

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, September 29th, 2022
11:00 AM – 12:00 PM

This meeting will be held:

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

Agenda

The LDAC reserves the right to take action on any of the items listed below.

1. Call to order
2. Additional agenda items/adoption of agenda
3. Approval of minutes for the September 1st, 2022 LDAC meeting

Action

Action

[Attachment A](#)

Topics Requiring Action or Discussion.

4. 2023 Proposed MCFLS Budget

[Attachment B](#)

5. 2023 Draft MCFLS System Plan

[Attachment C](#)

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 Wednesday, November 9th at 6 am.

[Attachment D](#)

Informational.

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, November 10th, 2022 at 10 am via Zoom

Adjournment

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, September 1st, 2022
10:00am –12:00pm
Zoom Meeting Software

Present: Amy Krahn, Chair and St. Francis Public Library
Jennifer Gerber, Shorewood Public Library
Nyama Reed, Whitefish Bay Public Library
Rebecca Roepke, Cudahy Family Library
Jill Lininger, Oak Creek Public Library
Brian Van Klooster, Greendale Public Library
Tony Frausto, Milwaukee Public Library
Pete Loeffel, Wauwatosa Public Library
Rhonda Gould, North Shore Library
Emily Vieyra, Shorewood Public Library
Stephanie Lewin-Lane, Hales Corners Public Library
Karli Pederson, Milwaukee Public Library
Tristan Marshall, South Milwaukee Public Library

Excused: Jennifer Loeffel, Franklin Public Library
Dana Andersen-Kopczyk, Brown Deer Public Library
Michael Koszalka, West Allis Public Library
Sheila O'Brien, Greenfield Public Library

MCFLS Staff: Steve Hesel, Director
Brittney Hornung, Business Manager
Jen Schmidt, Library Systems Administrator

Guests: Erika Siemsen, MCFLS Board Trustee

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 10:05 a.m.

Additional Agenda Items/Adoption of Agenda.

Chair Krahn inquired whether there were any additions to the agenda. Director Hesel brought forward three items.

1. Sierra and Webbridge issues.
2. LDAC meeting in late September
3. Patron Point update

Nyama Reed motioned and Rhonda Gould seconded to adopt the agenda additions. Unanimously passed.

Approval of Minutes for the August 4th, 2022 LDAC Meeting. Chair Krahn referred to the minutes of the August 4th, 2022 meeting shown as Attachment A of the agenda packet. Nyama Reed motioned and Rhonda Gould seconded the motion to approve the minutes as presented. Unanimously passed

TOPICS REQUIRING ACTION OR DISCUSSION

Member Library Updates Related to COVID-19.

Chair Krahn reminded all too please update the MCFLS Member Libraries Current Status Document.

State and DPI Updates

Funding Formula Analysis

The DPI received the report from the consultant Dr. Kris regarding possible changes to the state aid funding formula earlier this year.

- a. The report highlighted the need for more complete data that gave an accurate picture of what costs are involved in running a system. The DPI and system directors felt that in order to have an equitable approach to system funding there also needed to be more emphasis on system standards so they could compare apples to apples.
- b. All indications are that there will be no changes to the formula that would affect our state aid amounts for the upcoming biennial budget discussions, and the earliest DPI believes we might see a change would be for the FY 2025 budget. There's a long way to go before any changes are even considered, but they are starting those conversations now.

SRLAAW compensation study update.

- a. The workgroup has met twice this summer and will meet again next week to finalize a bid document for a consultant to provide a survey and analysis of compensation for staff at public libraries in Wisconsin.
- b. Bruce Smith and Melissa Aro have worked with Steve Hesser on the draft and they feel they have a really good scope of services that will provide for a long-term process that directors and boards can use for decision-making regarding staff compensation.
- c. They could see the bid released as early as September 22nd and expect the process will take about four months in total, but they do know that all grant activities need to be completed by June 30th of next year.
- d. Directors were asked for a good source for class and comp studies like this or have a vendor in mind that they or the municipality has worked with.

Nyama Reed commented that she used this report to calculate salary increases for her staff which was approved by their board. Director Hesser will share the bid documents with library directors. Jill L talks about comparing salaries between different municipal positions within the cities against positions within the libraries that have similar job functions, finding that the library staff is getting paid less than others in comparison. Discussion ensued. Jen Gerber shares about her previous location comparing pay based on geographic location and similar library size.

Update on ARPA Technology grant expenditures.

Director Hesel included an updated list of all expenditures MCFLS received through last week in Attachment B of the Agenda Packet. Another round of checks will go out to libraries in September and a last round in mid-December. Also attached are example projects for this section of the ARPA infrastructure grant as a reminder. If you're not sure what to do with the funding, please feel free to reach out. Other MCFLS libraries have used the money for meeting Owls, wiring projects or even additional wireless access points.

Brittney will be sending out a reminder email to each library with grant funds still available and examples of what it can be spent on. All receipts can be emailed directly to Brittney at Brittney.hornung@mcfls.org for reimbursement.

Update: Owning/Home report and comparison to new SQL reporting for reciprocal borrowing.

Director Hesel is still working on this, cleaning up the item and patron records. Report out once the report for August is run to compare July and August reports. Will get the data sent out as soon as possible.

TECHNOLOGY

Migration date for cloud hosting on Innovative

Server migration is set for Tuesday, November 8th. Please prepare for all Sierra services to be unavailable on that day for 4-6 hours. Jen Schmidt will send out the timeline and information for review.

Peter Loeffel shared that November 8th is Election Day and libraries are usually used as polling places. A new date for this migration was suggested. Jen Schmidt will follow up with a new date and whether after hour's migration is possible. Emily Vieyra asked whether the other libraries would be open to the public as normal and operating on offline circ; most libraries answered as being open as normal. Emily Vieyra also asked what impact will this have on MyPC? Director Hesel confirms this would also be impacted and to use guest passes for the day.

Interest in system subscription for reference question tracking using Gimlet.

Director Hesel introduced a system-wide quote for Gimlet, which provides reference tracking that could be useful for annual report statistics. The total cost of around \$3,500 included in the quote would cover all member libraries including MPL.

Director Hesel questioned, for those of you who use Gimlet, can you vouch for its usefulness? For those of you who don't use Gimlet, would you integrate it into your workflows if the system covered the subscription? Discussion ensued. Director Hesel stated that it will be allocated into MCFLS 2023 budget and more will be reported after discussing with the vendor.

Goal set for multifactor authentication (MFA) for MCFLS email accounts by end of 2022.

Director Hesel proposed that Eric will reach out to each library directly to set up MFA with email accounts. Stephanie Lewin-Lewis suggested USB keys as use for an MFA instead of using a personal cell phone. Director Hesel and Eric will look into different options and costs other than use of a personal device for MFA.

[Introduction of Erika Siemsen, the new MCFLS Board Trustee, to LDAC members.]

Collection HQ Update

Based on conversations with B&T, we were able to get a three-year agreement to lock in our subscription price and save around \$6000 - \$7000 over the course of the three years. Director Hesper spoke with Karli Pederson at Milwaukee Public Library and took a close look at the ESP product which suggests ordering based on Collection HQ data, but it is expensive and will require more vetting.

INFORMATIONAL

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

An informational session was held on August 24th led by Worker Connection staff to introduce the program. Career navigators are available to provide one-on-one assistance within your library for services such as resume building and referrals to other agencies. To make the most of their visit, they do ask for a minimum of two-hour sessions, a designated space, access to laptops (if available) and printing. Please reach out to Steve if you'd like to get in touch with the Worker Connection staff and arrange a site visit.

ADDITIONAL BUSINESS

Sierra and Webbridge issues

An email was sent August 31st with details. This issue impacted the entire system including the catalog, Sierra, and mobile app. We apologize for the disruption in services, but we do feel we have a better handle on these bot requests. Innovative put in a patch to block IP addresses. Trying to automate blocking of the bots that are trying to gain access to Webbridge (open URL resolver that allows external resources through the catalog). Once integrated to the cloud, we will have less of these issues.

LDAC Meeting in late September

The meeting date and time that appears to work best is Thursday, September 29th at 11:00 am. This will be an abbreviated meeting to discuss the MCFLS budget and approval for the Owning Home process.

Patron Point Update

Welcome emails will begin to go out on September 12th. All new patrons will receive a series of three emails introducing them to library services. Deb sent examples of these emails previously. Patrons can opt out of the emails at any time. Oak Creek and South Milwaukee are beginning to use Patron Point for their newsletters. If you are using Constant Contact or another newsletter software application, using Patron Point might be able to save you money on that subscription. It's free to use, Deb or Jen can assist you in setting up your user base and sign up forms.

MEMBER LIBRARY UPDATES

Karli Pederson, Milwaukee Public Library - What is everyone using instead of Baker Taylor because of the outages. Chair Krahn paused usage and uses Amazon instead.

Tony Frausto, Milwaukee Public Library- replacement for Central Circulation Manager is Kyle Eklund.

