MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

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Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, January 5th, 2023
10:00 AM – 12:00 PM

This meeting will be held:

Online at
Meeting URL: CLICK HERE
Meeting ID: 878 7080 9068
Passcode: Djbm8LW8
Telephone Passcode: 47632933

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 December 1st, 2022 LDAC meeting

    Action   Attachment A

Topics Requiring Action or Discussion.

4. 2022 Annual Report overview and draft instructions

[Attachment B](#)

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

Technology.

6. Update on Sierra downtime causes/issues

7. ARPA Grant Updates
   a. Materials Lockers
   b. Technology Infrastructure

8. DPI ACP Broadband Enrollment Grant opportunity

Informational.

9. Director Goals for 2023

[Attachment C](#)

10. SRLAAW Compensation Study progress and timeline

11. WPLC Steering Committee representative

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, February 2nd, 2023 at 10 am via Zoom

Adjournment

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

Present: Amy Krahn, Chair and St. Francis Public Library
                Jill Lininger, Oak Creek Public Library
                Jennifer Gerber, Shorewood Public Library
                Pete Loeffel, Wauwatosa Public Library
                Brian Van Klooster, Greendale Public Library
                Tony Frausto, Milwaukee Public Library
                Stephanie Lewin-Lane, Hales Corners Public Library
                Karli Pederson, Milwaukee Public Library
                Tristan Marshall, South Milwaukee Public Library
                Sheila O'Brien, Greenfield Public Library
                Dana Andersen-Kopczyk, Brown Deer Public Library
                Rhonda Gould, North Shore Library

Excused: Jennifer Loeffel, Franklin Public Library
                Jenny Davies, Oak Creek Public Library
                Rebecca Roepke, Cudahy Family Library
                Michael Koszalka, West Allis Public Library
                Nyama Reed, Whitefish Bay Public Library

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

<u>Call to Order</u>.
Substitute Chair Reed called the regularly scheduled monthly meeting of the Milwaukee County
Federated Library System Board of Trustees Library Directors Advisory Council to order at 10:01 a.m.

<u>Additional Agenda Items/Adoption of Agenda</u>.
Substitute Chair Reed inquired whether there were any additions to the agenda.
ARPA Locker update
ARPA reimburse update
WLA advocacy update
Jill Lininger motioned and Sheila O'Brien seconded a motion to adopt the additional agenda items and
approve the agenda as presented. Unanimously approved.

<u>Approval of Minutes for the September 29th, 2022 LDAC Meeting</u>. Substitute Chair Reed referred to the
minutes of the September 29th, 2022 meeting shown as Attachment A of the agenda packet. Brian
VanKlooster pointed out the minutes start time should be 11:05am instead of the 10:05am start time.

Brian VanKlooster motioned and Jill Lininger seconded the motion to approve the minutes with the updated time. Unanimously approved.

TOPICS REQUIRING ACTION OR DISCUSSION

<u>2023 LDAC Chair</u>

In accordance with the LDAC chair appointing in alphabetical order, Jen Gerber deferred because she is still new and would like to wait until she has been in her position longer. The next in line is Tristin Marshall but has not been solidified yet.

<u>2023 Proposed LDAC Meeting Dates</u>

All meetings have been added as Zoom/online meetings as of right now. With all meetings being online, Director Heser would like to try for one or two in person meetings to get to know each other better. Jill Lininger suggested doing more of quarterly in person meetings, the personal interaction is missed within all of the directors. Jill Lininger motioned to approve the meeting dates schedule as presented and Karli Pederson seconded. Unanimously approved.

<u>Update: Owning/Home report and comparison to new SQL reporting for reciprocal borrowing.</u>
Director Heser reported that with all of the corrections he has made, there are still blank codes popping up during monthly reports. He has reached out to Innovative to see if they could fix it on their end. They have submitted a fix for the codes but Director Heser would like to have at least two months of accurate data before moving forward. Brian VanKlooster raises questions about whether or not we need to spend any extra time on this and just move forward January 1st if the data is not a major issues. Karli Pederson raises the thought of not knowing the exact data that is wrong and what discrepancies there are because we will not have anything to compare to once the switch is made. Brian VanKlooster motioned to move ahead with the report, no second was made. Director Heser will be collecting data for two more months and will be discussed again in February.

