

Notice

Milwaukee County  
Federated Library System  
Library Directors Advisory Council

Regular Meeting  
Thursday, May 5<sup>th</sup>, 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 April 7<sup>th</sup>, 2022 LDAC meeting  
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. Discussion: revisiting idea of sharing a list of librarian substitutes for short-term work.

6. Proposal to form a workgroup for an LDAC Guidelines review

[Attachment B](#)

7. Proposal to change language to Library User Agreement for digital signatures

[Attachment C](#)

8. DPI update

- a. LSTA CE Grant funding - [please submit your applications](#)
- b. LSTA Five Year Plan being developed
- c. Library Program Tracker

#### Technology.

9. ILS Review update.

10. Request for formal motion to approve MCFLS Privacy Policy and refer back to MCFLS Board.

[Attachment D](#)

11. Update on Microsoft software licensing changes.

[Attachment E](#)

#### Informational.

12. Inclusive Services update. [Survey on the DEI efforts taking place within the system.](#)

13. Workforce partnerships

- a. Digital Literacy Lab grant with Employ Milwaukee
- b. WiSHRM outreach
- c. Job Center tour for library staff

#### 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, June 2<sup>nd</sup> at 10 am via Zoom.

#### Adjournment

Milwaukee County Federated Library System  
Library Directors Advisory Council  
Regular Monthly Meeting held Thursday, April 7, 2022  
Zoom Meeting Software

Present: Amy Krahn, Chair, St. Francis Public Library  
Dana Andersen-Kopczyk, Brown Deer Public Library  
Susan Draeger-Anderson, North Shore 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  
Emily Vieyra, Shorewood Public Library (for Rachel Collins)

Absent: Rebecca Roepke, Cudahy Family Library

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

Others: Sara Gold, WILS Consortia & New Business Management

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 10:02 a.m.

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

- ARPA Grant-Materials Lockers/Steve Hesel
- Summer Reading Program In-Person Programming/Susan Draeger-Anderson

Susan Draeger-Anderson moved and Tristan Marshall seconded a motion to approve the agenda as modified. Unanimously approved.

Approval of Minutes for the March 3, 2022 LDAC Meeting. Chair Krahn referred to the minutes of the March 3, 2022 meeting which are shown as Attachment A of the agenda packet. Matt Murphy moved and Susan Draeger-Anderson seconded a motion to approve the minutes as presented. Unanimously approved.

#### GUEST PRESENTATIONS

Sarah Gold from WiLS will join us to talk about the WiLS Cooperative Purchasing Program. Sara Gold shared information about the Cooperative Purchasing Program which is administered for libraries in the state through the MyWiLS Membership Portal for subscriptions and discounts on products. Most MCFLS member libraries are members and Steve Hesel noted that any member library that isn't a member of the WiLS Cooperative Purchasing Program and desires to be should let him or Sarah know and MCFLS will pay for the membership. Sarah noted that they are working on adding Patron Point to the program and if MCFLS determines to renew for 2023 that it would be wise to reach out to her for discounts that will be available. Transparent Languages offers a discount. The WiLS email address is: [coop@wils.org](mailto:coop@wils.org) and her staff will respond as soon as possible to inquiries regarding discounts.

[Jill Lininger, Mike Koszalka and Jen Schmidt arrived at 10:30 a.m.]

#### TOPICS REQUIRING ACTION OR DISCUSSION

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

- a. Please update MCFLS Member Libraries Current Status Document. Chair Krahn reminded the LDAC to update the current status document when things change regarding COVID matters at member libraries.