Amy Krahn, Chair and St. Francis Public Library - Started using self-check through the mobile app. Set up self-check stations
Karli Pederson, Milwaukee Public Library - looking into getting self-checkout with mobile app after trying it out at WFB.

[Erika Siemsen left at 11:44 am]

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

Thursday September 29th at 11:00 am.

With there no further business, Nyama Reed motioned and Tristan Marshall seconded to adjourn the meeting at 11:49 am. Unanimously approved

October 3rd, 2022
To: MCFLS Trustees
From: Steve Hesel, MCFLS Director
Re: 2023 proposed MCFLS Budget

Summary

Based on feedback from previous meetings and consultation with system staff, I am proposing the following 2023 MCFLS Budget. I feel the budget offers a good balance in funding some additional services while offering reductions in costs for members.

Highlights

Points of emphasis in the proposed budget:

- State aid will increase by 8% (\$267,000) in 2023 and account for 8% increases to reciprocal borrowing (+ \$131,926) and resource library (+ \$16,717) expenditures while increasing the system share of cataloging costs (+ \$24,072) that reduce the burden on members.
- Additions of a part-time PC support specialist and full-time ILS technician to provide additional support for member libraries. These additions will allow MCFLS administrators more time for expanded work, improved service for member libraries and allow us to fully staff the MCFLS Helpdesk while libraries are open.
- Funding to pay for costs related to automatic verification of new and existing patrons through Patron Point. This option will eventually allow member libraries to free up staff for other purposes and will be transparent to the patron.
- Purchase of a next generation firewall to replace both our current Fortigate 300D firewall and WAN router, expected to save the system roughly \$15,000 and reduce redundancy on the network.

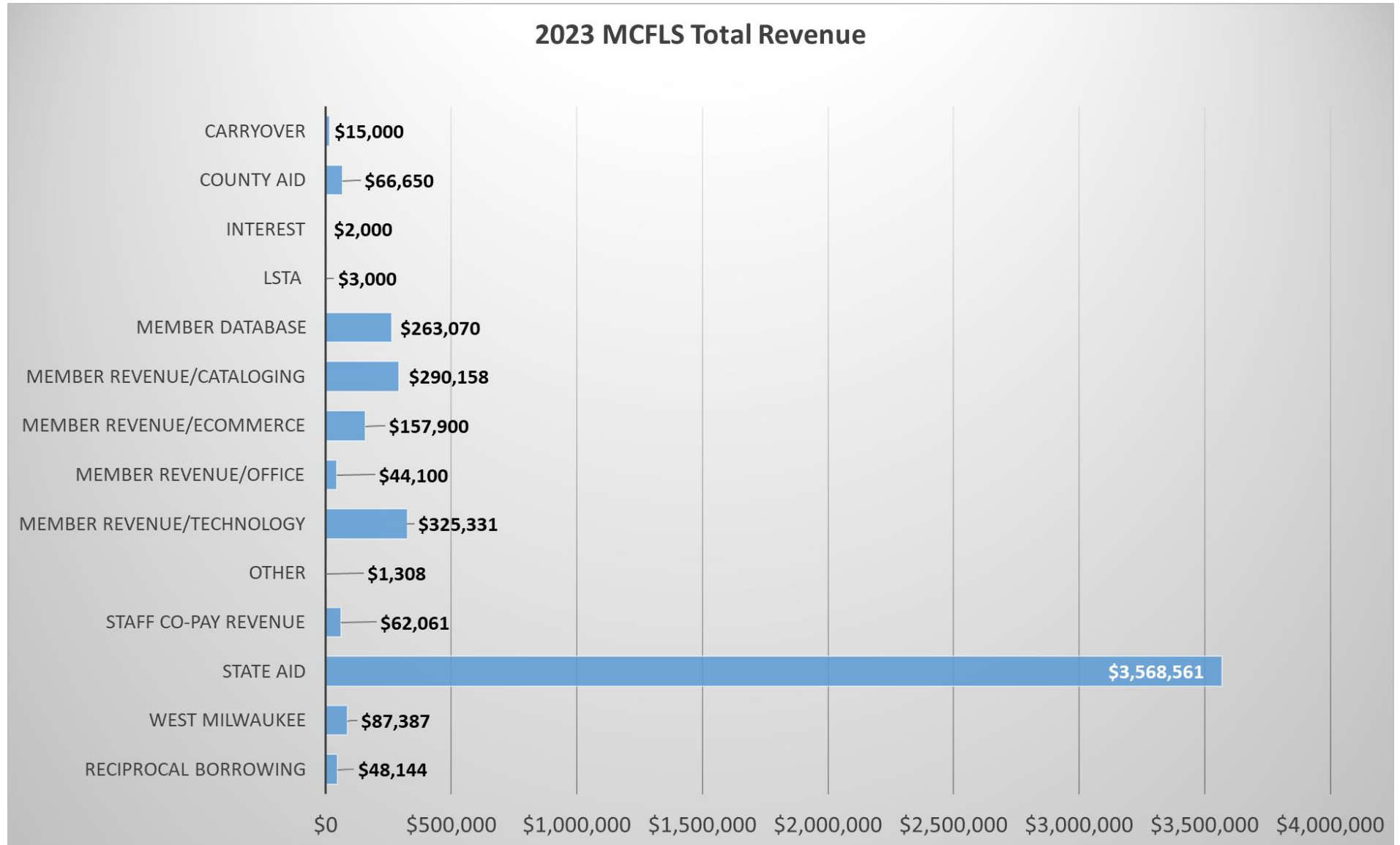
Reduction in Member Costs

The system will reduce costs for members in these areas:

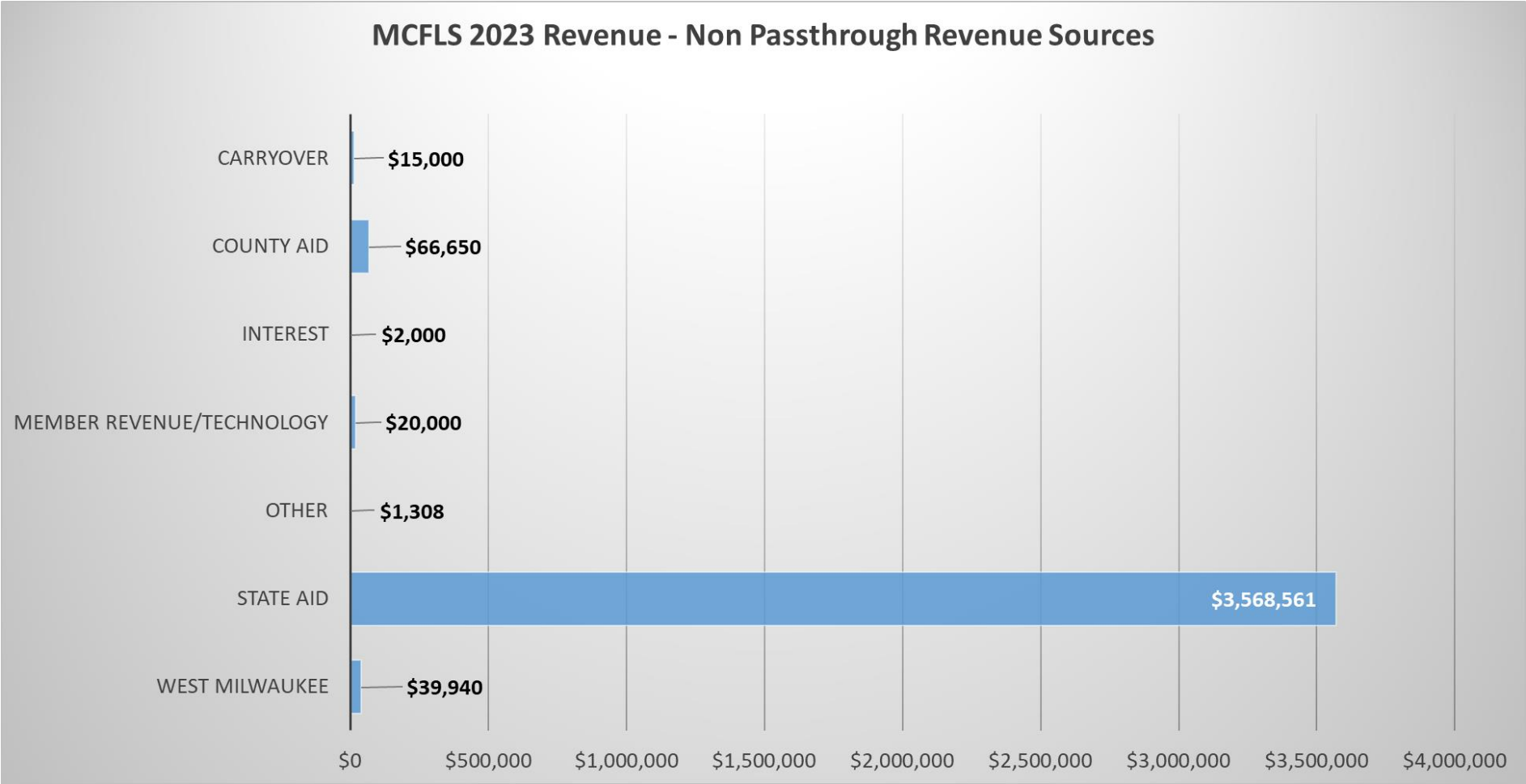
- Innovative ILS Costs. Through renegotiation with Innovative, member libraries will see a 16% reduction of their costs for 2023. New services such as a mobile worklists app and scheduler feature for Create Lists will be open to members in the next year.
- Mobile App and Selfcheck Costs. MCFLS is again covering the costs of the new Innovative mobile app and will cover implementation and ongoing maintenance charges for any library wishing to integrate self-check through the mobile app in 2023.
- Cataloging Costs. Additional state aid will go towards the system portion of the cataloging contract, saving members \$12,426 overall as compared to 2022.
- Electronic Resources Costs. MCFLS will again cover the entire cost of providing Gale Courses, Udemy on-demand video instruction and Transparent Languages while adding Gimlet reference tracking for all member libraries. The total cost covered for all these products for 2023 is \$95,000. The system is also proposing an additional system contribution of \$20,000 to offset member hoopla costs.
- Shoutbomb Text Notification, Itiva Telephone Notification and MKE Mixers costs. Costs associated with these services will again be covered completely by the system. Total savings estimated to be around \$12,500.