TECHNOLOGY

<u>MCFLS suburban representative needed for WPLC Digital Library Steering committee</u>
Director Heser is looking for a new representative to take over for the open spot of a representative from a suburban library. Please forward all candidate suggestions to Director Heser by the end of this month. Amy Krahn asked if a description of the time commitment could be expressed so someone could understand what kind of commitment there would be. Karli Pederson, who also serves on the committee, explained the six meetings that are about 1-2 hours in length so not a large time commitment as long as they are not already in too many committees.

<u>Update on MFA hardware tokens</u>
Director Heser explained the hardware tokens that are being looked into for the member libraries for MFA. Our licensing with Microsoft may not allow for MFA tokens, such as the USB devices, and it is being looked into by Eric. If MFA could be used with library phones or an app on as personal device please open a ticket so that can be set up. YubiKeys are the current option being looked into as they are the best option to be used at this time with our current licensing.

New BadgerNet Contract Update

TEACH has awarded the BadgerNet contract to AT&T who is already the current provider. Nothing will currently change with the product and service but the price may change with the new contract. Director Heser will be looking into different connections through Wiscnet that can go directly to the library buildings instead of going through the system WAN. Pete Loeffel asked if the contract could potentially increase the bandwidth if they also increase the price. Director Heser will be keeping an eye on this and updating as the contract is determined.

INFORMATIONAL

Marketing Update

Deb Marett updated on the current marketing that has been running and the engagement numbers. Gale courses has almost doubled over the 2021 numbers with the current running of marketing for this product. The most popular posts so far this year was also displayed to show what people have been interested in and what draws the attention from our patrons. One of the posts with photos from the libraries have prompted the promotion for this next year of libraries are a destination.

An engagement program with passport books encouraging people to visit all of the libraries in the county. This will have information on each library and have a spot where they can get a stamp from each library in their books with the opportunity to win prizes with most library visits. There will also be a Bingo card game that patrons can earn spaces for participating in library activities. Also a photo contest will be held with a website where people can upload photos and win prizes for their submissions. There will be kits sent to the libraries for all of these programs to assist in anything you need to make these easy to participate in.

There will also be goodies sent to each library to give out to patrons in the forms of stickers, pens/pencils, bumper stickers, magnets, and anything else anyone can suggest.

Pete Loeffel expressed worries on handing out prizes in the libraries and whether or not this has been thoroughly discussed between the libraries before it is implemented. Brian VanKlooster expressed interest in the giveaways and merchandise that patrons have enjoyed in the past. Tristan Marshall brought to attention the concern for libraries that also sell some of the merchandise for profit on an individual basis. Sheila O'Brian suggested setting dates further in advance because they send out their calendars for events months in advance and have a hard time inserting new events to their calendars. Discussion on the programs ensued.

Deb Marett will be approaching sub-committees on these programs to get a better idea interest and when these programs could take place without overlap of plans at individual libraries.

SRLAAW Compensation Study progress and timeline

Director Heser explained the compensation study that will be taking place. The study will be helping the libraries by looking at comparisons of library compensation as compared to similar positions within the municipalities. The meeting will be taking place next week to cover all of the position descriptions and titles within the libraries.

<u>Information sharing regarding the state park passes</u>
Director Heser asked Pete Loeffel to relay his experience so far with the park passes. Pete explained that they have their passes out for a "first come, first serve" basis with explanations by them. When the press release first went out, they received a lot of questions and interest in the passes. With the weather being cold, not many of the passes are being used, they have not issued more than 25% of their passes. Feedback for better marketing and distribution of the park passes was expressed.

ADDITIONAL AGENDA ITEMS

<u>Brainfuse statistics update</u>
Director Heser discussed the deadline for being included in Brainfuse for 2023 which is December 9th, next Friday. Please reach out if your library is still interested in this subscription or not.

