy. This policy may change from time-to-time.

Non-compliance with this policy could result in a discontinuation of your membership.

Approved 6/10/16

Entertainment Weekly, InStyle and other magazines owned by Barry Diller's group will end print editions.

Six titles owned by Dotdash Meredith will become digital-only publications as the company tries “embracing the inevitable digital future.”



By Tiffany Hsu and Katie Robertson

Feb. 9, 2022

Six magazines operated by the media mogul Barry Diller through his Dotdash Meredith group will immediately stop publishing in print and move online.

The move, which affects Entertainment Weekly, InStyle, EatingWell, Health, Parents and People en Español, will lead to 200 job cuts, according to a memo sent to employees on Wednesday. The cuts amount to less than 5 percent of the company's total work force.

The magazines were acquired last year by Dotdash, a subsidiary of Mr. Diller's InterActiveCorp, when it bought the publishing giant Meredith for roughly \$2.7 billion.

“We have said from the beginning, buying Meredith was about buying brands, not magazines or websites,” Neil Vogel, the chief executive of Dotdash Meredith, wrote in the memo, which was obtained by The New York Times. “It is not news to anyone that there has been a pronounced shift in readership and advertising from print to digital, and as a result, for a few important brands, print is no longer serving the brand's core purpose.”

The online audience for Parents, InStyle and EatingWell increased 40 percent in the last year, according to the memo, which was first reported by The Wall Street Journal.

Dotdash Meredith also runs People, Better Homes & Gardens, Food & Wine and other publications that will remain in print. Mr. Vogel said the company planned to invest more than \$80 million in content this year and print more than 350 million magazines.

“Today's step is not a cost savings exercise and it is not about capturing synergies or any other acquisition jargon, it is about embracing the inevitable digital future for the affected brands,” he said in the memo. “Naysayers will interpret this as another nail in print's coffin. They couldn't be more wrong — print remains core to Dotdash Meredith.”

When Entertainment Weekly debuted in 1990, critics doubted it would last, and even some employees started an office pool, betting on how many issues it could survive. The bets were capped at 26 issues.

But on Wednesday, tributes to Entertainment Weekly and its long success flooded social media, including recollections of star-studded covers taped inside high school lockers and descriptions of the publication as a pop-culture bible.

Avid readers of InStyle recounted how they maxed out credit cards subscribing to the fashion tome and hauled the magazine with them on moves. The publication, known for showcasing celebrities using a formula it once described as “strapless dress, hand on hip, sellable smile,” was founded in 1994 with Barbra Streisand on its first cover.

The end of the print editions follows a now familiar industry trend: Many magazine companies are looking for ways to cut costs as the circulation of physical copies continues to drop and competition for advertising dollars becomes more fierce. Shape, a women's fitness magazine owned by Meredith, stopped print editions at the end of last year. In September, the U.S. print version of Marie Claire, owned by the British publisher Future Media, was shuttered. Hearst discontinued regular print editions of O, The Oprah Magazine, in 2020.

Libraries Activating Workforce Development Skills (LAWDS) Project Collaboration with Wisconsin Society of Human Resource Managers (WiSHRM) Volunteers

Enhancing the services public libraries provide to Wisconsin job seekers is one of the primary goals of the LAWDS (Libraries Activating Workforce Development Skills) project. The tools gathered on the Wisconsin Department of Public Instruction's [Library Staff Resources to Assist Wisconsin's Workforce](#) can aid library staff working with job seekers.

The LAWDS project has built a relationship with the [Wisconsin Society of Human Resource Managers](#) (WiSHRM), which is surveying its members to identify volunteers interested in working with job seekers in public libraries. Between now and April 15:

- All WiSHRM volunteers will attend an orientation to help them understand how Wisconsin libraries work with job seekers, and how volunteers' expertise could be incorporated in one-on-one sessions or group training presentations.
- They will be encouraged to share the specific types of services they are willing to provide, and to learn about existing library services and resources that may be in place already.
- Volunteers will also be advised that the amount of meeting space, public access computers, and ancillary services available varies from library to library.
- The roles of library directors, Boards of Trustees, and library volunteer policies will be covered.

DPI staff leading the LAWDS project will know how many volunteers have registered and where they are located, and this information will be shared with public library system directors.

The DPI and the LAWDS Project Advisory Council want to ensure that collaborations growing out of this relationship are as positive and stress-free as possible. DPI staff are available to answer questions that arise before and during collaborations with WiSHRM volunteers; please contact Martha Berninger at Martha.Berninger@dpi.wi.gov and Beth Tomev at Elizabeth.Tomev@dpi.wi.gov.

Library systems may want to encourage their member library staff to prepare by: exploring the statewide resources on [Library Staff Resources to Assist Wisconsin's Workforce](#) and identify workforce development resources and assets they possess. This information would be valuable to all frontline, patron-facing staff, and the WiSHRM volunteers.