Overall, member costs are being reduced from roughly \$865,000 in 2022 to \$838,000 in 2023 for a total reduction of \$27,000.

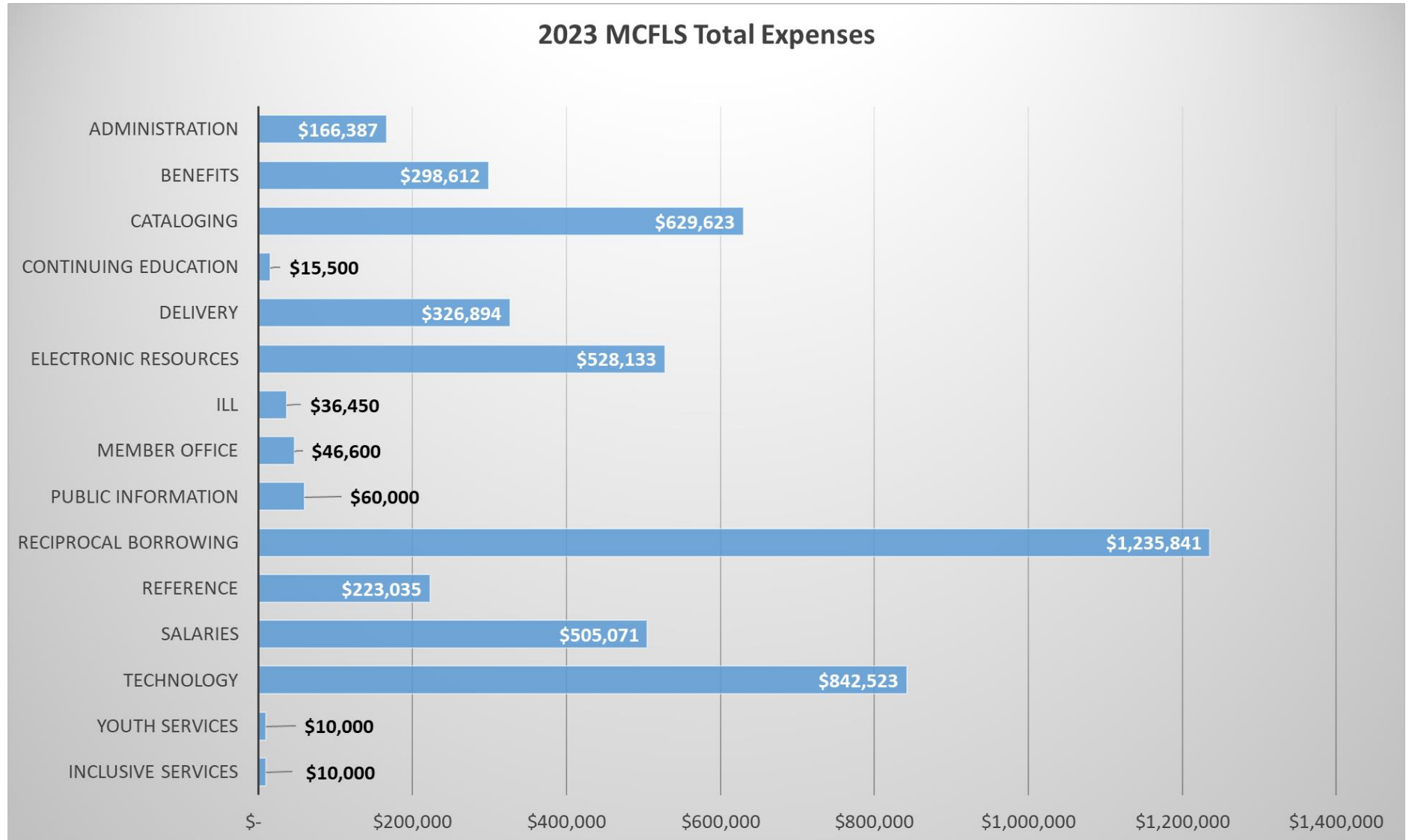
MCFLS Budget 2023



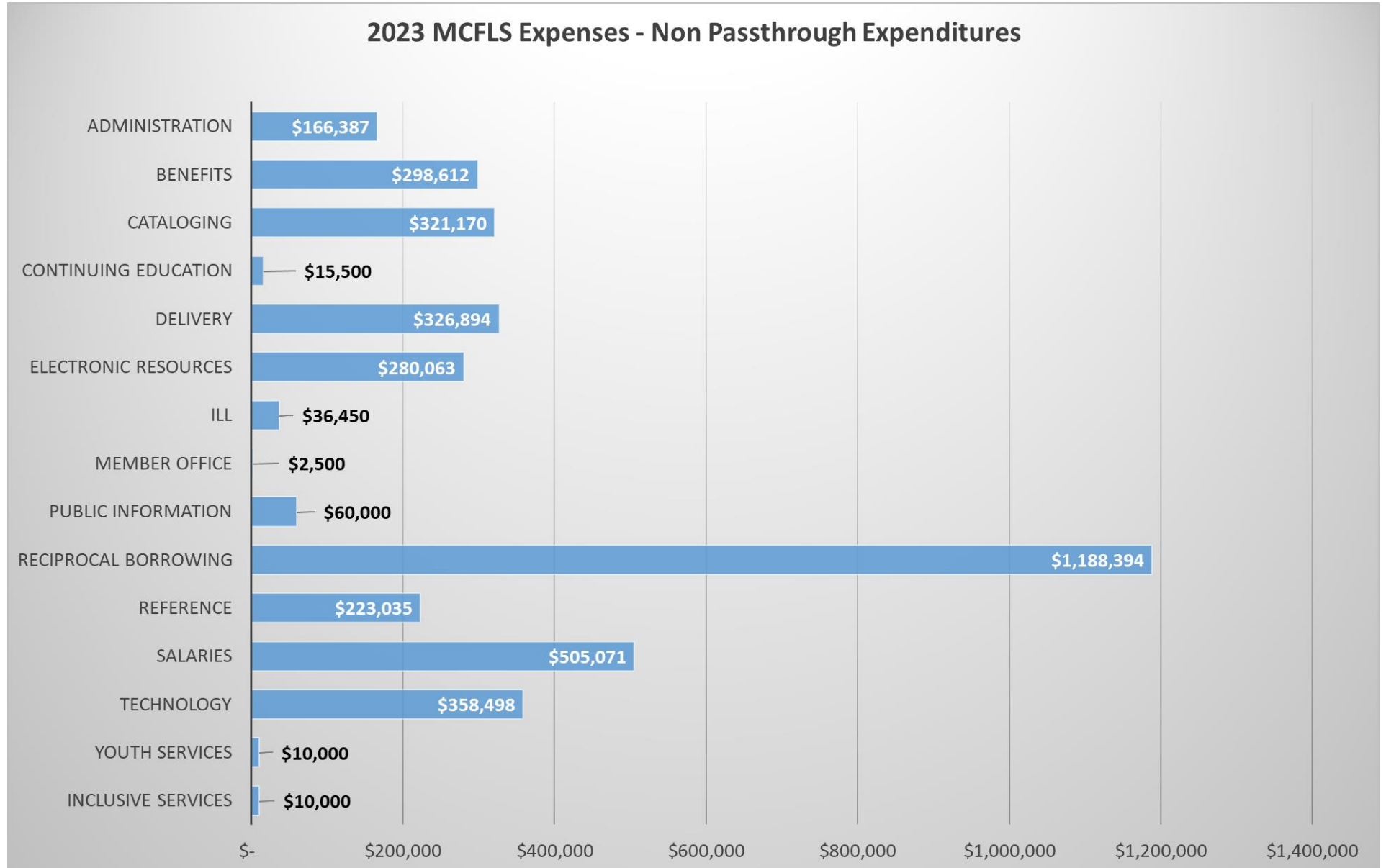
MCFLS Budget 2023



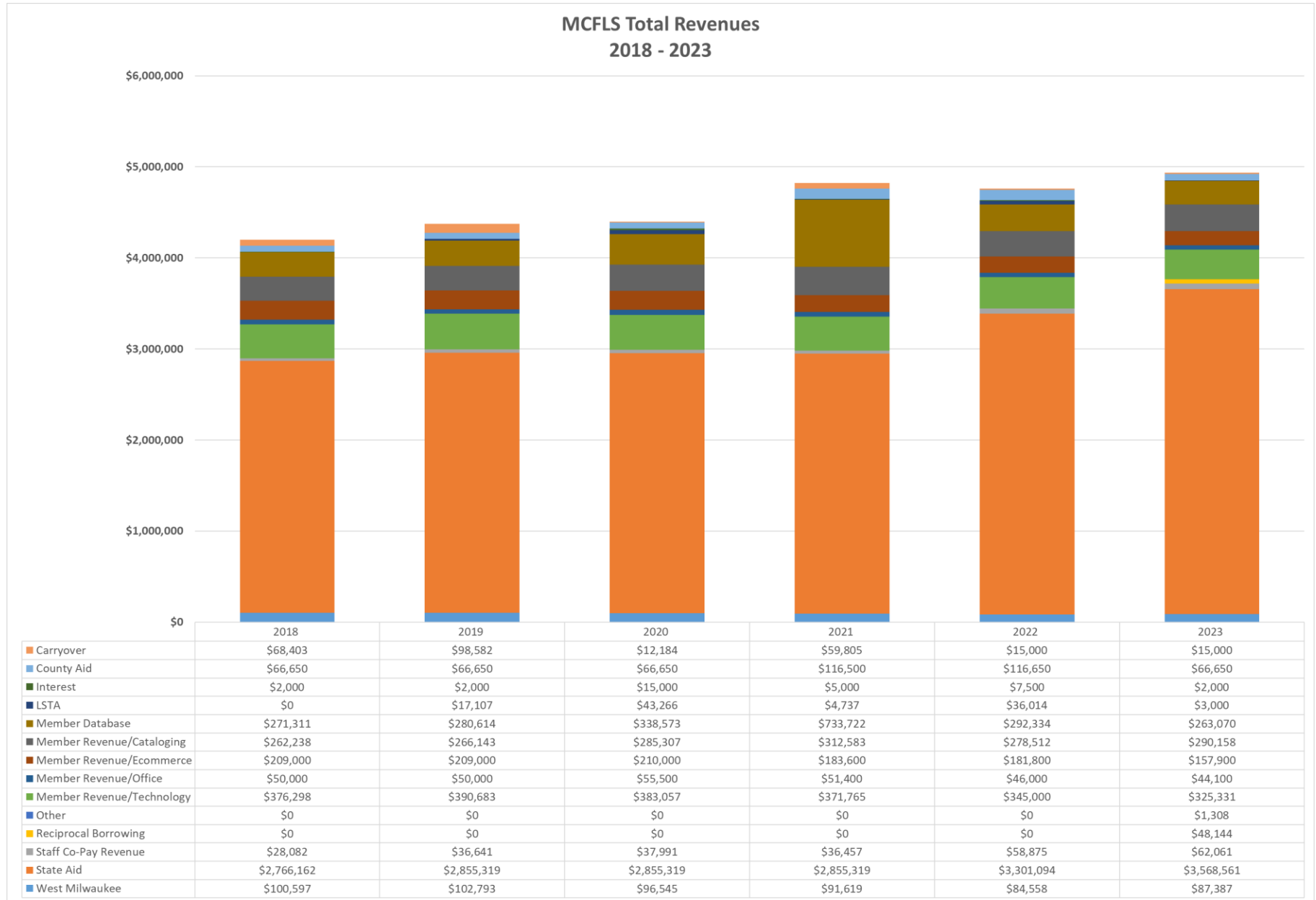
MCFLS Budget 2023



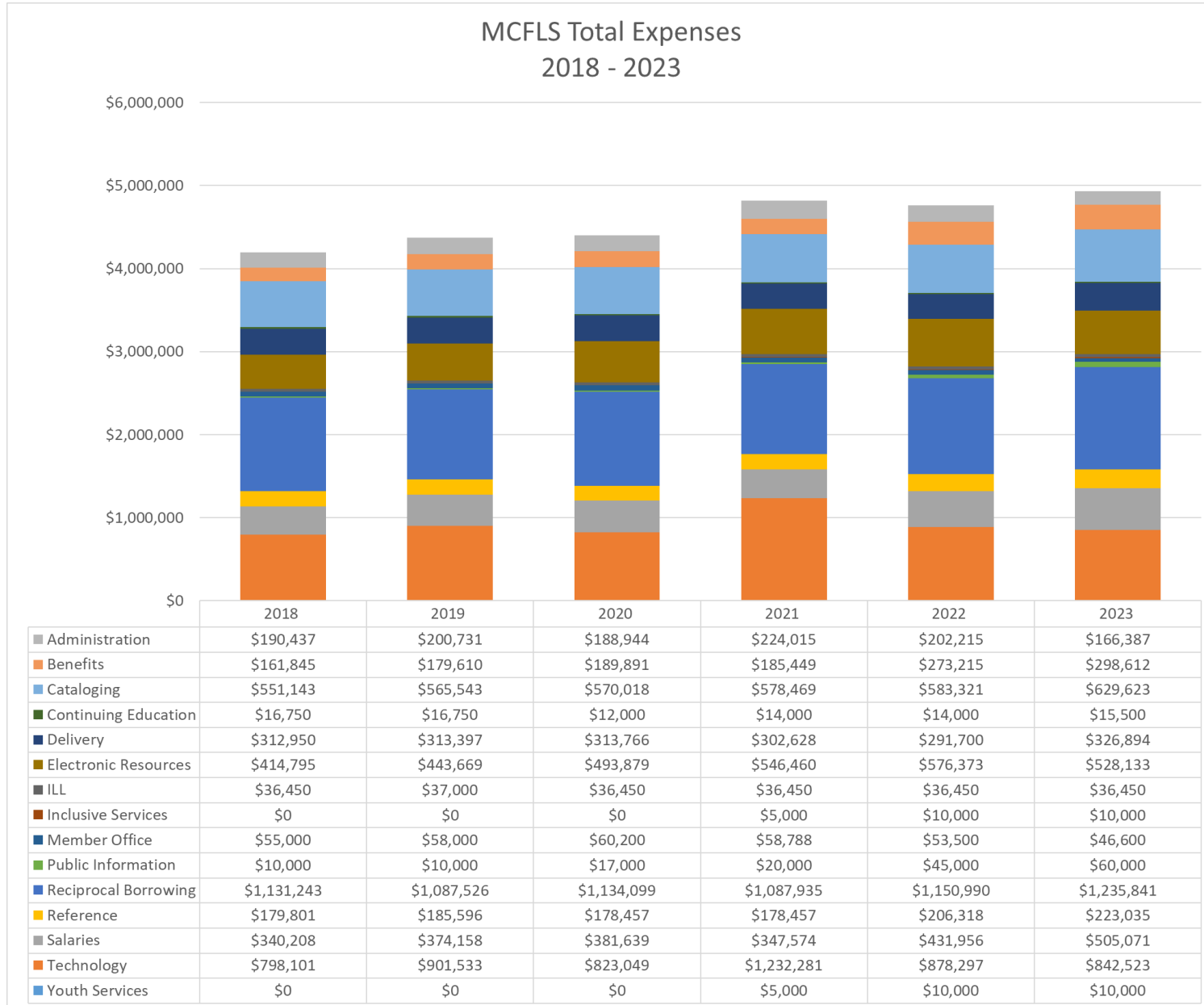
MCFLS Budget 2023



MCFLS Budget 2023



MCFLS Budget 2023



| | | <u>2022 Revised</u> | <u>2023 Proposed</u> | <u>+/-</u> |
|----|-------------------------------------|---------------------|----------------------|--------------|
| 2 | General Revenues | | | |
| 3 | State Aid Revenue | \$ 3,301,094 | \$ 3,568,561 | \$ 267,467 |
| 4 | Milwaukee County Allocation | \$ 66,650 | \$ 66,650 | \$ - |
| 5 | West Milwaukee Contract -Other | \$ 39,940 | \$ 39,940 | \$ - |
| 6 | Interest on Invested Funds | \$ (15,000) | \$ 2,000 | \$ 17,000 |
| 7 | Member Forms/Supplies Revenue | \$ 25,000 | \$ 21,000 | \$ (4,000) |
| 8 | Member Postage Revenue | \$ 18,100 | \$ 16,100 | \$ (2,000) |
| 9 | Member OCLC Revenue | \$ 127,337 | \$ 127,336 | \$ (1) |
| 10 | Member Telecomm. Revenue | \$ 16,800 | \$ 16,800 | \$ - |
| 11 | Member III Softwre Maint-Basic | \$ 185,717 | \$ 156,391 | \$ (29,326) |
| 12 | Member III Softwre Maint-Other | \$ 49,938 | \$ 41,572 | \$ (8,366) |
| 13 | Member Tech. Assist.-Time Rev. | \$ 25,000 | \$ 20,000 | \$ (5,000) |
| 14 | Member Special Projects Revenu | \$ 70,000 | \$ 70,000 | \$ - |
| 15 | Member Cataloging Contract Rev | \$ 151,176 | \$ 162,822 | \$ 11,646 |
| 16 | Member Database Revenue | \$ 14,970 | \$ 14,685 | \$ (285) |
| 17 | Member Ecommerce Transaction | \$ 6,800 | \$ 7,900 | \$ 1,100 |
| 18 | Carryover Revenue | \$ 50,831 | \$ 15,000 | \$ (35,831) |
| 19 | Staff Benefits/Co-Pay Revenue | \$ 46,547 | \$ 62,061 | \$ 15,514 |
| 20 | Member Digital Content Rev | \$ 158,299 | \$ 233,385 | \$ 75,086 |
| 21 | Member PC Management License Rev | \$ 2,545 | \$ 2,545 | \$ - |
| 22 | LSTA Technology Grant Revenue | \$ 197,314 | \$ 3,000 | \$ (194,314) |
| 23 | Member Replacement Fines Revenue | \$ 7,000 | \$ 7,000 | \$ - |
| 24 | Member OverDrive Advantage Rev | \$ 15,002 | \$ 15,000 | \$ (2) |
| 25 | Member Collection Dev Tool Rev | \$ - | \$ 18,023 | \$ 18,023 |
| 26 | Total General Revenues | \$ 4,561,060 | \$ 4,687,771 | \$ 79,015 |
| 27 | | | | |
| 28 | Special Revenues | | | |
| 29 | W. Milwaukee Borrowing Revenue | \$ 47,447 | \$ 47,447 | \$ - |