<u>Delivery for the Holiday</u>
Director Heser has been in discussion the Jim at Action Logistics with the delivery schedule after a long holiday weekend. With the excess materials on Monday after a long holiday weekend, Action Logistics is looking to add a Saturday delivery for libraries that have large deliveries. Director Heser is looking for feedback on this process and if libraries wanted to move forward with these deliveries over holiday weekends. Sheila O'Brian expressed concern with the delivery being late and they don't always have a staff member scheduled to process the deliveries. Planning in advance would be helpful for these deliveries so that proper staff members can be scheduled to handle this going forward. Sheila O'Brien suggested adding the Saturday delivery for the week of Thanksgiving going forward because it if one of the only holidays impacting delivery at least for 2023. Director Heser will look into this and work with Action Logistics going forward.

<u>ARPA Grant Deadline</u>
Director Heser will be focusing on the ARPA grant and the deadline to use funds available to use before the end of December. Please submit any invoices that can be reimbursed for the ARPA funds by December 16th to Brittney. Director Heser will be sending out a spreadsheet explaining what has already been spent by each library and any remaining funds to be used. The ARPA lockers are also still in the process and Director Heser will be working to get this project completed.

<u>Update on WLA Advocacy</u>
Pete Loeffel was asked to explain the advocacy work through WLA with intellectual freedom and budgets. There have been book challenges throughout the different library systems in the state of Wisconsin. WLA has been working with intellectual freedom communication for libraries and will be working with systems and library boards so that they can work with their member libraries. They also will be communicating this to the public for better awareness of intellectual freedoms in libraries. Another target group is with legislatures on bills and statutes being introduced to protect schools and librarians through LD&L.

WLA will be advocating for the 2 year library budget on library legislative day for Library contracts like Badgerlink, the Wisconsin Talking Book and Braille Library and Recollection Wisconsin. Funding for library system aid is the largest that they will be advocating. WLA is not necessarily introducing any legislation or advocating for any legislation to be introduced. But should any legislation be introduced, that's something that WLA would take a look at to advocate for on behalf of municipalities in terms of having greater control over libraries and other city departments.

MEMBER LIBRARY UPDATES

Wauwatosa- eliminated overdue fines completely on adult and young adult materials. No services were cut to offset the revenue loss on overdue fines. Explorer passes are the only item with overdue fines still in place. They will also be waiving all existing overdue fines.

Hales Corners- The budget went through and hours will be reduced to being open until 8:00 pm moving forward. They will also now be closed on and around holidays moving forward.

MPL- The budget passed last week. They have a 1 year reprieve to budget cuts and will be using this year for intense community engagement. They hope to have a better sense of needs for the libraries going into 2024 budget.

Greendale- looking for interest from libraries wanting to pursue "the human library" program that was previously brought up. Please contact Brian if your library is interested in participating.

Oak Creek- If anyone had interest in a sub she has someone that is interested and looking for more hours.

St. Francis- Post pandemic, memory cafes were eliminated and instead have started circulating memory kits.

SUB-COMMITEE 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, January 5th, 2023 at 10:00 am via Zoom.

With there no further business, Stephanie Lewin-Lane motioned and Pete Loeffel seconded to adjourn the meeting at 12:02 pm. Unanimously approved.

A-07: Annual Report Data 2022

MCFLS has pre-populated many pieces of information for member libraries. Below is a list of the sections and specific questions in the Annual report. You are responsible for answering questions listed in boldface, below. Questions in regular type have been pre-populated.

Section I. General Information

You are responsible for the entire section. Beginning in 2020, DPI has expanded reporting on annual public service hours under question 19. Please refer to the DPI Annual Report instructions for more details.

Section COVID-19

You are responsible for the entire section. Data collected here will be used to describe how libraries responded to the pandemic in 2022. The questions have been reduced and streamlined for the 2022 report. Please refer to the DPI Annual Report instructions for more details.

Section Ib. Outlet Information.

If your library has branches or a bookmobile, you will be required to complete this section (applies only to MPL).

Section II. Library Collection.

1. Books in print (end of year total)--pre-populated

1b. Books in print added during year--pre-populated

2. Electronic books (E-books). Note: libraries with separate e-book collections, such as the 3M cloud, need to add their totals to the MCFLS-provided number.

3. Audio materials (end-of-year total)--pre-populated

3b. Audio added during year--pre-populated

4. Electronic audio materials (downloadable)--pre-populated. Note: libraries with separate e-audio collections, such as the 3M cloud, need to add their totals to the MCFLS-provided number.