After April 15, WiSHRM volunteers will begin to contact the directors of their local library to offer their assistance. We encourage you to engage with volunteers who may contact your library and explore the possibilities this collaboration may present.

**Wisconsin Society of Human Resource Managers
Training for public library volunteers**

- **Thank you for volunteering**

- **Program objectives:**
 - To assist Wisconsin residents with their job search efforts
 - To support public library staff who typically support these “patrons”
 - To build relationships between local employers, job seekers, and the library

- **Expectations for your volunteer role:**
 - Contact the Director of your local public library to express your interest in volunteering
 - Share the types of training and assistance you can provide
 - Ask about the library’s readiness to begin collaborating and any constraints
 - Share your thoughts about timing and scheduling
 - Be open to input from the Library Director
 - Collaborate to find a path forward that works for you and the library.

- **What to expect:**
 - Your local public library may not be fully aware of this collaboration
 - The size, staff, and resources (meeting room space, public access computers, printers, etc.) available in Wisconsin public libraries varies widely
 - Public libraries can request additional resources from their public library system
 - Public library hours vary by location, and the pandemic has caused some shutdowns and reductions in library hours
 - Public library staff may be experiencing unusual levels of stress related to the pandemic
 - Public library services are determined by the local public library board of trustees, working in collaboration with the Library Director and staff, so proposed changes may need to be approved by the Board
 - Most public libraries have adopted guidelines for volunteers, and you will be asked to observe them
 - DPI staff, particularly Martha Berninger and Beth Tomev, are available to respond to questions

C-45 CLEAR THE HOLDSHELF

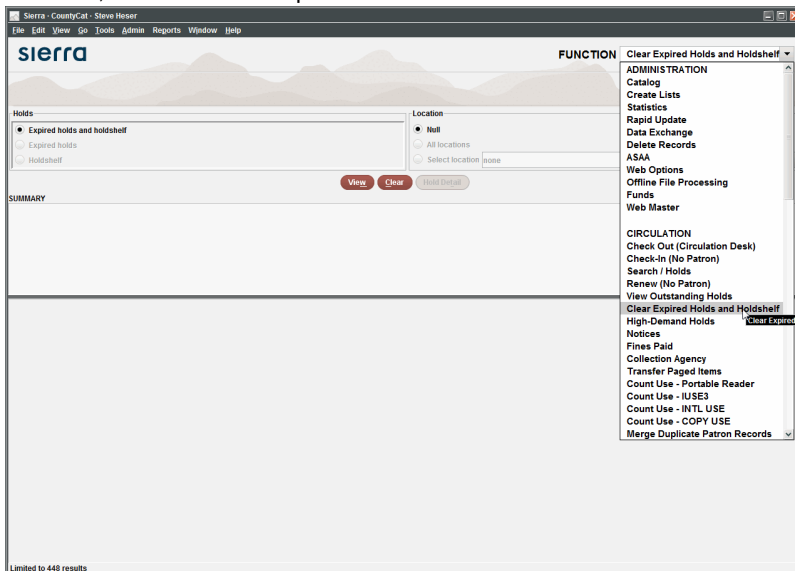
Clear the Holdshelf is a routine function that ALL Innovative Interfaces sites perform on a **daily basis**. This procedure increases system efficiency, saves valuable staff time, and expedites the hold process:

- MCFLS holdshelf information is stored in a file that has a size limit. This file fills up quickly and can cause problems if the maximum size of 500,000 holds is reached. In order to free up space and ensure system stability, you should regularly clear unneeded entries from the holdshelf file for your locations served.
- Clearing the holdshelf is required in order to update the system-generated review file called "Items on the Holdshelf" in Create Lists.
- Cancelled holds will most likely never be removed from the holdshelf file unless you run clear the holdshelf. This process makes it possible for the next person in the queue to receive the item more promptly.

PLEASE NOTE: All libraries should reconcile items on the printed report with items on their holdshelf, particularly those with open holdshelves. If after investigation an item is found to be missing off a library's holdshelf, that library may be held financially responsible for that item.

