

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, September 1st, 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 August 4th, 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. State and DPI Updates
 - a. Initial report on possible changes to state aid formula.
 - b. SRLAAW compensation study update.
 - c. Update on ARPA Technology grant expenditures.

[Attachment B](#)
6. Update: Owning/Home report and comparison to new SQL reporting for reciprocal borrowing.

Technology.

7. Migration date for cloud hosting on Innovative servers is set for Tuesday, November 8th. Please prepare for all Sierra services to be unavailable on that day.
8. Interest in system subscription for reference question tracking using Gimlet.

[Attachment C](#)
9. Goal set for multifactor authentication (MFA) for MCFLS email accounts by end of 2022.
10. Collection HQ update.

Informational.

11. Follow up on the Worker Connection session from 8/24 and interest in hosting

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

TBD

Adjournment

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, August 4, 2022
10:00am –12:00pm
Zoom Meeting Software

Present: Amy Krahn, Chair and St. Francis Public Library
Dana Andersen-Kopczyk, Brown Deer Public Library
Jennifer Gerber, Shorewood Public Library
Bethany Meyer, South Milwaukee Public Library
Karli Pederson, Milwaukee Public Library
Michael Koszalka, West Allis Public Library
Jenny Davies, Oak Creek
Nyama Reed, Whitefish Bay Public Library
Rhonda Gould, North Shore Library
Rebecca Roepke, Cudahy Family Library
Brian Van Klooster, Greendale Public Library
Tony Frausto, Milwaukee Public Library
Sheila O'Brien, Greenfield Public Library
Pete Loeffel, Wauwatosa Public Library
Stephanie Lewin-Lane, Hales Corners Public Library
Jill Lininger, Oak Creek Public Library

Excused: Jennifer Loeffel, Franklin Public Library

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

Call to Order.

Amy 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. Introductions of Jennifer Gerber and Brittney Hornung were made to the LDAC.

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

-Steve Hesel: Worker Connection Program

Brian Van Klooster moved and Rhonda Gould seconded a motion to approve the agendas as modified. Unanimously approved.

Approval of Minutes for the June 2nd, 2022 LDAC Meeting. Chair Krahn referred to the minutes of the June 2nd, 2022 meeting shown as Attachment A of the agenda packet. Amy Krahn added the correction

of the section New Mobile App Update: Second paragraph "Amy Krahn noted that St. Francis is currently using the tablets as CountyCat mobile stations" not as stations to check out materials. Nyama Reed moved and Karli Pederson seconded the motion to approve the minutes as modified. Unanimously passed.

TOPICS REQUIRING ACTION OR DISCUSSION

Member Library Updates Related to COVID-19.

Chair Krahn reminded all to please update the MCFLS Member Libraries Current Status Document. Karli Pederson reported Milwaukee has moved back to requiring city employees to wear masks. Nyama Reed reported she is requesting that their cleaners are cleaning all computer equipment and cleaning wipes are available to all patrons for use in cleaning computer equipment before use.

[Pete Loeffel, Wauwatosa Public Library enters the meeting]

Substitute Staff Pool Follow-Up.

Steve Hesel called to attention to the form for substitute library staff that was put together and reported that there are 10 submissions so far. MCFLS is here to help connect the submitted substitute library staff to the libraries that need the extra help.

[Stephanie Lewin-Lane, Hales Corners Public Library enters the meeting]

Steve Hesel will reach out throughout the year to past participants to see if they are still interested in participating. Steve will also make the submissions of substitute library staff accessible to LDAC members by link to Jotform. If there is anyone else the LDAC members would like to have access to this list, please email Steve Hesel with their information.

LDAC Guideline changes-

Steve Hesel referred to changes to the guidelines referenced in Attachment B of the agenda packet. The attachment shows changes to the mission statement, remote options for meeting attendance, officially adopting Roberts Rules of Order, and the difference between standing committees and ad hoc committees.

Shiela O'Brien motioned and Brian Van Klooster seconded a motion to approve the guideline changes as modified.

Peter Loeffel pointed out that the LDAC chair selection goes in alphabetical order which is not always fair to those who have not served as Directors as long. The selection should be tenure or something to the nature instead, for fairness.

The guidelines state that a person may decline and the next director will be asked to serve. Anyone who does not feel comfortable can choose this option if they choose. The motion passed unanimously.

Proposal to change meeting date for October LDAC meeting to September 29th

Steve Hesel will be presenting the proposed Budget at this next meeting before it is presented to the board on October 3rd. It is important that he is in attendance but he will not be available for the October 6th scheduled meeting.

