**MILWAUKEE COUNTY**
FEDERATED LIBRARY SYSTEM

**709 North Eighth Street**
**Milwaukee, WI 53233**

PH: **414-286-8149**
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Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, June 1st, 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 May 4th, 2023 LDAC meeting

   Action          Attachment A

Topics Requiring Action or Discussion.

4.  Proposal: LDAC Subcommittee workgroup recommendations.

[Attachment B](#)

5.  Discussion: MCFLS Strategic Planning for 2023/24 in advance of revised system agreements.

[Attachment C](#)

Technology

6.  Multifactor Authentication (MFA) for MCFLS Microsoft accounts.  Update and review of Shorewood experience with hardware tokens.

7.  Review of initial 2024 Member Automation costs.

[Attachment D](#)

8.  Patron Point
    a.  Email hold pickup notices to start with Patron Point on June 13.
    b.  Verify service for patron card renewals.  Update and Proposal.

[Attachment E](#)

9.  WPLC Draft Budget for 2024.  WPLC Board will approve changes at their June 12 meeting.

[Attachment F](#)

Informational.

10. MyWisconsin ID and member libraries (TEACH).  More information is available here: https://det.wi.gov/Pages/MyWisconsin_ID.aspx

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, August 3, 2023 at 10 am via Zoom

Adjournment

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, May 4th, 2023
10:00am –12:00pm
Zoom Meeting Software

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

Excused:      Jennifer Loeffel, Franklin Public Library

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

Guests:        Theresa Hoge, Whitefish Bay Public Library

Call to Order.
Chair Marshall called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees Library Directors Advisory Council to order at 10:02 a.m.

Additional Agenda Items/Adoption of Agenda.
Director Heser added an update on state park passes and prelim discussion on strategic planning. Also added on behalf of Karli Pederson is an ILL discussion.
Amy Krahn motioned and Nyama Reed seconded the motion to adopt the additional agenda items and approve the agenda as presented. Unanimously approved.

Approval of Minutes for the April 6th, 2023 LDAC Meeting.  Chair Marshall referred to the minutes of the April 6th, 2023 meeting shown as Attachment A of the agenda packet.
Stephanie Lewin-Lane motioned and Dana Andersen-Kopczyk seconded the motion to approve the minutes as presented.  Unanimously approved.

TOPICS REQUIRING ACTION OR DISCUSSION

Proposal forwarded by Circulation Services regarding use of the PERMISSIONS field in Sierra.
Theresa Hoge introduced the topic of use of the permissions field in Sierra. The Circulation Services committee would like to clean up the notes in the permissions fields to make it more simplified and easier for libraries to follow going forward. The proposal requested LDAC approval to agree that all member libraries follow the permissions for individual patrons that are entered into Sierra. Amy Krahn moved to approve the recommendation to use permissions field in Sierra, Tony Frausto seconded. Unanimously approved.

TECHNOLOGY

[Karli Pederson joined at 10:09am]

Proposal to cease sending of paper mailers for unsuccessful telephone hold pickup notifications.
Jen Schmidt brought up the topic of discontinuing paper notices for unsuccessful telephone hold pickup notifications via mail. Patrons do not always receive the notices in time to pick up their holds or have complained about wasting paper on these notices. An attempt is deemed unsuccessful when the call is either not able to leave a voicemail or the phone number is no longer available. A call is attempted 4 times before they bump to a hold notice in the mail. Theresa Hoge asked if there is a way to get a report on who the patrons are that this happens to so that a note can be made on their account to get a new point of contact. Jen Schmidt will follow up on if a report can be generated to see which patrons this affects. Nyama Reed motioned to make the change as recommended in the agenda, Amy Krahn seconded the motion. Unanimously approved.

[Sheila O'Brien joined at 10:20am]

INFORMATIONAL

Marketing update. Partnership with Literacy Services of Wisconsin on a new literacy campaign
Deb Marett gave an overview of the literacy Campaign currently happening. For this campaign, there is a program libraries can partner with to have tutors come in for 1-2 hours to help improve literacy in the communities. There is a plan for ads for this campaign on Facebook, radio spots, bus ads, flyers for the libraries to post and YouTube adds. Stephanie Lewin-Lane at Hales Corner asked is this would include English as a second language, which is included in the tutoring. Amy Krahn voiced that they already work with Wisconsin Literacy at their library but would still be interested in participating. Karli Pederson commented that we should make sure to frame the literacy campaign in a positive perspective rather than a negative, which will be key when trying to get the community involved. Sheila O'Brien asked what the vetting process is for posts and information being presented to the public. Deb Marett explained that proofs are reviewed by a small marketing committee which is still looking for volunteers. Amy Krahn suggested highlighting some of the reading programs already in place at the libraries as this campaign continues. Smaller libraries like South Milwaukee and Hales Corner voiced gratitude for these campaigns as they do not have the resources on their own to promote these programs. Deb Marett will make changes suggested for the ads and vet through the marketing committee before finalization.