RUNNING CLEAR THE HOLDSHELF

1. In Sierra, click on Clear Expired Holds and Holdshelf from the FUNCTION dropdown menu:



2. The options should be set to Clear expired holds and holdshelf" and "<Your Lib> CIRC," which indicates the locations served by your login.
3. Click on Clear. When it has finished running, you can click on the Patron column to sort the list alphabetically.
4. Click on Print and after you have successfully printed the holds to be pulled, click on Close. Your print out should look something like this:

```
Expired Holds for Books not on the Holdshelf

PATRON: Doe, John
TITLE: One man's wilderness : an Alaskan odyssey / by Sam Keith ; from
the journals and photographs of Richard Proenneke.
CALL NO: 917.98 Kei rplnf
PLACED DATE: 08-11-2004 12:04PM
EXP. DATE: 10-11-2004

PATRON: Smith, Mary
TITLE: Peterson's scholarships, grants & prizes.
CALL NO: 378 Pet 2003 rplnf
BARCODE: 34276001037007
PLACED DATE: 08-24-2004 03:55PM
EXP. DATE: 10-25-2004

...

Items to be Reshelved or Sent IN-TRANSIT to Owning Location --Tuesday November09 09:57PM

PATRON: Potter, Harry
TITLE: An imperfect god : George Washington, his slaves, and the
creation of America / Henry Wiencek.
CALL NO: 973.41 Wie rplnf
BARCODE: 34276001021993
PLACED DATE: 02-02-2004 03:47PM
EXP. DATE: 02-02-2004
CIR HOI DSHFI F Rnmfmd Publcn: l lbrary
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Holds Moved to Next Patron in Queue --Tuesday November 09 09:57PM

FROM PATRON: Jones, John
TO PATRON: Smith, John
PHONE: 369-0037
TITLE: Northern lights / Nora Roberts.
CALL NO: F Rob c.2 rplf
BARCODE: 34276001546619
PLACED DATE: 11-08-2004 10:37AM
EXP. DATE: 11-08-2004
CUR HOLDSHELF: Rumford Public Library
NEW PICKUP: Rumford Public Library

---
Items to be Sent IN-TRANSIT to a New Pickup Location --Tuesday November 09 09:57PM

OLD PATRON: Cronkite, Walter
NEW PATRON: Jennings, Peter
TITLE: The purpose driven church : growth without compromising your
message & mission / Rick Warren.
CALL NO: 253 War rplnf
BARCODE: 34276001376264
PLACED DATE: 08-05-2004 07:14PM
EXP. DATE: 08-05-2004
CUR HOLDSHELF: Rumford Public Library
NEW PICKUP: McArthur PL

---
SUMMARY -- Tuesday November 09 09:57PM
Expired holds for books on holdshelf.
23 to be removed from holdshelf entirely
19 to be reshelfed or set in-transit
4 moved to next person in hold queue and set in-transit
1 moved to next person in hold queue at same location
Total items on holdshelf.20
```

5. There are six possible sections of the report:

Items to be Checked in to Activate Next Hold

- With title paging you will need to check in some items to activate the next hold since holds are retained on the bib level.

Items to be Reshelfed or Sent IN-TRANSIT to Owning Location

- These items are not on hold for anyone else and can be sent back to the owning library. These items do not need to be checked in (they will already be IN TRANSIT). If they are your materials, sensitize them and they can be shelved. No need to check-in the item.

Holds Moved to Next Patron in Queue

- Wand in the item if necessary to print off a hold slip or write one manually, depending on your local library procedure. The report will tell you the FROM PATRON (the patron who had the hold), the TO PATRON (the patron the hold is now going to). No need to check-in the item.

Items to be Sent IN-TRANSIT to a New Pickup Location

- The report will tell you the OLD PATRON (the patron who had the hold), the NEW PATRON (the patron the hold is now going to), and where the NEW PICKUP location is. No need to check-in the item.

Expired Holds for Books not on the Holdshelf

- These holds are not on the holdshelf but are instead holds that have expired automatically after being on the system for one year. You can choose to review these holds for the patron and possible reinstate them.

Summary

- This is the information that you see in the white area in the center of the screen after you click the Clear button. It is a summary of how many items were cleared. It may also contain a list with a heading that says, "Failed to clear some holds because:

IMPORTANT: At the end of this list you will see, "Please repeat the Clear Procedure in five minutes," and then it will list Items, Bibs, or Patrons who were busy at the time of clearing the holdshelf. You need to do this to clear the items listed.

HANDOUT: Clear the Holdshelf (C-45)

HANDOUT: Clear Expired Holds and the Holdshelf

Proposal to correct laptop location mapping for link maintenance table

Background

This proposal is a follow up to the discussion regarding the changes to the RESIDENCE field under consideration. As part of that discussion system staff noted that there is a "Blank code" column and row on each Owning/Home report. Data in that area represents in-house circulation of laptops and occurs because item locations for laptops were intentionally left out of the link maintenance table when laptops began being circulated. The end result is that this "Blank code" data has never been considered when the reciprocal borrowing calculations are made each October.

Since there is no mapping in place for these laptop location codes, the "Blank code" row/column is essentially its own location and residence code and laptop circulation is not attributed to any library or patron residence. The Finance and Personnel committee of MCFLS was made aware of the RESIDENCE field proposal and this issue. They asked that LDAC consider adding laptop locations into link maintenance to attribute circulation properly and make the equivalent SQL report easier to create.