Discussion: Local Attraction Passes and Restrictions on Promotion. Steve Hesel referred to Attachment B of the agenda packet which he received from the Zoological Society regarding promotion and communication regarding their Platypus (Silver) Membership which allows internal company communication methods but libraries are different than companies that use the passes as perks for customers and staff. It was shared that libraries have been told that the Silver membership allows checkout of the passes once per week which sounds reasonable considering the checkout period. After further discussion, it appears that some libraries have been told they can list the passes on their website and include them in the online catalog and others have been told they cannot and for that reason Milwaukee decided to suppress holdings in the catalog currently, which has lead to this discussion today. Director Hesel agreed to contact the Zoological Society to inquire about where libraries can mention the passes and to also find out whether they would consider developing a library program. If the rules are determined to not allow the passes to be promoted as libraries desire, Steve will also inquire whether refunds would be issued if libraries would desire that since they are costly. Emily Vieyra agreed to share a document she developed to the LDAC that lists community passes along with cost and contact information which would aid member libraries that are interested in purchasing for their patrons. Matt Murphy asked that if other member libraries would like their passes suppressed in the catalog to contact him.

Meredith Ceasing Print Publication of Titles. Steve Hesel referred to Attachment E of the agenda packet. Flipster holds exclusive distribution rights to Entertainment Weekly, InStyle, EatingWell, Health, Parents and People en Espanol) and he wonders whether MCFLS should consider looking at Flipster again even though it was determined to be too expensive in the past. Nyama Reed questioned whether allowing magazines to go through delivery might stretch collections to patrons that desire limited magazine holdings? Steve Hesel agreed to talk with the delivery company and that will allow libraries the time to talk with their staff and consider whether they would welcome/allow that with their limited collections; the initial response of many is that they would like to offer magazines to move through the delivery service, perhaps if they are placed in envelopes so damage is minimized. Steve Hesel agreed to ask the Bridges Library System for their statistics on magazines moving through their delivery system. This topic will be placed on a future agenda for further discussion.

#### Current DPI Update.

- a. SEWI CE Grant Update. Steve Hesper reported that the LSTA grant allows all MCFLS member libraries to claim funds to reimburse them for staff continuing education expenses. West Allis is eligible for \$1,300, Milwaukee is eligible for \$3,000 and the rest of the member libraries are eligible for \$1,100. The claim form along with all rules are shown on the Website link provided on this agenda. The dates are from 1/1/2022-6/30/2022; claims are submitted directly to Bridges Library System who is the system running the project on behalf of the SEWI libraries.
- b. Wisconsin Statewide Electronic Resource Database Inventory & Needs Assessment Project. Steve Hesper reported that he sent out an email regarding the survey and the deadline is April 14<sup>th</sup>. The outcome of this information will aid DPI on where to focus funding for statewide purchases. Steve Hesper submitted a poll on what products MCFLS purchases system-wide.
- c. Wisconsin Society of Human Resource Managers (WiSHRM) Volunteers and LAWDS. Steve Hesper reviewed Attachment D of the agenda packet and encouraged library directors to seriously consider partnering with volunteers when they contact them to assist patrons with workforce needs.
- d. Brief Residential Internet Access Survey for Libraries. Steve Hesper noted the agenda provided a link to a survey to field how interested member libraries would be in distributing information to patrons on discounted internet services; the survey is due April 22.
- e. Director Certification Information. Director Hesper reminded the LDAC that Judy Kaniasty is the System Librarian Recertification Validator and she is able to respond to questions instead of questions being sent directly to DPI. A digital portal is anticipated to be released at some time this year. The agenda also provided a link to the informational Librarian Recertification Manual.

#### TECHNOLOGY

Discussion: Clear the Holdshelf and Clarifying the Process for Identifying Missing Materials. Emily Vieyra referred to Attachment E of the agenda packet and noted that the Circulation Services Committee recently discussed this topic and the question of how long a library should wait until paying for a lost time from their hold shelf was raised. Discussion ensued and it was agreed that the library where the item went missing should contact the owning library after three weeks. It was asked that the Circulation Services Committee develop some best practices and to bring this topic back to the LDAC for further discussion.