New hire for Library Systems Technician role at MCFLS. Update and timeline
Director Heser gave an overview of the current status of the new position for MCFLS and where we are in the hiring process. There are over 35 candidates so far with great experience. Review of the

candidates will happen Monday the 8th and interviews will be scheduled the week of May 22nd with the hope of having someone in place by the end of June. MCFLS will update if there are any changes to the process. This will be an internal interview process with the MCFLS team as this person will report directly to Jen Schmidt and work closely with Kellie and Eric.

State Activities.

a. WAPL conference review

Director Heser gave an overview of the conference and what was discussed. There were many good discussions such as crisis communication and processes. He has requested a copy of the presentation slides and will share out with the group.

b. Compensation and facilities studies

The compensation study is moving to the next steps in meeting up with Carlson Dettman Consulting to review the municipal classifications and the results of the library study. Connecting these will help with review of the results of the study and will hopefully be complete by the end of this year and presented to SRRLAW. A tool or webinar will be created to utilize this information when communicating with municipalities and Boards. There is a plan to do an ALA session at the conference later this year to talk about how this is used in real time.

c. WPLC annual meeting

Director Heser gave an overview of the recent annual meeting that was held last week. Data was shared on collection size, checkouts, and increase in spending in overdrive advantage per year since 2014. There was discussion on the magazines as the subscription is coming due at the end of this year. The Digital Library Steering Committee gave a recommendation to renew this subscription for 2024 and 2025 which was passed unanimously by the WPLC Board. The only thing that may change is the costs that systems have to take on. Karli Pederson questioned if there is a chance of negotiation with the loss of The Economist magazine from the collection. Director Heser discussed the budget presented and the plan for WiLS to negotiate a lower quote because of the change in circulating magazines. More information will come as it is learned through WPLC.

ADDITIONAL AGENDA ITEMS

ILL Discussion
Karli Pederson discussed MPL's role in the Inter Library Loan program and the process they use. The InterLibrary Loan unit was absorbed by the Collections team so that instead of one person being assigned to this program, the work will be delegated amongst multiple staff members. Milwaukee Public Library is working to improve workflows and procure requested items to patrons in a timely fashion. Amy Krahn asked how much it costs libraries to get an item through ILL. Karli Pederson will get better information on this and share out with LDAC.

State Park Passes
Director Heser looked into the State Park pass process through DPI. This program as originally ran as a pilot program through grant funding. The passes will not be funded through grants moving forward, but

will be available to any library to purchase. The cost is 10 park passes for $50 and can be obtained relatively easily. Brian Van Klooster clarified that these passes are one time use only so when checked out patrons can only go to one park. Many libraries opted out of this program due to it not being as good of a savings for families with only being able to visit one park per pass.

Strategic Planning process

Director Heser began a discussion on the timeline for strategic planning around the agreements that will be expiring in 2024. This process will begin this fall with discussion going into next year so that things are in place to be brought to individual library boards. Director Heser will be writing up the initial plan to present to the MCFLS Board and at the June LDAC meeting.

MEMBER LIBRARY UPDATES

Hales Corner- The ongoing ADA compliance is being reviewed. The books that are also under review and is still processing.

Greendale- Brian Van Klooster asked if anyone has any thoughts or ideas on park and recreation and library program guides. Please reach out with any information you are currently doing at your library.

South Milwaukee- Will be replacing their entire Fire alarm system, thank you to those that reached out with company suggestions.

North Shore- Rhonda Gould invited everyone to the Groundbreaking next Wednesday at 11:30am

MPL- The King branch is temporary closing for a new building, there is a celebration happening on May 6th which is the last day they are open. There will be a temporary location while the new one is being built.

Pete Loeffel gave a brief update on the State Assembly Budget Bill and how libraries are being discussed.

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, June 1st, 2023 at 10:00 am via Zoom.

With no further business, Nyama Reed motioned and Stephanie Lewin-Lane seconded to adjourn the meeting at 11:41 am.  Unanimously approved.

# Summary of Proposed Changes to LDAC Subcommittees

## Governance

Since it's become increasingly more difficult to identify chairs and recorders for some subcommittees, the workgroup recommends these positions be chosen using the same format as LDAC leadership roles. This would mean chair and recorder positions would be chosen in order alphabetically by library name.

## Agenda Format

All subcommittee agendas would include the following standing items:

- Programming Efforts (past/present/future).  Sharing collaborative opportunities, updates and SEWI topics.
- Inclusive Services.  Set goals and allow for discussion of topics related to inclusive services locally and at the state level.
- Databases and eResources.  Evaluate and discuss promotion and marketing of new resources.
- Outreach opportunities. Sharing experiences, techniques, ideas.
- MCFLS news and updates.  An open forum on items from a monthly email summary.