Proposal

Add the laptop locations into the link maintenance table.

Rationale

Adding laptop locations into the link maintenance table will attribute laptop circulation appropriately to the owning library. Doing so will also make the task of replicating the Owning/Home report in SQL much more feasible.

Locations to be added to the link maintenance table

05lap	25lap
10lap	31lap
13lap	35lap
13mac	37lap
15lap	41lap
17lap	43lap
19lap	6lap
1lap	89lap
23lap	93lap
24lap	

OWNING LIBRARY/HOME LIBRARY NET CIRCULATION Oct17-Sep18 (HOME LIBRARY)

OWNING LIB	1	10	12	14	16	20	21	24	34	36	40	6	8	83	89	93	96	Blank code	Total
1	0	-23717	-8971	-77578	-18343	3685	8138	-16584	-204493	-136250	-33969	-67103	4961	-68032	-64621	-19908	-16462	-31689	-770936
10	23717	0	748	11489	16526	254	207	-9808	554	-534	-955	-583	1806	-1791	-658	421	-4138	-45	37210
12	8971	-748	0	37	484	152	195	-5420	1409	-714	-1574	-40	1298	-15055	413	701	-452	-55	-10398
14	77578	-11489	-37	0	-8198	286	137	386	119	-2756	-172	29	1745	-4100	465	614	-22571	-63	31973
16	18343	-16526	-484	8198	0	136	22	-645	338	1181	-650	-396	764	-1093	45	37	-3052	-31	6187
20	-3685	-254	-152	-286	-136	0	-27	-136	-427	-9471	-95	-331	-99	-278	-131	-183	-320	-6	-16017
21	-8138	-207	-195	-137	-22	27	0	71	27	-206	-79	-83	135	-599	76	-105	25	0	-9410
24	16584	9808	5420	-386	645	136	-71	0	-177	-1625	-757	-802	445	-4143	-776	-437	-1407	-168	22289
34	204493	-554	-1409	-119	-338	427	-27	177	0	-14794	-2156	-579	2609	-3596	-213	556	-3054	-28	181395
36	136250	534	714	2756	-1181	9471	206	1625	14794	0	-675	55	4077	-1495	717	1997	-2605	-177	167063
40	33969	955	1574	172	650	95	79	757	2156	675	0	401	1824	-11442	343	929	239	-59	33317
6	67103	583	40	-29	396	331	83	802	579	-55	-401	0	3391	-103	38	273	-129	-369	72533
8	-4961	-1806	-1298	-1745	-764	99	-135	-445	-2609	-4077	-1824	-3391	0	-2534	-6289	-34081	-1781	-68	-67709
83	68032	1791	15055	4100	1093	278	599	4143	3596	1495	11442	103	2534	0	962	1563	111	-32	116865
89	64621	658	-413	-465	-45	131	-76	776	213	-717	-343	-38	6289	-962	0	-2625	-710	-289	66005
93	19908	-421	-701	-614	-37	183	105	437	-556	-1997	-929	-273	34081	-1563	2625	0	-943	-88	49217
96	16462	4138	452	22571	3052	320	-25	1407	3054	2605	-239	129	1781	-111	710	943	0	-8	57241
Blank code	31689	45	55	63	31	6	0	168	28	177	59	369	68	32	289	88	8	0	33175
Total	770936	-37210	10398	-31973	-6187	16017	9410	-22289	-181395	-167063	-33317	-72533	67709	-116865	-66005	-49217	-57241	-33175	

Examples: Franklin residents checked out laptops 45 times
Shorewood residents checked out laptops 289 times

OWNING LIBRARY/HOME LIBRARY NET CIRCULATION Oct18-Sep19 (HOME LIBRARY)