Follow-Up to RESIDENCE Field Discussion and Proposal to Correct Link Maintenance Table. Steve Hesper reviewed Attachment F of the agenda packet. Susan Draeger-Anderson moved and Jill Lininger seconded a motion to add laptops into the Owning/Home Report effective May 1, 2022. Unanimously approved.

#### INFORMATIONAL

MCFLS Privacy Policy Draft. Director Hesper reviewed Attachment G of the agenda packet which is a generic Privacy Policy drafted by Michael Best & Friedrich and modified for library needs. It is shown here since MCFLS will be using Patron Point software to send emails to patrons and it will be discussed by the MCFLS Legislative & System Services Committee on Friday and then move to the MCFLS Board for action at their next meeting. Discussion ensued and a couple edits were suggested.

Marketing Update. Deb Marett asked that libraries please remember to email her to post items on social media.

- a. Level Up Learning Campaign Update. Deb Marett shared that advertising of the campaign is getting attention on social media and that the public is become aware of it.
- b. Brainfuse Promotion. Deb Marett reminded those libraries that offer Brainfuse to their patrons to promote that product independently since all member libraries do not offer it as a shared product brokered through MCFLS. When Deb does occasionally mention Brainfuse, she does aim to list the libraries that do offer it or notes that patrons check their local library to see if they offer the product.
- c. Advocacy Newsletter Targeting Local, State and County Legislators. Deb Marett noted that MCFLS will be developing an Advocacy Newsletter. Steve Hesel added that an email list is being developed for the distribution of the newsletter and he wanted to check and see if it should also be sent to local officials, like the ICC? The newsletter will include project and programs that will catch the recipient's attention such as literacy projects, computer literacy programs, veteran programs, children's and adult programs, job search programs, summer reading program activities, etc. Sheila O'Brien asked that Deb Marett send out an email requesting information from all member libraries so all can be represented in the newsletters. It was also requested that the LDAC be made aware of the newsletter distribution dates so they can be aware of it in case local administrators contact them about information contained within it and to be able to add information to be contained within as well.

#### ADDITIONAL BUSINESS

ARPA Grant-Materials Lockers. Steve Hesel reported that he has requested the grant funding and that the materials lockers have been ordered from Bradford Systems. Unfortunately South Milwaukee is unable to move forward with the project and now there is one locker available if another library would like to join in the project at this time. The cost of the locker and the first year's maintenance of \$816 is paid for. The costs associated with this project to consider is the annual maintenance and whether your library would have outside power and internet available to the machine. If there is an interested member library, please reach out to Steve.

Summer Reading Program In-Person Programming. Susan Draeger-Anderson questioned what libraries are considering in terms of in-person programs for this year's Summer Reading Program? Responses from many were in-person and some are also offering outside options.

#### MEMBER LIBRARY UPDATES.

Oak Creek – Jill Lininger announced that this Saturday there will be a Sikh Book Collection Opening from 10-12 noon with Sikh Temple members, the Lt. Governor, DPI staff and the Oak Creek Mayor in attendance. There will be traditional Sikh refreshments and all are welcome to attend. Over 300 books have been purchased from as far away as India to educate about the religion and culture.

Brown Deer – Dana Andersen-Kopczyk reported that Marcus Theatres is sponsoring their Summer Reading Program activities this year. The library is the beneficiary of a large donation from a Trust and the paperwork is underway for that transfer of funds.

Hales Corners – Stephanie Lewin-Lane reported that a Star Wars Program is set for May 7<sup>th</sup>.

Greenfield – Sheila O'Brien announced Terri Libenson, author of Remarkably Ruby will be on site May 5 for a Boswell Book Company book signing event. Sheila also asked whether others received a challenged book email recently from out of state? Steve Hesel asked that she forward him a copy.

Shorewood – Emily Vieyra noted Director Rachel Collins will be leaving in early June and the job opening will be posted April 18 with the Board hopefully deciding on a replacement at their June meeting.