Amy Kahn suggested to have a shorter meeting just on the proposed date to discuss the budget.

Steve Hesel will send an email vote on the decision to change the date of the meeting, have no meeting or have a shorter meeting just for the budget.

Owning/Home Report and Comparison to New SQL Reporting for Reciprocal Borrowing.

Steve Hesel highlighted the differences in the Owning/Home and SQL reports, which is very close except in a few cases. Both reports reflect the check outs and renewals for libraries which helps calculate the reciprocal borrowing costs. The proposed change will free up a field in the patron record which will allow residents to designate a library other than their home library as a permanent pick up location if they desire.

Brian Van Klooster motioned and Nyama Reed seconded a motion to approve the proposed recommendation.

Sheila O'Brien requested follow up on the discrepancy in data between the two reports before she can vote on the proposal since money is in question. Steve Hesel indicated he will be following up with Innovative on this discrepancy.

Peter Loeffel asked whether elimination of the data will eliminate MCFLS's future ability to see discrepancies; are there other reports to compare data? Discussion Ensued.

Jennifer Schmidt raised the question of labeling in fields in the patron database: "home" library changed to "preferred library", "residence", "hold/pickup library" or "preferred Home Library". We have until September 1st to submit a name change before the deadline of October 1st for the launch of the new report.

Steve Hesel reports that it may be changing in Patron Point as well; he will report progress on SQL at next meeting.

Sheila O'Brien asked if MCFLS is actively running data through these programs completely outside of Sierra and if there is another outside source double checking our numbers (like an audit).

Steve Hesel replied that Innovative provides views of data (read only), it is not real time data (we don't control accuracy). Using SQL will allow us to control our data and be more accurate and easier to read. He will check if we can bring SQL into the audit process.

Amy Krahn calls a vote for switching to SQL reports over the current Owning/Home Report

Brown deer-no

Cudahy-no

Franklin-not present

Greendale-yes

Greenfield-no

Hales Corner-yes

North Shore-yes

Oak Creek-yes

St. Francis-yes

Shorewood-abstain

South Milwaukee-abstain

Wauwatosa-abstain

White Fish Bay-no

West Allis-no
Milwaukee-no
Milwaukee-no
Motion doesn't pass

Steve Hesel noted this topic will be discussed again at the next meeting after more information is provided

TECHNOLOGY

Collection HQ evaluation

Steve Hesel poses the question of whether the number of subscriptions/logins justifies another subscription. Steve references the numbers in Attachment C of the agenda packet which shows a breakdown of the number of uses per library and their activity within each tool. There will most likely be a 2% cost increase added on which MCFLS has been covering thus far. He poses the question of whether or not the product meets the needs of the member libraries.

Stephanie Lewin-Lane, Hales Corners Public Library doesn't get to spend enough time using the product but likes the features. Amy Krahn uses it the product but if cost is too high and it is able to be replicated in Sierra it would not have an impact. Karli Pederson states their library uses this product often and loves the DEI tool; they are not using it to full function and would enjoy getting to use it more. They especially enjoy the function predictive ordering based on usage in collection HQ. Steve Hesel will reach out and negotiate cost and get pricing info to LDAC.

CountyCat Mobile App Update.

Jennifer Schmidt reviewed Attachment D of the agenda packet and pointed out the useful features for library staff. There is digital support for the public and a separate section for staff which feature links to help pages or video support. The CountyCat app officially went live July 18th and social media announcements have begun. The app is waiting on one more update which will list the app as all user friendly in the IOS app store.

Some new features that came with the app include linking accounts between family as long as all credentials are provided and changing pick up locations. Currently the linked accounts need to be reset each time the app is opened, but that is being worked on. Discussion ensues.

Sheila O'Brien asked about Library news features and what to do if their member library is not featured. The member libraries are linked via social media accounts like Facebook, twitter, and Instagram. They can be still be added by sending their media links to Jennifer Schmidt. Jen Gerber commented on how Monarch Library System rolled out an app with the same developer and layout a year ago and it was well received by patrons; the scan barcode feature on the new app is one of the most used functions.

2023 Hoopla cost projections provided by Midwest Tape.

Steve Hesel sent out costs for Hoopla for the remainder of this year and projected cost for next year. It is featured in Attachment E of the agenda packet. Midwest Tape projects \$252,000 which comes from increased patron usage each year. Steve projects \$245,000 for 2023 cost as patron usage does not seem to be increasing as much.