| 30 | InfoPass Project Management Revenue | \$ 1,308 | \$ 1,308 | \$ - |
| 31 | Ecommerce Revenue | \$ 175,000 | \$ 150,000 | \$ (25,000) |
| 32 | MCFLS Reciprocal Borrowing Reserve | \$ - | \$ 48,144 | \$ 48,144 |
| 33 | Total Special Revenues | \$ 223,755 | \$ 246,899 | \$ 23,144 |
| 34 | | | | |
| 35 | Total Revenues | \$ 4,784,815 | \$ 4,934,669 | \$ 149,855 |
| 36 | | | | |
| 37 | | | | |
| 38 | | | | |
| 39 | | | | |
| 40 | General Expenditures | | | |
| 41 | Fringe Benefits Expense | \$ 248,076 | \$ 298,612 | \$ 50,536 |
| 42 | Salaries Expense | \$ 432,396 | \$ 505,071 | \$ 72,675 |
| 43 | Member Ecommerce Transaction E | \$ 6,800 | \$ 7,900 | \$ 1,100 |
| 44 | TNS Calls/Renewal Line Expense | \$ 1,450 | \$ 2,064 | \$ 614 |
| 45 | Conference/Training Expense | \$ 6,500 | \$ 6,500 | \$ - |
| 46 | Memberships Expense | \$ 7,500 | \$ 9,300 | \$ 1,800 |
| 47 | Continuing Education Expense | \$ 9,000 | \$ 9,000 | \$ - |
| 48 | Office Supplies Expense | \$ 1,500 | \$ 1,500 | \$ - |
| 49 | Copy Machine Maint. Expense | \$ 1,000 | \$ 1,000 | \$ - |
| 50 | MCFLS WI Pub Lib Consortium Ex | \$ 6,586 | \$ 6,953 | \$ 367 |
| 51 | MCFLS Buying Pool | \$ 155,000 | \$ 175,000 | \$ 20,000 |
| 52 | MCFLS Database Expense | \$ 96,883 | \$ 98,110 | \$ 1,227 |
| 53 | MCFLS Catalog Enhancement Exp | \$ 158,112 | \$ 189,642 | \$ 31,530 |
| 54 | Member Database Expense | \$ 14,970 | \$ 14,685 | \$ (285) |
| 55 | MCFLS Postage Expense | \$ 600 | \$ 600 | \$ - |
| 56 | Member Postage Expense | \$ 18,100 | \$ 16,100 | \$ (2,000) |
| 57 | Member Forms/Supplies Expense | \$ 25,000 | \$ 21,000 | \$ (4,000) |
| 58 | Telephone Expense | \$ 7,000 | \$ 6,000 | \$ (1,000) |

| | | | | | | | |
|-----|---------------------------------------|----|-----------|----|-----------|----|-----------|
| 59 | Meetings Expense | \$ | 1,000 | \$ | 1,000 | \$ | - |
| 60 | Insurance Expense | \$ | 11,512 | \$ | 12,000 | \$ | 488 |
| 61 | Legal Expense | \$ | 500 | \$ | 1,500 | \$ | 1,000 |
| 62 | Audit Expense | \$ | 12,500 | \$ | 12,700 | \$ | 200 |
| 63 | Payroll Service Expense | \$ | 5,400 | \$ | 5,400 | \$ | - |
| 64 | III Software Support Expense | \$ | 235,655 | \$ | 197,963 | \$ | (37,692) |
| 65 | III Telephone Notification Subscr Exp | \$ | 12,224 | \$ | 12,530 | \$ | 306 |
| 66 | Member Telecomm. Expense | \$ | 16,800 | \$ | 16,800 | \$ | - |
| 67 | MCFLS Telecomm. Maint. Expense | \$ | 40,000 | \$ | 45,000 | \$ | 5,000 |
| 68 | OCLC Expense | \$ | 137,388 | \$ | 145,631 | \$ | 8,243 |