St. Francis – Amy Krahn reported that her staff will be having a dress-up Spirit Week for National Library Week. Pictures will be posted on Facebook and her staff are excited.

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. Jen Schmidt noted that the Database Maintenance, Circulation Services and Adult & Reference Services Committees met recently.

NEXT MEETING. Scheduled for Thursday, May 5 at 10am via Zoom.

ADJOURNMENT. With no further business to be addressed, Pete Loeffel moved and Stephanie Lewin-Lane seconded a motion to adjourn the meeting at 12:08 p.m. Unanimously approved.

## A-08: LDAC Guidelines

### A. Mission Statement

The mission of the Milwaukee County Federated Library System (MCFLS) shall be to assume a leadership role in facilitating cooperation among its member libraries, improving access to and encouraging sharing of resources, promoting the most effective use of local, county, state and federal funds and assisting member libraries in the utilization of current and evolving technologies to provide the highest possible level of library service to all residents of Milwaukee County.

### B. Representation and Purpose

1. The Library Directors Advisory Council (LDAC) shall be composed of the Library Directors or their Representatives from each of the municipalities that have libraries and one additional representative of the system resource library. Representatives serving in the place of the Director shall have the same voting rights as those of the Director.
2. The MCFLS Director serves as secretary to the LDAC.
3. The LDAC shall meet monthly to consider the concerns of the member libraries and to recommend action to the System Board.

### C. Relationship of the LDAC to the MCFLS Board

The LDAC members, who represent their Library Boards and communities, advise the MCFLS Board on the impact of policies and proposed services upon member communities. The LDAC members review plans, policies and financial recommendations, projects and proposals that may be under consideration by the System Board and advance recommendations to the System Board on such matters. The LDAC may identify issues for the System staff and System Board to consider.

### D. Meetings

1. The LDAC shall meet regularly once a month. Copies of the LDAC minutes shall be provided to each LDAC member and to all System Board Members. A System staff member shall record minutes.
2. System staff in attendance at the meeting shall participate when recognized by the Chair, but are not voting members.
3. Actions of the LDAC shall be approved by a simple majority of the members present. In case of a tie, the motion fails.
4. The Chair of the LDAC shall be a voting member.
5. The Chair of the LDAC may also convene meetings in consultation with the MCFLS Director or at the request of four members of the LDAC.



6. The Chair of the LDAC provides "Sunshine" duties as needed.
7. In the absence of the Chair of the LDAC, the most immediate Past Chair shall serve until the return of the Chair or until a new Chair is elected.
8. In addition to discussing System plans, policies and procedures, the LDAC may also discuss procedures, issues and local library policies that enhance cooperation among member libraries.

#### E. Officers, Duties and Election

1. The Chair of the LDAC shall develop and prepare agendas for the LDAC meetings in consultation with the MCFLS Director.
2. Member Libraries may contact the LDAC Chair to request that items be placed on the agenda.
3. The Chair of the LDAC shall preside at all meetings of the LDAC.
4. The LDAC Chair shall report LDAC activities, recommendations and concerns to the System Board orally and in writing at System Board meetings.
5. The LDAC Chair will appoint a nominating committee for the new Chairperson. Appointment of the nominating committee shall take place at a LDAC meeting no later than the October meeting. The nominating committee shall present to the LDAC a nominee for the office of LDAC chair at the November meeting, who shall be elected for one year by a majority of the members present. The nominee's name will be presented to and confirmed by the MCFLS Board in December.
6. The Chair of the LDAC shall serve a one-year term, beginning in January and ending in December. The responsibility of service as Chair of the LDAC shall rotate among the member libraries based on library alphabetical order. A person may decline and the next Library's Director will be asked to serve. The next year, those that declined are to be asked again before moving forward in the library sequence.