OWNING LIB	1	10	12	14	16	20	21	24	34	36	40	6	8	83	89	93	96	Blank code	Total
1	0	-21988	-9312	-78035	-18809	3064	7739	-16961	-201853	-124481	-28459	-61380	6406	-67138	-64644	-16888	-15600	-28000	-736339
10	21988	0	889	9137	17944	143	272	-11091	1586	900	-620	-713	1902	-3208	-65	614	-3403	-42	36233
12	9312	-889	0	617	780	126	119	-3061	2129	-1095	-581	-94	1160	-10823	536	679	-271	-59	-1415
14	78035	-9137	-617	0	-5837	511	90	-886	839	-1274	-364	-16	1927	-4240	406	640	-21783	-128	38166
16	18809	-17944	-780	5837	0	202	75	-1093	695	1775	-163	-547	868	-1785	-67	-210	-2553	-8	3111
20	-3064	-143	-126	-511	-202	0	-16	-110	-444	-8010	-72	-290	-60	-317	-99	-136	-170	-45	-13815
21	-7739	-272	-119	-90	-75	16	0	-11	23	-189	-68	-64	122	-637	46	-95	-4	0	-9156
24	16961	11091	3061	886	1093	110	11	0	-484	-1040	-525	-1091	914	-4305	-864	-238	-1195	-700	23685
34	201853	-1586	-2129	-839	-695	444	-23	484	0	-11604	-2249	-932	3053	-3151	-270	-189	-2545	-55	179567
36	124481	-900	1095	1274	-1775	8010	189	1040	11604	0	-672	-471	3650	-2154	1066	1922	-2524	-142	145693
40	28459	620	581	364	163	72	68	525	2249	672	0	197	1637	-9251	370	803	28	-109	27448
6	61380	713	94	16	547	290	64	1091	932	471	-197	0	3275	94	319	-187	-92	-191	68619
8	-6406	-1902	-1160	-1927	-868	60	-122	-914	-3053	-3650	-1637	-3275	0	-2773	-5957	-30312	-1754	-121	-65771
83	67138	3208	10823	4240	1785	317	637	4305	3151	2154	9251	-94	2773	0	670	1531	5	-64	111830
89	64644	65	-536	-406	67	99	-46	864	270	-1066	-370	-319	5957	-670	0	-2715	-715	-183	64940
93	16888	-614	-679	-640	210	136	95	238	189	-1922	-803	187	30312	-1531	2715	0	-995	-245	43541
96	15600	3403	271	21783	2553	170	4	1195	2545	2524	-28	92	1754	-5	715	995	0	-19	53552
Blank code	28000	42	59	128	8	45	0	700	55	142	109	191	121	64	183	245	19	0	30111
Total	736339	-36233	1415	-38166	-3111	13815	9156	-23685	-179567	-145693	-27448	-68619	65771	-111830	-64940	-43541	-53552	-30111	

OWNING LIBRARY/HOME LIBRARY NET CIRCULATION Oct19-Sep20 (HOME LIBRARY)

OWNING LIB	1	10	12	14	16	20	21	24	34	36	40	6	8	83	89	93	96	Blank code	Total
1	0	-16510	-9772	-59521	-16169	1392	4349	-9864	-141754	-98104	-23209	-41975	4608	-61309	-56819	-9491	-10098	-10234	-554480
10	16510	0	386	6632	12467	147	161	-2633	2124	328	-769	-1270	1455	-1988	366	795	-1192	-17	33502
12	9772	-386	0	744	252	68	61	-192	2322	-390	-1107	-227	1530	-8627	610	1047	-279	-57	5141
14	59521	-6632	-744	0	-4869	170	98	18	1729	-2422	-440	-261	1746	-3205	406	952	-16152	-24	29891
16	16169	-12467	-252	4869	0	108	66	427	839	1053	-163	-421	810	-1765	224	360	-2623	-2	7232
20	-1392	-147	-68	-170	-108	0	0	-61	-298	-5450	-51	-76	-48	-200	-57	-90	-41	-6	-8263
21	-4349	-161	-61	-98	-66	0	0	-10	4	-155	-38	-50	64	-350	-8	-13	-20	0	-5311
24	9864	2633	192	-18	-427	61	10	0	-190	-1344	-564	-783	922	-5258	-533	41	-1186	-391	3029
34	141754	-2124	-2322	-1729	-839	298	-4	190	0	-13916	-2122	-675	2978	-3057	100	639	-2024	-21	117126
36	98104	-328	390	2422	-1053	5450	155	1344	13916	0	-592	78	3153	-1325	1459	2730	-1783	-55	124065
40	23209	769	1107	440	163	51	38	564	2122	592	0	294	1719	-5937	748	1254	10	-44	27099
6	41975	1270	227	261	421	76	50	783	675	-78	-294	0	3702	-104	224	227	-27	-128	49260
8	-4608	-1455	-1530	-1746	-810	48	-64	-922	-2978	-3153	-1719	-3702	0	-2920	-5414	-19829	-1588	-42	-52432
83	61309	1988	8627	3205	1765	200	350	5258	3057	1325	5937	104	2920	0	1232	1658	146	-10	99071
89	56819	-366	-610	-406	-224	57	8	533	-100	-1459	-748	-224	5414	-1232	0	1017	-755	-41	57683
93	9491	-795	-1047	-952	-360	90	13	-41	-639	-2730	-1254	-227	19829	-1658	-1017	0	-954	-225	17524
96	10098	1192	279	16152	2623	41	20	1186	2024	1783	-10	27	1588	-146	755	954	0	0	38566
Blank code	10234	17	57	24	2	6	0	391	21	55	44	128	42	10	41	225	0	0	11297
Total	554480	-33502	-5141	-29891	-7232	8263	5311	-3029	-117126	-124065	-27099	-49260	52432	-99071	-57683	-17524	-38566	-11297	