5. Video Materials--pre-populated

5b. Video added during year--pre-populated

6. Electronic video materials (downloadable)--pre-populated. Note: libraries with separate streaming video or similar collections, such as Kanopy, need to add their totals to the MCFLS-provided number.

7. Other materials owned--pre-populated. ==This item corresponds with Section III 1c. Circulation of Other Physical Items. 1c is a new data element added by IMLS in 2021 to the annual report. This is now a required element for the annual report moving forward and starting with 2022.==

8a. Electronic Collections (locally owned or leased). You are responsible for this number. Use the Excel document 2022 MCFLS Database detailed usage stats for assistance. Do not include OverDrive Magazines or Gale Courses in 8a.

8b. Electronic Collections provided by system: 4--pre-populated. This covers OverDrive Magazines, Gale Courses, Udemy Video on Demand, Transparent Languages, and hoopla. Although MCFLS did not pay for OverDrive Magazines the State indicated they should be listed as "provided by system" because of MCFLS's role in brokering the resource.

8c. Statewide Electronic Collections (provided through Badgerlink)—pre-populated by the DPI.

10. Subscriptions. You are responsible for this number. This includes periodicals and newspapers, but excludes those in electronic format. You will need to determine with your own internal information.

Section III. Library Services

1a. Total annual circulation--pre-populated

1b. Circulation of children's materials--pre-populated

1c. Circulation of Other Physical Items. Circulation of all physical items other than print books, physical audio units, physical video units, and serials, including renewals. These are materials in a fixed, physical format for use outside the library.

2. ILL Transactions. MCFLS arranged for collection of these statistics starting in 2020.

2a1. Items loaned via shared ILS (provided to)--pre-populated

2a2. Items loaned via WISCAT interlibrary loan platform (provided to)—pre-populated. Wauwatosa will need to add their totals to the MCFLS-provided number.

2a3. Items loaned via other mode (provided to)—pre-populated. This number includes OCLC transactions. Wauwatosa will need to add their totals to the MCFLS-provided number.

2b1. Items received via shared ILS (received from)--pre-populated.

2b2. Items received via WISCAT interlibrary loan platform—pre-populated. Wauwatosa will need to add their totals to the MCFLS-provided number.

2b3. Items received via other mode (provided to)—pre-populated. This number includes OCLC transactions. Wauwatosa will need to add their totals to the MCFLS-provided number.

3a. Registered borrowers resident--pre-populated. Beginning in 2017, MCFLS began providing a number based on the CIRCACTIVE date field in patron record. If the date in this field is within the last three years, or if patron record was created in the last three years, the patron is counted as a registered borrower. The CIRCACTIVE date field is updated each time the patron uses their card for basic circulation functions, public PC use and any login for database use including OverDrive, hoopla and Freegal.

If your library has purged your records within the last three years, it is not necessary to use the CIRCACTIVE number provided. You can run a list of all your users using RESIDENCE field = 'X' where 'X' is your library's residence code.

3b. Registered borrowers nonresident--pre-populated

3c. Total registered users—automatically calculated using responses in 3a and 3b.

==3d. Overdue Fine Policy. New for 2022. A Yes or No question regarding your policy on charging overdue materials.==

Questions 4-8. You are responsible for these questions. For those libraries using the Meraki wireless service, answer questions 7a-7b with reference to the document "Instructions for Reporting Wireless Internet Sessions for Meraki Libraries". ==Please note that the definitions for reporting 6a. Number of Public Use Computers and 6b. Number of Public Use Computers with Internet Access changed in 2021.==

9a. Number of local electronic collection retrievals. You are responsible for this number. Use the Excel document 2022 MCFLS Database detailed usage stats for assistance. For both "remote database use" and "internal database use" this number shows the number of times a patron clicked into a database you subscribe to using the MCFLS-supplied script. *You may have and use better use statistics from your administrative login for your locally-licensed electronic collections.* The Mango use numbers are from the Mango site and include mobile and computer sessions.

9b. Number of other electronic collection retrievals purchased by system. This number includes the number of Gale Courses and Udemy Video on Demand logins, OverDrive Magazines, and Transparent Language usage statistics for your patrons. This number is pre-populated.