MCFLS will cover \$155,000 which is \$10,000 over last year. The excess cost will be distributed between the member libraries based on usage per library.

InfoPass Update and Timeline.

Steve Hesel reported that 19 libraries scheduled to participate so far and anyone else can submit to participate once it is up and running. There will be a soft roll out on August 15th 2022 with a plan to promote more to patrons once all of the bugs are worked out. This will have a direct benefit to patrons giving them access to collections they normally would never have access to. Steve is meeting next Thursday with the committee to finalize any last changes.

INFORMATIONAL

LDAC Sharepoint site

If there are access issues please contact Steve Hesel to get that resolved.
This is helpful for sharing larger files and getting information out to larger groups quicker.

Marketing update: Brainfuse promotion. Usage data to be presented at the end of October.

Deb Merri reported about the ARPA grant for the Brainfuse marketing promotion. The grant provided \$8000 in digital promotions and \$2600 in print which allows \$500 per member library for additional promotions of their choosing. MCFLS is currently running ads on social media and 4 months of Valpak mailers. Brainfuse is also sending additional printed materials for each library with QR codes. Steve Hesel will be collecting data from the campaigns on the ROI to decide if we will continue going into 2023.

ADDITIONAL BUSINESS

Worker Connection Program

Steve Hesel has been having monthly meetings with the Department of Workforce Development. There is discussion of a program to bring Career Navigators for resume help; one on one connections with patrons, career and resource help. The program tentatively is scheduled to begin October 1st at MPL. Any library interested in participating please contact Steve Hesel to set up a connection with them. Sheila O'Brien reported Greenfield currently has a walk up table in their library with Workforce staff and patrons enjoy the service; they are self-sustainable and is not a burden on member libraries.

MEMBER LIBRARY UPDATES

Hales Corners: Planning for an April referendum for building maintenance-asked to see if anyone has successfully gone through this process and know of a marketing firm she could contact (email or contact in chat).

Whitefish Bay: Asking for wage adjustments for staff from the village board; 3yr plan;

St. Francis: They are completing wage comparisons for an increase in staff wages. It is looking to be slightly higher than city annual wage increases but closer to other city employee wages.

Introductions of LDAC members to the new members.

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

NEXT MEETING. Scheduled for Thursday, September 1st, 2022 beginning at 10:00 a.m. via Zoom and in person if a location can be determined.

With there no further business, Nyama Reed moved and Rhonda Gould seconded a motion to adjourn the meeting at 11:45. Unanimously approved

DPI Update (SRLAAW Meeting 8/26)

Funding Formula Analysis

The Library Services Team has received the final deliverables from the funding formula analysis performed by Dr. Kriz. This project was intended to provide independent analysis of the public library system state aid formula by a reputable academic economist outside both Wisconsin and the library field. What the Library Services Team received as a result of the analysis is a report that is not directly actionable, but rather, provides insight into where we need to focus, collect additional data, and learn to better understand how we can achieve greater library funding equity in Wisconsin.

Actionable insights surfaced by this analysis are as follows:

- The need to establish system standards, including assessing and identifying data points specific to systems. Potentially, this could include local library data points if those are directly connected to system services.
- The creation of a database for library annual report data to be used to support library planning and decision making in addition to identifying key performance indicators that are indicative of effective library system support.
- Using the above system standards and annual report database, start a multi-biennial state aid conversation using equity as a lens. This would include professional learning around standard economic indicators and concepts to more thoroughly investigate formula models, including the idea of categorical aid and how it could work alongside the current formula aid system.

All of these actionable insights would move forward in conjunction with public library system directors, LD&L, and other stakeholders as work in these areas evolve. The Library Services Team is beginning to draft a PLSR Implementation Report that will further detail next steps from the report. The report will not be issued on its own, but as an appendix to the PLSR Implementation Report to ensure that proper context is readily apparent and obvious.