| 69 | MCFLS Computer Room Equipment | \$ | 10,000 | \$ | 10,000 | \$ | - |
| 70 | MCFLS Software Expense | \$ | 7,000 | \$ | 10,000 | \$ | 3,000 |
| 71 | MCFLS Equipment Expense | \$ | 10,000 | \$ | 10,000 | \$ | - |
| 72 | Member Special Projects Expens | \$ | 70,000 | \$ | 70,000 | \$ | - |
| 73 | Sorting and Delivery Expense | \$ | 305,000 | \$ | 305,000 | \$ | - |
| 74 | South Central Delivery Expense | \$ | 21,910 | \$ | 21,894 | \$ | (16) |
| 75 | MPL Resource Contract Expense | \$ | 206,318 | \$ | 223,035 | \$ | 16,717 |
| 76 | MPL Rent Lease Contract Exp. | \$ | 95,387 | \$ | 95,387 | \$ | - |
| 77 | ILS Expense | \$ | 36,450 | \$ | 36,450 | \$ | - |
| 78 | MCFLS Catalog Cont Exp to MPL | \$ | 297,098 | \$ | 321,170 | \$ | 24,072 |
| 79 | Member Catalog Contract Exp. | \$ | 151,176 | \$ | 162,822 | \$ | 11,646 |
| 80 | MCFLS Collection Dev Tool Exp | \$ | 26,972 | \$ | 26,972 | \$ | - |
| 81 | Member Collection Dev Tool Exp | \$ | - | \$ | 18,023 | \$ | 18,023 |
| 82 | Internet Expense | \$ | 21,635 | \$ | 21,635 | \$ | - |
| 83 | Contingency Expense | \$ | 39,717 | \$ | 52,719 | \$ | 13,002 |
| 84 | Member Digital Content Exp | \$ | 158,299 | \$ | 233,385 | \$ | 75,086 |
| 85 | Marketing | \$ | 50,500 | \$ | 60,000 | \$ | 9,500 |
| 86 | Cooperative Purchasing Sub Exp | \$ | 2,500 | \$ | 2,500 | \$ | - |
| 87 | Member PC Management License Exp | \$ | 1,875 | \$ | 1,875 | \$ | - |
| 88 | LSTA Technology Grant Expense | \$ | 197,314 | \$ | 3,000 | \$ | (194,314) |
| 89 | MCFLS MKE Mixer Expense | \$ | 1,400 | \$ | 1,400 | \$ | - |
| 90 | Member Replacement Fines Exp | \$ | 7,000 | \$ | 7,000 | \$ | - |
| 91 | Member OverDrive Advantage Exp | \$ | 15,002 | \$ | 15,000 | \$ | (2) |
| 92 | Youth Services Exp | \$ | 10,000 | \$ | 10,000 | \$ | - |
| 93 | Inclusive Services Exp | \$ | 10,000 | \$ | 10,000 | \$ | - |
| 94 | Total General Expenditures | \$ | 3,422,005 | \$ | 3,548,829 | \$ | 126,823 |
| 95 | | | | | | | |
| 96 | Special Expenditures | | | | | | |
| 97 | W. Milwaukee Borrowing Expense | \$ | 47,447 | \$ | 47,447 | \$ | - |
| 98 | RB - MCFLS Payment Expense | \$ | 1,056,468 | \$ | 1,188,394 | \$ | 131,926 |
| 99 | ILS Migration Reserve | \$ | 35,000 | \$ | - | \$ | (35,000) |
| 100 | Ecommerce Expense | \$ | 175,000 | \$ | 150,000 | \$ | (25,000) |
| 101 | Total Special Expenditures | \$ | 1,313,915 | \$ | 1,385,841 | \$ | 71,926 |
| 102 | | | | | | | |
| 103 | Total Expenditures | \$ | 4,735,920 | \$ | 4,934,670 | \$ | 286,384 |



Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2023**
PI-2446 (Rev. 08-2022)

INSTRUCTIONS: Complete and submit one copy of this Word document along with one signed, scanned copy in PDF format to the Division for Libraries and Technology (Division) by Friday, October 14, 2022. Submit completed Word and PDF documents to:

LibraryReport@dpi.wi.gov

Required by Wis. Stat. §§ 43.17(5) and 43.24(3)

GENERAL INFORMATION

Library System

Milwaukee County Federated Library System

Describe significant needs and problems that influenced the development of this and other system plans.

As in past years, the overall local and state environment has had a great influence on our system plan. MCFLS and member libraries are still navigating the best way to provide services in what now seems to be a post-pandemic era. In 2022 we spent a great deal of time and effort on using unprecedented grant funding through ARPA to adapt to new demands and expectations for self-service through 24/7 external materials lockers and one-on-one online assistance through Brainfuse. A lot of these new services focus on "contactless" options, but the system and libraries know that our primary need is to reconnect with patrons and remind our communities that libraries are about human connection and meeting their needs at a personal level. For 2023 we are continuing to build on those connections through additional marketing to build support and advocacy for member libraries. We feel the system is positioned well with additional resources and expertise to be able to reach users that may not have visited their library in some time or not at all. This is a major priority for the system and member libraries.

MCFLS can also use our expertise and technology to help member libraries in other areas. Like many other libraries, our members have dealt with stress on hiring and staff retention brought about by the pandemic. By leveraging investments in resources like Patron Point and self-check through our new mobile app, the system feels we can relieve some of the demands placed upon member libraries for labor intensive activities such as card registration and circulation of materials. Using those services relieves stress on staff and allows them to focus on their important work, but also has the added benefit of providing better customer service for patrons.

The system itself continues to also reinvest in technology to improve and safeguard our network given the growing threats posed by malicious software and ransomware. MCFLS has recently rolled out a patch management system for member libraries to get necessary automatic Windows updates on public and staff workstations to protect the network. Our current firewall is approaching its end of usable service in 2023 and we've identified a next generation firewall that can also provide WAN services to save money by replacing two pieces of equipment (WAN router and firewall) with one and at the same time removing additional routing steps on our network. We plan to continue to employ the services of a networking consultant to identify vulnerabilities and plan to further extend the benefits of this contract to member libraries in 2023. And we continue to use LSTA-funded access to InfoSec for cybersecurity training for five systems in southeast/central Wisconsin to instruct staff on how to identify malicious emails.

Lastly we've become increasingly aware of the need to examine our services and practices to offer more inclusivity in our offerings to member libraries and patrons. In 2022 we formed an ad hoc Inclusive Services committee to brainstorm and make recommendations for the system and member libraries, resulting in the adoption of the DPI Statement on Inclusivity by both the MCFLS Board and Milwaukee Public Library. MCFLS has also included in our budget the addition of three language sets (Russian, Arabic and Chinese) to offer patrons whose primary language is not English more access to materials in their native language when viewing the online catalog. The system has also proposed additional inclusive service projects with Milwaukee County including \$50,000 in additional DEI titles for the OverDrive Advantage catalog and crisis training for member library staff.

Did the library system consult member libraries in the development of this plan?

- ☐ No, the library system did not include member libraries in the development of this plan.
- ☒ Yes, the library system included member libraries in the development of this plan.

If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review:

Member libraries were shown the plan in advance of the September 29th Library Directors Advisory Council (LDAC) meeting and invited to make comment and suggest changes via email. The plan was brought to the MCFLS Board with library input in October 2022.

GENERAL INFORMATION (cont'd.)

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

- ☐ No, the library system does not have a formally appointed advisory committee.
- ☒ Yes, the library system has a formally appointed advisory committee.

If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:

The system has a designated advisory committee called the Library Directors Advisory Council, or LDAC. This committee reports directly to the MCFLS Board and has been in place for many years. Each MCFLS member library is granted one appointed member on the LDAC with voting rights; Milwaukee Public, by virtue of its role as resource library, is granted an additional position on the LDAC committee.

Members of the LDAC meet regularly each month to discuss matters of importance to the system and advise the MCFLS Board and system staff on any topics that come before it. While most informational subjects are sent to the LDAC group via an email distribution list maintained by the system, matters that require discussion or action are added to the regular agenda each month. The meetings are posted to a regular distribution list that includes the LDAC members as well as the MCFLS Board of Trustees.

The agenda packets (which include minutes) are added to the system website as soon as they are sent via email. Additionally, the chair of LDAC attends regular MCFLS Board meetings, submits a written report and verbally delivers that report to the Trustees.

The 2020-2024 MCFLS Strategic Plan is available at <https://mcfls.libguides.com/admin/system-agreements-planning>. The plan includes four major strategic directions:

Technology: Ensure member libraries are supported with a high-quality and innovative technology infrastructure and flexible training to provide the best possible online and in-library technology user experience.

Communication: Provide voice and visibility for the system, its member libraries, and county-wide services and resources to broadly communicate the value and opportunities MCFLS libraries provide to our communities.

Member Library Management and Services Support: Connect members to each other and to information to encourage collaboration, sharing, and collective learning; improve and innovate library services; and provide tools for effective operational and strategic decision-making.

Organizational Support and Structure: Strengthen the core foundations for the delivery of system services to ensure MCFLS member libraries are supported and positioned to be successful.

Other planning documents include the Interlibrary Services Contract with the Milwaukee Public Library, the 2020-2024 Cataloging Contract, the MCFLS Membership Agreement, the 2020-2024 ILS, Resource Sharing, and Technology Agreement, and the 2020-2024 Resource Library Agreement. The Cataloging, Resource and ILS agreements are available at <https://mcfls.libguides.com/admin/system-agreements-planning>.

ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2023**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:

Membership Agreements

- ☒ Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.
- ☒ The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:

<https://mcfls.libguides.com/admin/system-agreements-planning>

ASSURANCES (cont'd)

Resource Library Agreement

- ☒ Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.
- ☒ The system will provide a signed copy of the resource library agreement to the Division by January 15.

If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:

<https://mcfls.libguides.com/admin/system-agreements-planning>

Reference Referral, Interlibrary Loan, and Technology

- ☒ Wis. Stat. § 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

List ongoing activities related to this requirement:

MCFLS contracts with the Milwaukee Public Library to provide services in support to all member libraries. The Milwaukee Public Library also contracts with the Reference and Loan Library to meet an agreed upon number of requests from Wisconsin residents for interlibrary loan materials. Interlibrary loan requests within the system are handled through the shared ILS and system-provided delivery.

In 2022 the system became project manager and fiscal agent for the reconstituted InfoPass project. After working with WiLS to transition responsibility for InfoPass to MCFLS, the new process was unveiled in August 2022 with a simplified process for participating libraries. 41 locations currently participate in the project including Alverno, UW-Milwaukee, Marquette, MSOE, MIAD and other academic and public libraries. Virtually all MCFLS members including MPL have taken part in the new InfoPass project. MCFLS will continue to be project manager and fiscal agent in 2023 and beyond, meeting our obligations not only to support resource sharing, but also promoting collaboration among multi-type libraries in our service area.

MCFLS contracts with the Milwaukee Public Library to provide back-up reference as the system resource library. As part of the 2020-2024 Resource Library contract, MPL also provides training, consulting, and other assistance to other member libraries and their staff. An annual report of resource library activities is shared with the MCFLS Board each February.

MCFLS provides:

- *remote authentication services for reference databases that member libraries offer to the public;
- *online forms for public requests for new materials;
- *system-wide email through Outlook 365 and website hosting;
- *coordination of the use of third-party products working with the ILS, including computer management software, RFID software, and enhanced content for the online catalog;
- *regular lists of popular materials in the library catalog;
- *readers advisory services through Patron Point software;
- *and coordination of group purchasing of electronic databases.