OWNING LIBRARY/HOME LIBRARY NET CIRCULATION Oct20-Sep21 (HOME LIBRARY)																			
OWNING LIB	1	10	12	14	16	20	21	24	34	36	40	6	8	83	89	93	96	Blank code	Total
1	0	-14803	-8991	-67689	-17517	1322	4208	-7925	-160443	-107548	-32826	-20466	10415	-72324	-48446	-2835	-10402	-2696	-558966
10	14803	0	502	9244	8170	142	106	-1514	2615	-337	-989	-751	2480	-3146	801	1078	-1912	-9	31283
12	8991	-502	0	509	102	69	41	5217	2810	-1224	-283	-186	2019	-10678	1350	1473	-392	-3	9313
14	67689	-9244	-509	0	-8575	178	116	953	1877	-2130	-573	-359	2020	-3280	1450	1434	-19092	-7	31948
16	17517	-8170	-102	8575	0	120	66	1093	427	861	-679	-492	1474	-1888	962	982	-1863	0	18883
20	-1322	-142	-69	-178	-120	0	-2	-85	-206	-5365	-46	-53	-50	-158	-74	-99	-31	-1	-8001
21	-4208	-106	-41	-116	-66	2	0	74	33	-302	-39	-41	61	-478	106	-22	28	0	-5115
24	7925	1514	-5217	-953	-1093	85	-74	0	-120	-1580	-1461	-510	1137	-7387	241	380	-1068	-16	-8197
34	160443	-2615	-2810	-1877	-427	206	-33	120	0	-20487	-2645	-574	3579	-4526	1377	1387	-2516	9	128611
36	107548	337	1224	2130	-861	5365	302	1580	20487	0	-297	216	4640	-1762	2761	4309	-2679	-6	145294
40	32826	989	283	573	679	46	39	1461	2645	297	0	347	2089	-9766	1412	1668	-38	0	35550
6	20466	751	186	359	492	53	41	510	574	-216	-347	0	4117	-127	308	796	-70	-92	27801
8	-10415	-2480	-2019	-2020	-1474	50	-61	-1137	-3579	-4640	-2089	-4117	0	-3088	-5625	-20829	-1943	-23	-65489
83	72324	3146	10678	3280	1888	158	478	7387	4526	1762	9766	127	3088	0	2336	2442	575	-3	123958
89	48446	-801	-1350	-1450	-962	74	-106	-241	-1377	-2761	-1412	-308	5625	-2336	0	-685	-1132	-9	39215
93	2835	-1078	-1473	-1434	-982	99	22	-380	-1387	-4309	-1668	-796	20829	-2442	685	0	-1057	-111	7353
96	10402	1912	392	19092	1863	31	-28	1068	2516	2679	38	70	1943	-575	1132	1057	0	-7	43585
Blank code	2696	9	3	7	0	1	0	16	-9	6	0	92	23	3	9	111	7	0	2974
Total	558966	-31283	-9313	-31948	-18883	8001	5115	8197	-128611	-145294	-35550	-27801	65489	-123958	-39215	-7353	-43585	-2974	



Effective Date:

This privacy policy ("Privacy Policy") describes how Milwaukee County Federated Library System ("System," "we," "our" or "us") uses the information that we process in connection with your use of use of this website and any other website we operate that links to this Privacy Policy (collectively, our "Sites"), and all other products or services available through our Sites (collectively, our "Service").

Please read this Privacy Policy carefully to better understand how we collect, use, and disclose information about you as you use our Service. Any changes to this Privacy Policy will appear on this page, so we encourage you to review it periodically. Many of our member libraries also have their own privacy policies, and we recommend visiting their websites to obtain more information specific to their environments.

INFORMATION WE COLLECT.

The types of information we may collect includes, but is not limited to the following:

- Name;
- Email address;
- Address;
- Phone number

1. INFORMATION COLLECTED DIRECTLY FROM YOU.

We collect information that you provide to us directly when you:

- Contact us to ask a question or otherwise communicate with us;
- Create an account through one of our Services;
- Participate in a promotion or survey;
- Request customer service including correspondence through our sites, and any correspondence sent to us;
- Post a review or comment on one of our sites, or post other user-generated content on one of our sites or Services;
- Apply for a job; or
- Sign up to receive announcements, newsletters, or other promotional materials.

2. INFORMATION COLLECTED AUTOMATICALLY.

Certain information on our Service is collected automatically by means of various software tools. We have a legitimate interest in using such information to assist in systems administration, information security and abuse prevention, to track user trends, and to analyze the effectiveness of our Service.

(a) Log Files.