Current ARPA Technology Grant Expenditures by Library as of 8/25/22
All Expenditures Due by 12/15/2022

Library	Total Available	Total Encumbered	Remaining Available
Brown Deer	\$ 2,400.92	\$ -	\$ 2,400.92
Cudahy	\$ 2,400.92	\$ -	\$ 2,400.92
Franklin	\$ 2,400.92	\$ 2,400.92	\$ -
Greendale	\$ 2,400.92	\$ -	\$ 2,400.92
Greenfield	\$ 2,400.92	\$ -	\$ 2,400.92
Hales Corners	\$ 2,400.92	\$ -	\$ 2,400.92
Milwaukee	\$ 2,400.92	\$ 2,398.00	\$ 2.92
North Shore	\$ 2,400.92	\$ -	\$ 2,400.92
Oak Creek	\$ 2,400.92	\$ 1,119.07	\$ 1,281.85
St. Francis	\$ 2,400.92	\$ 2,182.62	\$ 218.30
Shorewood	\$ 2,400.92	\$ 2,400.92	\$ -
South Milwaukee	\$ 2,400.92	\$ 1,978.98	\$ 421.94
Wauwatosa	\$ 2,400.92	\$ 1,199.00	\$ 1,201.92
West Allis	\$ 2,400.92	\$ 1,063.94	\$ 1,336.98
Whitefish Bay	\$ 2,400.92	\$ -	\$ 2,400.92
TOTAL	\$ 36,013.80	\$ 14,743.45	\$ 21,270.35

Next checks mailed out at end of September. Last round in December.

Example Projects for ARPA IT Hardware Improvements and Upgrades projects

The list below is intended to provide an outline and generate ideas for allowable ARPA IT Hardware Improvements and Upgrades expenditures. Libraries and systems are encouraged to consult their technology plans to align expenditures with identified community/regional needs.

- Expanding digital network access
 - Purchasing and installing equipment to support provision of internet access, including cabling, switches, routers, firewalls, network security appliances, wireless access points, wireless access point controllers, servers, wireless bridges, and weatherproofing equipment
 - Hotspots, including hotspots on bookmobiles and other outreach vehicles (hotspot devices are eligible for all libraries; hotspot service plans are eligible only for CIPA compliant libraries)
 - Increasing transport bandwidth (direct expenses for internet access are only eligible for CIPA compliant libraries)
 - Installing alternate community wireless internet access points (e.g., local museum, village hall, public park) (necessary equipment is eligible for all libraries; internet access costs are eligible only for CIPA compliant libraries)
 - Marketing wireless internet improvements (e.g., permanent signs, sandwich boards, banners)
 - Marketing costs must promote specific ARPA improvements to library products or services and not simply advertise general library services. For example, if a library increases outdoor Wi-Fi access using ARPA funding, it is appropriate to purchase a sign to display in the parking lot [advertising](#) the library as a community wireless access point.
 - Web conferencing software and web cameras for virtual programming, staff interaction and collaboration, staff and patron interaction, and visibility of library meetings
 - Remote access software and necessary peripherals to facilitate staff and patron interactions
- Purchasing internet accessible devices

IMPORTANT: ARPA funds used to purchase internet-accessible devices (e.g., computers, tablets, smartphones) or to pay for costs associated with accessing the internet by library patrons or staff (e.g., hotspot data plans), are available only to libraries that meet the content filtering requirements of [CIPA](#). This includes the purchase of computers for responding to the COVID-19 pandemic, job resource centers, or for any other endeavor. Libraries not eligible for funding for internet-connected devices or internet access because they are not CIPA compliant may consider utilizing local funds to purchase those devices/access.
- Providing technical support services
 - Virtual/phone reference
 - Staff development
 - Unemployment and job seeking resources for patrons and possibly staff
 - Health information related to the pandemic
 - Community and government information

Public libraries and public library systems should determine whether to address needs individually at each library or if providing similar services to each library in the system is in the best interest of the public libraries. Ultimately, each library may determine how to utilize the ARPA IT Hardware Improvements and Upgrades funding generated by that library and that determination, if it differs from the library system, will take precedence if the library's determination is necessary, reasonable, and allowable under ARPA.

General stipulations for ARPA IT Hardware Improvements and Upgrades projects

- Projects must tie back to at least one of the goals in the [LSTA Five-Year Plan for Wisconsin 2018-2022](#)
- Project shall align with at least one of the IMLS spending priorities below:
 - Support digital inclusion efforts to enable libraries to reach residents particularly in support of education, health, and workforce development needs
 - Provide rapid emergency relief
 - Support library services that meet the needs of their communities
 - Reach tribal and museum partners best positioned to assist with pandemic response efforts
- Projects encouraged to include costs for marketing to carry out the project



- Record questions
- Search answers
- Build reports
- Safe and secure

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- Kansas City Public Library
- Naperville Public Library
- Omaha Public Library
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- National Library of Medicine
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- State Library of Kansas
- Vermont State Library

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- Loyola University Chicago
- Sacramento County Law Library
- University of Arizona Law Library
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