*A major service program MCFLS supports is reciprocal borrowing across municipal borders. This ongoing activity supports net lender member libraries through the distribution of 36% of state aid and supports those libraries in their ability to offer quality service and collections for all users. This is an ongoing activity for 2023.

*MCFLS contracts with the Milwaukee Public Library to provide centralized cataloging for all materials in the system.

*MCFLS also contracts with the Milwaukee Public Library to act as a clearinghouse for all Interlibrary Loan (ILL) requests for member libraries. The MPL staff member managing ILL services communicates regularly with the system and DPI on matters relevant to ILL and resource sharing. MPL also adds additional metrics for reporting ILL transactions for all member libraries to assist with data requirements on the state annual report.

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

*The system completed a 18 month ILS Review initiative to identify if member libraries would benefit from a change in the ILS vendors. A ten member team made up of staff from across the system evaluated three products. A recommendation to stay and sign a five year deal with Innovative to save member libraries 16% on ILS costs was approved in June 2022. In late 2022 the system will migrate to a cloud-based environment using servers housed within the Proquest environment. Other new services negotiated as part of this contract (such as a staff Mobile Worklists app) will be vetted and opened up to member libraries and patrons in 2023.

ASSURANCES (cont'd)

*The system has hired and will continue to work with a network security consultant that has familiarity with libraries in our service area to do intrusion scans and work with system staff to repair possible vulnerabilities on the network at the system and local library level. Work with the consultant has already yielded positive results and assisted system staff in identifying vulnerabilities on our network.

*System staff are planning to once again use part of additional state aids on electronic resource products available to all county residents, such as Gimlet reference tracking, Gale Courses and Udemy on-demand video instruction. By covering all costs for the product, the system can ensure availability which is critical to our need to market these resources.

Inservice Training

- ☒ Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

List ongoing activities related to this requirement.

MCFLS continues to participate as a member of the SEWI continuing education consortium, managed through the Bridges Library system. Through this partnership, MCFLS offers member libraries regular continuing education opportunities. The MCFLS Library Systems Administrator works with the MCFLS Director to coordinate continuing education planning, with MCFLS staff reviewing CE hours related to member library director certification. MCFLS also provides regular in-person, hands on training sessions through staff and vendor representatives on MCFLS-specific products and services. Regular training on ILS functionality is provided, as is training on digital streaming services and traditional databases. With the new contract with Innovative, staff will receive 20 hours of additional training at no charge. Additionally, MCFLS participates financially in statewide online training events, such as the Trustee Training Week, Tech Days and Wild Wisconsin Winter Webinar series. MCFLS and member library staff have also participated as speakers in these series.

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

The system renegotiated terms with Innovative Interfaces to provide 20 additional hours of staff training on a variety of topics related to the ILS.

MCFLS has also proposed funding for training through the Milwaukee County budget process and racial equity budget tool submitted in July 2022. The system proposes sending four staff members (2 from Milwaukee Public Library and 2 from suburban libraries) to receive certification in nonviolent crisis intervention from the Crisis Prevention Institute (headquartered in Milwaukee). These four staff would be then return to libraries to instruct staff in crisis intervention techniques to assist communities, deescalate situations and strengthen our culture of empathy and compassion.

Identify the names and email addresses of continuing education staff employed by the system for continuing education services:

Laurie Freund, Bridges Library System. Email: ljfreund@bridgeslibrarysystem.org

If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or copy of, the current agreement:

Bridges Library System

<https://mcfls.libguides.com/admin/system-agreements-planning>

Delivery and Communication

- ☒ Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement. For physical delivery reference resources, personnel, and vendors.

MCFLS administers system-wide daily (M-F) physical delivery to every library in the system through a contract with Action Logistics and sorting services through a new contract with T&E Logistics, LLC that began September 1, 2022. MCFLS fully funds these services for member libraries. MCFLS also funds regular delivery to other systems through the South Central Library Delivery service.

In 2017 MCFLS improved its ability to provide electronic delivery of information through an email upgrade to Office 365 for all member libraries. MCFLS manages the wide area network connecting member libraries to the catalog and out to the internet. MCFLS also manages and funds the library's internet connection through WiscNet.

Indicate new or priority activities relating to this requirement for the plan year (if none, indicate so):

MCFLS will participate fully in PLSR efforts to revamp statewide and local delivery services continuing in 2023. We anticipate

ASSURANCES (cont'd)

eventually merging member library and academic institutions into the same routes, which will provide efficiencies and support better resource sharing among multi-type libraries.

The system has recently hired a part-time Public Information Coordinator whose role will include communication among staff and the public. Her duties include services to member libraries and developing system-wide campaigns to reconnect with patrons and inform them of the wide variety of services our members offer. MCFLS anticipates further collaboration with other systems in our service area for 2023.

MCFLS has procured a product called Patron Point which allows the system to automate a number of tasks related to patron communication and for 2023 we plan to start sending system-generated notices to patrons through this platform, as well as automating the registration process through online forms. When completed system staff feel the savings in terms of member library staff time and expense used for registration of new and existing patrons will be substantial and ultimately provide excellent customer service to patrons. Patron Point also allows member libraries to save costs on targeted email newsletters rather than paying additional money for a third party that provides the same service.

The system plans to upgrade the current next generation Fortigate firewall with an updated version which will combine WAN and firewall services sometime in 2023.

Service Agreements

- ☒ Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.
- ☒ The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

If the system is providing the service agreements through a publicly available webpage, provide the URL here:

<https://mcfls.libguides.com/admin/system-agreements-planning>

If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:

- Bridges and MCFLS Intersystem Agreement
- Monarch and MCFLS Intersystem Agreement
- IFLS and MCFLS Intersystem Agreement
- Lakeshores and MCFLS Intersystem Agreement
- MCLS and MCFLS Intersystem Agreement
- NFLS and MCFLS Intersystem Agreement
- OWLS and MCFLS Intersystem Agreement
- WRLS and MCFLS Intersystem Agreement
- WVLS and MCFLS Intersystem Agreement

Other Types of Libraries

- ☒ Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.
- ☒ The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

ASSURANCES (cont'd)

Library Technology and Resource Sharing Plan

- ☒ Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.
- ☒ The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2023, if the system amended the plan since last submitting it to the Division or if the plan on file with the Division is no longer valid. See [the Library System Technology and Resource Sharing plan webpage](#) for the most current version of the system library technology and resource sharing plan.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

<https://mcfls.libguides.com/admin/system-agreements-planning>

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

- ☒ Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.
- ☐ No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

Indicate new or priority activities relating to this requirement for the plan year:

MCFLS plans to provide funding to allow all interested member libraries the ability to offer self-check through the CountyCat Mobile app in 2023. The service identifies if patrons are in a library that supports self-check through the app and allows patrons to checkout materials right on their mobile device. The savings to member libraries (assuming all participate) would total roughly \$21,000.

The system plans to cover costs for the Gimlet reference tracking for all member libraries, allowing them to track transactions with patrons and meet the needs presented through the annual report process.

Patron Point will be expanded to offer an automatic verification service which we anticipate will save staff time and expense at member libraries when registering or re-registering patrons. The process would be completely transparent to patrons and in the case of renewals allow them to keep using their accounts without interruption.

The system plans to upgrade the current next generation Fortigate firewall with an updated version which will combine WAN and firewall services sometime in 2023.

Professional Consultation

- ☒ Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries.

Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title:

Steve Hesser, Director: Statutory compliance, library administration, annual reports, technology.

Eric Henry: Network architecture, technology and network equipment recommendations and purchasing.

Jen Schmidt: ILS configuration for libraries (authentication, loan rules, etc)

Brittney Hornung: Delivery

Deb Marett: Public information and marketing

Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate *None*):

None

Inclusive Services

- ☒ Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

The Division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

Indicate new or priority activities relating to this requirement for the plan year:

Milwaukee Public Library has offered the services of a staff member to lead inclusive services efforts for the system as part of the resource library contract. Kelli O'Malley will be our Inclusive Services Liaison for the system and will continue to lead our

ASSURANCES (cont'd)

LDAC ad hoc Inclusive Services team of member library staff that meet quarterly. In 2022 this group has already worked successfully in advocating that the MCFLS Board adopt the DPI Statement on Inclusivity, leading to Milwaukee Public Library to also officially adopt the statement. With additional funding from the system, our ad hoc workgroup plans to arrange for outside speakers to help our libraries adopt best practices related to inclusivity and assist libraries in reaching goals set in the Inclusive Services Assessment and Guide.

MCFLS also plans to add additional language sets to our ILS database and webpac to allow patrons whose second language is English more access to our resources. Each supported language offers a translated version of the standard webpac for system-generated text and all hard coded messages, as well as library code descriptions. Languages to be added include Russian, Arabic and Chinese (traditional).