Log files refer to the information that is automatically sent by your web browser or device (or otherwise automatically collected) each time you view or interact with our online Service. The information inside the log files may include IP addresses, type of browser, internet service provider, date/time stamp, referring/exit pages, clicked pages and any other information your browser may send to us.

(b) Device and Online Usage.

We may collect information about your computer, browser, mobile or other device that you use to access our Service. We may use cookies, pixels, log files and other techniques to collect such information, including IP address, time zone, device identifiers and other unique identifiers, browser type, browser language, operating system name and version, device name and model, version, referring and exit pages, dates and times of Service access, links clicked, features uses, crash reports and session identification information.

(c) Location Information.

When you use our Service on your mobile phone or device, we may collect information on your physical location through satellite, cell phone tower, Wi-Fi signal, beacons, Bluetooth, and near field communication protocols. For example, when you opt-in to allow us to collect this information, it may allow us to recognize the location of your mobile device and direct you to the nearest location.

(d) Cookies.

We use cookies to make interactions with our Service easy and meaningful. When you visit our Service, our servers may send a cookie to your computer. We may use cookies that are session-based or persistent. Session cookies exist only during one session. They disappear from your computer when you close your browser software or turn off your computer. Persistent cookies remain on your computer after you close your browser or turn off your computer. We use cookies that enable you to navigate our Service and use its features, such as accessing secure areas of our Service. Because required cookies are essential to operate our Service, there is no option to opt out of these cookies. We use cookies to provide features and services such as:

- Remembering your preferences and allowing you to enter your information less frequently;
- Measuring the effectiveness of our sites, services, and content;
- Providing other services and features that are only available through the use of cookies;

The Options/Settings section of most internet browsers will tell you how to manage cookies and other technologies that may be transferred to your device, including how to disable such technologies. You can disable our cookies or all cookies through your browser settings, but please note that disabling cookies may impact some of our Service features and prevent the Service from operating properly.

We may use or engage a third party that uses Local Stored Objects (LSOs), sometimes referred to as "Flash Cookies," and other technologies to collect and store information about your use of our Service. A flash cookie is a small data file placed on your device using Adobe Flash technology. Flash cookies are different from the cookies described above because cookie management tools provided in your browser will not remove them. To limit the websites that can store information in flash cookies on your device, you must visit the Adobe website:

http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager07.html

(e) Do Not Track Signals.

We do not currently respond or take any action with respect to web browser "do not track" signals or other mechanisms that provide consumers the ability to exercise choice regarding the collection of information about an individual consumer's online activities over time and across third-party websites or online services.

(f) Analytics Services.

We may use certain third-party analytics services to improve the functionality, features, or delivery of our Service. We may also use these analytics services to record mouse clicks, mouse movements, scrolling activity, as well as any text that you type into our Service. For example, we use Google Analytics on our Service to track user trends and usage. For more information on Google Analytics' processing of your information as it relates to our Service, please see <http://www.google.com/policies/privacy/partners/>. By using a [browser plugin](#) provided by Google, you can opt out of Google Analytics.

(g) Web Beacons and Similar Tracking Technologies.

When you visit our Service, we may collect your IP address for certain purposes such as, for example, to monitor the regions from which you navigate our Service. We may also use web beacons alone or in conjunction with cookies to compile information about your usage of our Service and interaction with emails from us. Web beacons are clear electronic images that can recognize certain types of information on your computer, such as cookies, when you viewed a particular site tied to the web beacon. We may use web beacons to operate and improve our Service.

(h) Information We Collect From Other Sources.

We may collect information about you that is publicly available. For example, we may collect information you submit to a blog, chat room, or social network. We may also collect information from other companies, organizations, or third-party partners.

3. HOW WE USE YOUR INFORMATION.

If you submit or we collect Information through our Service, then such Information may be used to:

- Provide, analyze, administer, improve, and personalize the Service;
- Provide you with the Service and any information;
- Contact you in connection with the Service, notifications, events, programs, or offerings;
- Send you updates and promotional materials;
- Protect our rights or our property and to ensure the technical functionality and security of the Service; and
- Comply with applicable law, assist law enforcement, and respond to regulatory or other legal inquiries.

4. HOW WE SHARE OR DISCLOSE YOUR INFORMATION.

(a) Our Third-Party Service Providers.

We transfer information to our third-party service providers to perform tasks on our behalf and to assist us in providing our Service. For example, we may share your information with service providers who assist us in performing core functions (such as hosting, data storage, and security) related to our operation of the Service and/or by making certain interactive tools available to you as a user. We also use third parties for technical and customer support, application development, tracking and reporting functions, quality assurance, and other services. In the performance of our Service, we may share information from or about you with these third parties so that we can deliver the highest quality user experience.

(b) Aggregated or Deidentified Information.