#### F. Committees

1. For the LDAC committee appointments, the Chair of the LDAC shall contact the Library Directors, who shall recommend staff to serve whenever system LDAC Committees are formed.
2. The Chair of a LDAC Standing Committee, who is also a member library staff person, shall serve a one-year term, beginning after the last meeting in spring and ending with the last meeting in spring. The responsibility for providing staff to chair such committees, i.e., youth services, shall rotate among the member libraries.

#### G. Revision

1. Revisions to these guidelines shall be made as required by a simple majority. Revisions shall be presented to the LDAC at the meeting prior to the meeting where action on the revision is expected.
2. The LDAC shall review the guidelines every other year (in even numbered years) in January to ensure that they are accurate and up-to-date. The LDAC Chair shall appoint a committee at that time to recommend revisions.

Tags: Bylaws, Guidelines, LDAC, MCFLS Director, Member Library

### Library User Agreement – Terms and Conditions

By completing this application process and signing the signature pad, you (as adult borrower or parent/guardian) agree to the following terms and conditions:

- I agree to be responsible for the loss or damage to materials and overdue charges on materials borrowed on my library card, including materials borrowed on it by others with or without my consent.
- I agree to pay all overdue charges, damage and replacement costs promptly.
- I will observe the rules of the library and will give ~~immediate prompt~~ notice of any change ~~of associated with my~~ street address, e-mail address or telephone numbers.
- I agree to report loss of my card ~~immediately~~ as soon as possible and know that I am held responsible for materials borrowed on my card up to the time it is reported lost to the library.
- I agree that responsibility for young people's use of library materials rests with the parent/guardian name attached to the account.
- I certify that all of the information provided as part of the application process is true, current and correct.



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



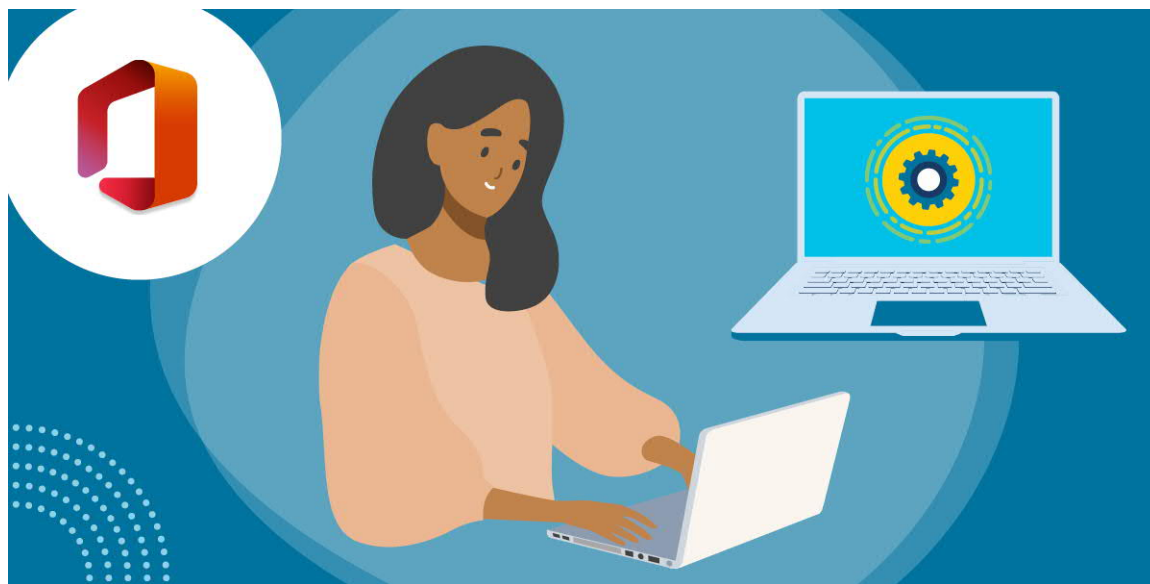
- By mail: 709 N 8th Street, Milwaukee, WI 53233

DRAFT

# Understanding Your Options Following the Microsoft Program Changes

Amy Hooper

In April 2022, Microsoft took a major step in the direction of its *cloud-first model for nonprofits*, an effort to align Microsoft philanthropy efforts with the security and operational capabilities of cloud computing. Most donated, on-premises licenses were moved into discounted offers. It's the latest reason nonprofits are much better off moving to the cloud and leveraging its significant advantages.