9c. Number of electronic collection retrievals for resources purchased by the state of Wisconsin. These include databases such as Encyclopedia Britannica, EBSCO and TeachingBooks. This number is pre-populated.

10a. Uses of e-books by users of your library--pre-populated. Note: libraries with separate e-book collections, such as the 3M cloud, need to add their totals to the MCFLS-provided combined OverDrive and hoopla count.

10b. Uses of e-audio by users of your library--pre-populated. Note: libraries with separate e-audio collections need to add their totals to the MCFLS-provided combined OverDrive and hoopla count.

10c. Uses of e-video by users of your library--pre-populated. Note: libraries with separate e-video collections need to add their totals to the MCFLS-provided combined OverDrive and hoopla count.

10e. Total Uses of Children's Electronic Works—pre-populated. DPI has clarified that only data for juvenile title usage (not YA) should be used.

Questions 11-13. You are responsible for these questions. Please note that DPI has restructured reporting on programming to include virtual and recorded sessions. Use the 2020 Wisconsin Public Library Annual Report: Virtual Programming and Recording Views Google Slideshow with speaker notes and the corresponding 2020 Wisconsin Public Library Annual Report Virtual

Programming and Recording Views video to determine the appropriate reporting metric for some of the most commonly used virtual programming platforms. Please refer to the DPI Annual Report instructions for more details.

Please Note: For 2022, Children's Programming data will be broken out into two distinct age brackets: ages 0-5 and ages 6-11. Also, IMLS is moving to create more nuanced programming tracking by changing the "Other" program category to "Adult" and "General Interest." This change was introduced in 2021 and is now required in 2022.

Section IV. Library Governance You will need to provide all the information in this section.

Section V. Library Operating Revenue

MCFLS provides two pieces of information in this section, listed below:

3a. Public library system state funds 1 (description). MCFLS reciprocal borrowing payments are pre-populated as well as any contracts paid for with state aid.

4. Federal funds. MCFLS will pre-populate any LSTA and some ARPA funding numbers here. Funding received for ARPA materials lockers will be reflected in Section VII. Library Capital Income, Expenditures, Debt Retirement, and Rent.

5. Contract income name 1. The West Milwaukee payment is pre-populated.

Section VI. Library Operating Expenditures

MCFLS provides two pieces of information in this section, listed below:

3b. Library Collection Expenditures, Electronic Materials. The "2022 Member Revenue" worksheet includes payments by library for Ancestry, CollectionHQ, Mango, OverDrive, OverDrive Advantage and OverDrive Magazines. You may have additional expenditures outside of MCFLS. This number is not pre-populated.

4. Contracts for services 1. MCFLS automation and technical support costs will be prepopulated here. These include automation costs, cataloging costs, OCLC costs, compensated technical assistance, postage and forms, computer equipment, MyPC costs, TNS call costs, Ecommerce fees, CountyCat mobile costs, and Shoutbomb costs. All costs are split out in the 2022 Member Revenue worksheet.

5. Expenses related to the accounting process for replacement/lost/manual fines for the report year should be added here.

Sections VII through X--MCFLS pre-populates no data in these sections

Section VII – Other Operating Income. Revenue related to the accounting process for replacement/lost/manual fines for the report year should be added here.

Section IX. If you have a library trust fund account you must provide a balance sheet for the reporting year showing a beginning balance, any additions or subtractions and an ending balance.

Section XI. Public library loans of material to nonresidents

1. Total nonresident circulation--pre-populated

2a. Home county circulation to those with a library--pre-populated

2b. Home county circulation to those without a library--pre-populated

3a and 3b. Other system county circulation (0)--pre-populated

4a. Nonsystem adjacent county circulation to those with a library--pre-populated

4b., 5., 6., 7 Other categories for nonresident circulation (all are 0)--pre-populated

Section XII through end--MCFLS pre-populates no data in these sections.

Section XII. New for 2022.

1. Wireless internet access. 1b. Indicate whether your library provides external wireless access on the library grounds or from a mobile unit such a bookmobile.

2a and 2b. Broadband. New questions regarding the name of the ISP providing your internet access and the advertised speed of the lines in Mbps numbers. Reach out to MCFLS if you are unsure of how to report this.