The system also supports multiple member libraries with Memory Café programs including financial support for the South Shore Libraries Memory Café. MCFLS has participated in the LibraryNow project (Milwaukee Public Library) since its inception. This project puts access to library resources into the hands of all Milwaukee Public School students, including many underserved or marginalized young people.

Other Service Programs

Wis. Stat. § 43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

List each "other" service program individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Administration

- ☒ The system will not expend more than 20 percent of state aid received in the plan year for administration.
- ☒ The system will submit the 2022 system audit to the Division no later than September 30, 2023.

Budget

- ☒ The system completed and included the budget by service program category and fund source for the plan year ([see guidelines](#)).

COLLABORATIVE ACTIVITIES

Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2021 resource library contract.*

ARPA funding activities. MCFLS participated in two collaborative ARPA-funded initiatives with the assistance of the DPI in 2022. Our system led an initiative with Bridges to bring 8 external materials lockers to area libraries to allow for contact-less patron pickup of materials on a 24/7 basis. MCFLS also partnered with WRLS and SWLS to fund the Brainfuse resource for our libraries in 2022, providing patrons with one-on-one homework or job assistance. This grant allowed our libraries to evaluate Brainfuse for 2023 while also providing residents with additional help at the point of need.

ILS Review including other systems. Our ILS review that concluded in June 2022 was another example of information sharing among systems. Not only was MCFLS able to share what we've learned and include systems making similar decisions on their choice of ILS, we were able to leverage our relationships with Winnefox, Lakeshores and other partners to see how their ILS systems worked. This type of sharing helped MCFLS make a sound decision even though we stayed with our current ILS vendor.

SRLAAW compensation study. MCFLS took leadership of the SRLAAW compensation study process and is working with a designated workgroup and DPI to organize the selection of a consultant to help see the process through. Our workgroup feels the compensation study could be used to provide guidance and support for local library boards and directors to adequately compensate library staff and ensuring the state is led by qualified librarians at every level.

Cybersecurity Training. MCFLS continues to lead a group of library systems including Bridges, Kenosha, South Central and Winnefox to provide cybersecurity training through a program called InfoSec IQ and paid through LSTA funding for three years. This on the heels of a very successful cybersecurity collaboration with many of the same systems in 2019/20. Staff are tested and trained regularly each month to be better aware of malicious threats through email.

InfoPass project. MCFLS worked with WiLS and a steering committee to revamp the local resource sharing project InfoPass which allows residents access to many collections which may otherwise be closed to them. MCFLS acts as project manager and fiscal agent for the project which includes 41 academic and public libraries in the greater Milwaukee area.

Dell purchasing. The system's participation in the Dell purchasing group statewide has saved our members a great deal of money on the purchase of new computers and hardware. We've seen more investment by libraries in technology as a result, improving their ability to serve patrons with up-to-date resources.

Support for WLA. MCFLS continues to contribute to statewide projects through the WLA. The system offered continued financial support for WLA lobbying activities at the state level and sponsorship for the WLA conference in November.

CE Collaboration. The system will continue to collaborate with other systems to provide support for Trustee Training Week which continues to grow in popularity. The system also offers financial support for the Wild Wisconsin Winter Web Conference. The collaboration with SEWI to provide high quality continuing education for our member libraries is extremely valuable and a model for the state. The system also collaborates and offers tech support and assistance for Tech Days each September.

Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*

| Activity | Amount |
|--|-----------|
| 1. ARPA Funding | \$197,314 |
| 2. ILS Review | \$2,000 |
| 3. SRLAAW Compensation study | \$3,000 |
| 4. Cybersecurity Training | \$5,000 |
| 5. InfoPass | \$5,000 |
| 6. Statewide Dell Purchasing WLA Support | \$15,000 |
| 7. WLA Support | \$10,000 |
| 8. CE Collaboration | \$20,000 |

Cost Benefit For each activity above, list the activity name and estimated cost benefit realized.

| Activity | Amount |
|---------------------------|------------------|
| 9. | |
| 10. | |
| Cost Benefit Total | \$257,314 |

CERTIFICATION

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2023**.

| | | |
|--------------------------------|--|--------------------------------|
| Name of System Director | Signature of System Director ➤ | Date Signed <i>Mo./Day/Yr.</i> |
| Name of System Board President | Signature of System Board President ➤ | Date Signed <i>Mo./Day/Yr.</i> |

**FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL**

| | | |
|---|---|--------------------------------|
| Pursuant to Wis. Statutes, the plan contained herein is: <input type="checkbox"/> Approved <input type="checkbox"/> Provisionally Approved <i>See Comments.</i> <input type="checkbox"/> Not Approved <i>See Comments.</i> | DLT Assistant Superintendent Signature ➤ | Date Signed <i>Mo./Day/Yr.</i> |
|---|---|--------------------------------|

Comments

| PUBLIC LIBRARY SYSTEM 2023 ANNUAL PROGRAM BUDGET | | | | | |
|---|--------------------------------------|--|---|------------------|-------------|
| Program | 2023 Public Library System Aid | System Aid Carryover and Interest Earned | Other State and Federal Library Program Funds | All Other Income | Total |
| Technology, Reference, and Interlibrary Loan* | | | | | |
| 1. Technology | \$804,364 | \$17,000 | | \$1,039,636 | |
| 2. Reference | \$223,035 | | | | |
| 3. Interlibrary Loan | \$36,450 | | | | |
| 4. | | | | | |
| 5. Electronic Resources | \$280,063 | | | \$263,070 | |
| Program Total | \$1,343,912 | \$17,000 | \$0 | \$1,302,706 | \$2,663,618 |
| Continuing Education and Consulting Service* | | | | | |
| 1. Continuing Education | \$35,352 | | | | |
| 2. Consulting | \$97,816 | | | | |
| Program Total | \$133,168 | \$0 | \$0 | \$0 | \$133,168 |
| Delivery Services | \$334,489 | | \$3,000 | | \$337,489 |
| Inclusive Services | \$31,484 | | | | \$31,484 |
| Library Collection Development | | | | | \$0 |
| Direct Payment to Members for Nonresident Access | \$1,188,394 | | | \$47,447 | \$1,235,841 |
| Direct Nonresident Access Payments Across System Borders | | | | | \$0 |
| Youth Services | \$11,632 | | | | \$11,632 |
| Public Information | \$154,597 | | | | \$154,597 |
| Administration | \$311,509 | | | | \$311,509 |
| Subtotal | \$2,032,105 | \$0 | \$3,000 | \$47,447 | \$2,082,552 |
| Other System Programs | | | | | |
| 1. Multitype cooperation | \$8,732 | | | | \$8,732 |
| 2. Member Office | \$2,500 | | | \$44,100 | \$46,600 |
| Program Total | \$11,232 | \$0 | \$0 | \$44,100 | \$55,332 |
| Grand Totals | \$3,520,417 | \$17,000 | \$3,000 | \$1,394,253 | \$4,934,670 |

* These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1.
Line 5 is reserved for the amounts budgeted for electronic resources ([see program budget guidelines](#)).

Sierra/Encore Migration to a Cloud Hosted Environment Managed by Innovative

Timeline

| DATE | ACTIVITY | DOWNTIME EXPECTED |
|--|--|--|
| Monday September 19, 2022 | MCFLS-wide staff email announcing the 11/8 th and 11/15 th projects. <i>Concise information is shared for libraries to publicize on their own.</i> | No |
| Thursday October 20, 2022 | MCFLS posts a public news item announcing the system outage planned for 11/8 th . <i>The information will be posted on CountyCat, the MCFLS web site, and on its social media accounts.</i> | No |
| Wednesday October 26, 2022 (after hours – 9:30pm CST) | MCFLS upgrades to Sierra 5.5 | No |
| Friday October 28, 2022 | MCFLS completes the migration worksheet | No |
| Friday November 4, 2022 | MCFLS sends a reminder email to all library staff and creates another news post reminding libraries about the planned system outage. | No |
| Wednesday November 9, 2022 <i>Start time is 6:00am CST</i> | Sierra & Encore system gets migrated to Innovative's hosted environment. <i>Steve, Eric and Jen will all be on site 11/9-11/11 to assist with all post migration activities.</i> | Yes. 4-6 hours |
| Monday November 14, 2022 <i>Start time is 7:00am CST</i> | Training servers will be built for both Sierra and Encore. | No. <i>Innovative is 90% sure there will be no system downtime.</i> |

To Know

- Innovative only performs migrations Monday-Thursday between 8:00am-5:00pm
- The Sierra & Encore Hardware Migration generally takes 4-6 hours. This is assuming no complications come up.
- Innovative has provided detailed documentation about this migration process with a worksheet for the different areas Eric and I need to get ready in advance.
- Innovative is 90% sure there will be no system downtime the next Tuesday for the set up needed for the training server builds that will take place the next Tuesday,
- MCFLS is aware of this large inconvenience to all member libraries. However, the move to ProQuest's secure hosted environment is the best long-term for the entire library system.