Below, we have outlined some key ways these changes are likely to affect nonprofits. We are here to answer your questions and to help you plan in response to these changes. You can also [watch a recording of the webinar](#) we ran a few weeks back, answering questions our members had about these changes.

## Changes to Previous Offers

With a few notable exceptions, on-premises products are no longer available as donations. "On-premises" refers to perpetual licenses, paid for as a one-off rather than a subscription, that are tied to a device and can be used without an Internet connection. These products are still available at a nonprofit discount, ranging from around 60 to 75 percent off commercial pricing. However, much of the functionality offered by these on-premises products can be attained through cloud-based offerings, many of which are still available as fully donated products.

If you need support in understanding your options and deciding on the best solution for your organization, check out TechSoup's [Microsoft Production Recommendation Tool](#).

## On-Premises Donated Offerings

A limited number of on-premises donations continue to be available after the changes to the Microsoft donation program. On-premises Windows 11 Pro licenses can be accessed as a donation, presenting an option for a full operating system. Admin fees included, you can get up to 50 licenses at \$16 each, with any additional ones available at the discounted rate of \$52 each.

Additionally, organizations that require software for shared-access devices can access specific donation offers, such as [Office Standard 2021](#). If your organization qualifies for this, you can request these products, labeled "Computer Labs Only." This includes nonprofits that operate training centers, computer labs, or public-access devices.

Please note that the Computer Lab program does not include libraries. Libraries can receive on-premises and cloud solutions for their staff and public-access computers through Microsoft's academic offers. To find further clarification and guidance on how to do this, take a look at our recent [Microsoft for Libraries update](#). If you're unsure which offers your organization is eligible for, take a look at the [eligibility and utilization requirements](#).

## Cloud-Based Solutions

In light of these changes, as well as a more general move towards cloud-based technology, we strongly recommend that organizations move towards Microsoft 365 or Office 365 cloud-based licenses. These are more affordable, flexible, and secure than on-premises licenses and are much more effective for supporting remote and distributed work. With most organizations forced to embrace a hybrid working model, and many choosing to continue doing so in some capacity, cloud licenses are the easier, more effective solution.

In many cases, there are donated Microsoft 365 licenses available, and TechSoup can help you to [select and implement the best solution](#) for your organization. Note that in Microsoft-produced materials, donated offers are referred to as "granted offers."

For most nonprofits, the best solution is [Microsoft 365 Business Premium](#). This is a cloud-based program that includes email, cloud file storage, web conferencing, and advanced security features. It also includes downloadable desktop applications such as Word, Excel, PowerPoint, and Access. You can obtain the first 10 Microsoft 365 Business Premium licenses through TechSoup at \$0 per license, and any further licenses are priced at \$5 per license per month.

Microsoft 365 Business Basic continues to be available at no cost to nonprofits, for up to 300 users. This license includes online Office applications, email, cloud file storage and sharing, web conferencing, and other services.

Microsoft continues to offer 10 donated seats for the Power Apps Per App plan, allowing your team to build low-code and no-code custom workflows.

Organizations can also leverage up to \$3,500 in Azure services each year in markets where Azure is available. You can access this directly from Microsoft.

[SEE MICROSOFT OFFERS](#)

## Navigating the Program Changes

We understand that these changes can be confusing. We are continuing to work with Microsoft to provide offers that meet the needs of our nonprofit members, and we will provide up-to-date information at every juncture. Please do not hesitate to reach out to our team if you need support or clarification on the changes to the Microsoft program.

Your feedback is important to us

Top photo: [Shutterstock](#)