MCFLS provides six documents used to pre-populate report fields. These documents can be useful for members to answer questions. They are:

1. (Your library name)-Annual Report Collection Statistics [Sent previously by Library Systems Administrator].

This was used to answer Section II. Library Collection questions 1, 1b, 3, 3b, 5, 5b, and 7. Included in the workbook is the "ITYPE Breakout" worksheet, which details which ITYPES were categorized as book, audio, video, and other, to formulate the pre-populated count. MCFLS staff can answer questions about interpreting the report data. Please refer to Annual Report instructions https://dpi.wi.gov/pld/data-reports/annual-report for additional information.

2. Attachments for members—2022

This was used to pre-populate fields answering questions in Section III Library Services and Section XI Public Library Loans of Materials to Nonresidents. The document is for your

reference and you do not need to use it—all the information has been pre-populated for you in the Annual Report. It includes the following worksheets:

- III.1.a. Total Annual Circulation

- III.1a.Items excluded

- III.1b. Circ of Child Mat.

- III.1.c Circ of Other Mat.

- III.2 Items Loaned & rec'd

- III.2 MPL Loaned & Rec'd

- III.2 ILL Loaned and Rec'd

- III.3a Registered users

- III.9.b Consortia DB numbers

- III.10.a-c Digital Media

- XI—Loans to Non-residents

The process used to create the worksheets is explained in Libguides with A-15: Annual Report: How to Guide for 2022 Circ Stats. Again, these fields have been entirely pre-populated and the data is being sent for your information only

3. 2022 MCFLS Database detailed usage stats

This is the only information available to MCFLS on electronic collection use; the counts for internal and remote database use indicate the number of times a person clicks on a link to a database when the link includes the MCFLS-supplied script. You may have better and more complete information to add.

The WPLC supplied information about the OverDrive collection, including the MCFLS Advantage Account:

2. Electronic Books (E-Books) 174,442 (+ EBSCO eBook Collection: 15,075) : 189,517

4. Electronic audio materials: 67,673

6. Electronic video materials: 575

4. 2022 Member Revenue

This spreadsheet shows payments received by MCFLS from member libraries. Each library has two sections of payments. The first payments include all automation costs and is pre-populated in Section VI. Library Operating Expenditures 4. Contracts for Services.

The second section shows payments for electronic collections and is part of your answer to Section VI. Library Operating Expenditures, 3.b System Collection Expenditures/Electronic Material. You may have additional electronic material payments to include. This number is not pre-populated by MCFLS.

5. [Instructions for Reporting Wireless Internet Sessions for Meraki Libraries](#)

A Word document that shows step by step instructions for those libraries using the Meraki wireless service to get usage statistics. These instructions use Meraki's newer analytics reporting to get usage statistics.

MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

709 North Eighth Street
Milwaukee, WI 53233

PH: **414-286-8149**
FAX: **414-286-3209**

January 23rd, 2023

To: MCFLS Board of Trustees
From: Steve Heser, Director
Re: 2023 Director Goals

1. Create new and revise existing job descriptions for ILS Technical Support, Network Administrator and PC Support Specialist positions. When completed, assist in the recruitment and hiring of a new full-time ILS Technician and part-time PC Support Specialist to assist member libraries.

2. With the help of the Business Manager, complete the process of moving financial records and reporting to the Quickbooks Online platform. Align coding and classification of budget lines with the DPI and other systems and create the infrastructure needed to provide better reporting and audit trails.

3. Work with member libraries to expand Patron Point and develop an online registration form that includes the ability to verify a patron's identity online. We feel that this would significantly save staff time and reduce the time needed to onboard and renew patrons.

4. Work with LDAC to review the makeup and format of existing subcommittees to make them as effective as possible.

5. With MCFLS Board approval, establish guidelines for process and discussion regarding any possible changes to existing agreements in advance of 2024.

6. Continue to guide the system's marketing efforts with the help of system staff, particularly the Public Information Coordinator. Implement campaigns currently planned and take advantage of local or statewide opportunities to draw residents to our libraries.

Helping the public libraries in Milwaukee County SERVE YOU BETTER   www.mcfls.org