To better serve our users and to improve our Service, we may conduct research on user demographics, interests and behavior or engage in other activities based on identifiable personal information and/or information that we

aggregate or de-identify. Aggregated or de-identified information is not considered personal information and does not identify a user personally. We may share this aggregated or de-identified information with our affiliates, agents, and/or other third parties.

(c) With Your Consent.

At your direction or request, or when you otherwise consent, we may share your information.

(d) Other Disclosures.

We may disclose information about you if we have a good faith belief that disclosure of such information is helpful or reasonably necessary to: (i) comply with any applicable law, regulation, legal process, or governmental request; (ii) detect, prevent, or otherwise address fraud or security issues; or (iii) protect against harm to the rights, property or safety of us, our users, or the public.

5. RETENTION.

We reserve the right to retain any information as long as it is needed to: (i) fulfill the purposes for which we collected the information, and (ii) comply with applicable law.

6. DATA SECURITY.

We take the protection of your information seriously and take reasonable and appropriate physical, administrative, and technical measures to protect the information collected through our Site. While we implement commercially reasonable security measures to protect your privacy, please keep in mind that the Internet is not a 100% secure medium for communication, and we cannot guarantee that the information collected about you will always remain private when using our Site and/or Services. As a result, while we strive to protect your personal information, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

7. CHILDREN'S PRIVACY.

The Children's Online Privacy Protection Act (COPPA) regulates online collection of information from children under the age of 13. Children under the age of 13 are generally not allowed to use our Services without a parent's or guardian's permission, especially when personal information may be automatically collected. We may partner with third-party services to provide educational content for children. Parents and guardians should review those services' privacy policies before permitting their children to use them. We may also produce and use photography showing library events for promotional purposes that may show groups of participants, including children. Individuals will never be singled out without parental or guardian permission.

8. LINKS TO OTHER SITES.

Our Site may include links to other third-party websites as a convenience to you. If you click on one of those links you will be taken to websites we do not control, and this Privacy Policy does not apply to those third-party websites. The inclusion of any link does not imply our endorsement of any other company, its site(s), or its product(s) and/or service(s). We are not responsible for the privacy practices or content of any other site.

9. LOCATION-BASED SERVICES.

Where you have opted in to sharing your location information, we may use various technologies to collect your information as described in this Privacy Policy to provide you with location-based services and content, including

for marketing purposes. You can opt-out from further allowing us to access your location data, by adjusting the permissions in your mobile device.

10. SOCIAL MEDIA AND PLUG-INS.

Our online services may use social media plug-ins (e.g., the Facebook "Like" button, "Share to Twitter" button) to enable you to easily interact with certain social media websites (e.g., Facebook, Twitter, Instagram) and share information with others. When you visit our online services, the operators of the available social media plugins can place a cookie on your device enabling such operators to recognize individuals who have previously visited our online services. If you are logged into these social media websites while visiting our online services, the social media plugins allow the relevant social media websites to receive information that you have visited our online services or other information. The social media plugins also allow the applicable social media websites to share information about your activities on our online services with other users of the social media website. For example, Facebook Social Plugins allow Facebook to show your "Likes" and comments on our online services to your Facebook friends. Facebook Social Plugins also allow you to see your friends' Facebook activity on our online services. We do not control any of the content from the social media plugins. We may also interact with you on social media platforms. If you contact us on one of our social media platforms, request services, or otherwise communicate directly with us on social media, we may contact you to interact with you. For more information about social media advertising and social media plugins from other social media websites, please refer to those websites' privacy and data sharing statements.

INTERNATIONAL TRANSFER OF INFORMATION COLLECTED

Information we collect from you will be stored and processed in the United States. If you provide us information, it will be transferred to, processed, and accessed in the United States. This Privacy Policy shall apply even if we transfer personal data from non-United States countries to other countries.

YOU CONSENT TO ANY AND ALL INFORMATION YOU PROVIDE AND SUBMIT VIA THE SITE BEING SENT TO THE UNITED STATES OF AMERICA.

11. CHANGES TO THIS PRIVACY POLICY.

As our organization changes over time, this Privacy Policy may change as well. We reserve the right to amend the Privacy Policy at any time, for any reason, without notice to you, other than the posting of the amended Privacy Policy on our Service. We will provide you notice of material changes by indicating that the Privacy Policy has been updated on our homepage and will indicate the date we made the update above. Your continued use of any of the Services after the changes have been made will constitute your acceptance of the changes. Please therefore make sure you read any such notice carefully. If you do not wish to continue using the Services under the new version of the policy, please cease using the Services.

12. CONTACTING US.

If you have any questions about this Privacy Policy, please contact us:

- By email: helpdesk@mcfls.org
- By visiting our website: <https://www.mcfls.org>
- By phone number: 414-286-3210

- By mail: 709 N 8th Street, Milwaukee, WI 53233

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