In addition, we suggest time be set aside for training in each subcommittee at least once a year preferably designating one specific meeting to give staff advance notice.

## Subcommittees to Retain

The workgroup proposes to retain the following subcommittees.  Our recommendations on how often they meet and which entities assume leadership of each subcommittee is included.  We are recommending that the library director for each staff person assuming the position of chair will assume a leadership role in mentoring and counselling their employee on overall leadership and running effective meetings.

| Subcommittee to retain | Frequency | Subcommittee leadership |
|---|---|---|
| Circulation Services | 9x/year (-June/July/Aug) | MCFLS Lead |
| Database Maintenance | Retain 2x/year | MCFLS Chair |
| Youth Services | Retain 6-7x/year | Chair (w/LDAC Director) |
| Young Adult Services | Retain 3x/year | Chair (w/LDAC Director) |
| Adult and Reference Services | Retain 3x/year-coordinate w/ April/Spring SEWI programming meetup | Chair (w/LDAC Director) |
| Inclusive services | 4x/year | MCFLS Lead, with the Inclusive Services Liaison to DPI and at least one representative from each MCFLS subcommittee above |

## Committees changed to Ad Hoc or dissolved

The workgroup recommends changes to the following existing committees:

| Subcommittee to change | Changes recommended |
|---|---|
| ILS Functionality | Continue to function as an ad hoc committee and meet as necessary. |
| Marketing and Advocacy | Change the identity of the committee to that of a cohort made up of member library staff and led by the MCFLS Public Information Coordinator. At least one annual meeting will be held that addresses training and marketing issues. |
| Periodicals | The Periodicals ad hoc committee will now be dissolved, and activities subsumed under the Database Maintenance subcommittee. Agendas for DBM will be constructed with serials and acquisitions topics moving forward. |

# Subcommittee Responsibilities

## Before Each Committee Meeting

| | | |
|---|---|---|
| Chair | Writes agenda and confirms the location of the meeting. | |
| | Connects with the LDAC mentor where available, and solicits input for the agenda from other | |
| | Performs all follow-up tasks from the previous meeting working with the MCFLS staff as | |
| | Works with the MCFLS representative to make sure agenda and any other web links are posted | |
| | Reviews any/all standing agenda items to check on relevant content for the meeting. | |
| | Sends out the agenda and draft meeting minutes to the committee via email | |
| Recorder | Makes sure the minutes from the previous meeting are completed and sent to the Chair in advance of the committee meeting. | |
| | Confirm that approved minutes from previous meeting have been posted to LibGuides by | |
| | Work with MCFLS to figure out who will run any Zoom meeting and its chat area. | |
| MCFLS Representative | Collaborate with chair to help prepare anything tied to the standing agenda topics (Zoom invites should be done already) | |
| | Make sure the agenda is posted to the committee's Libguides page or SharePoint site. | |
| | Send out email updates and news for MCFLS. | |

## During Each Meeting

| | | |
|---|---|---|
| Chair | Leads the group; Calls the meeting to order; request approval of meeting minutes; intro/roll call process/keeps the meeting on task | |
| | At the last meeting of the season, the Chair identifies meeting dates for the next year with hosting locations. (NOTE: Try and use a set day of the week and set numbered week when | |
| Recorder | Takes minutes during the meeting, making sure to collect the names of all attendees, the start and end times of the meeting. | |
| MCFLS Representative | May assist with hosting and/or handling Zoom during the meeting. | |

## After Each Meeting

| | | |
|---|---|---|
| Chair | | |
| Recorder | Emails the committee while cc:/ing LDAC with the approved meeting minutes | |
| | Submits a draft of the meeting minutes to the Chair/Co-Chair and the MCFLS representative | |
| MCFLS Representative | Post the approved minutes to the committee's Libguides page. | |
| | Researches training or other opportunities tied back to the committee and brings them to the | |

## Between July-August Each Year

| | | |
|---|---|---|
| ALL | The month before the next round of meetings start, the Chair, the Recorder and the MCFLS representative meet to consider outside speakers, topic ideas, and/or any relevant training sessions | |
| Recorder | Sends an email request to the committee asking to review the DIRECTORY and report back | |
| MCFLS Representative | Provides access to the incoming chair/recorder for all shared documents (via SharePoint | |
| | Reviews the system-wide policies tied to the committee and brings back areas to be addressed | |
| | Creates Zoom meeting links for all meetings in the upcoming year and submits them to committee members over email | |

## September-October Each Year

| | | |
|---|---|---|
| Chair | The chair or a person designated by the chair gives summary information to LDAC about the upcoming year's committee meetings. | |

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**Milwaukee, WI 53233**

PH: **414-286-8149**
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May 15, 2023

To: MCFLS Board of Trustees
From: Steve Heser, Director
Re: Proposed Timeline for Strategic Planning and Renewal of System Agreements

The current set of system agreements with member libraries are set to expire on December 31, 2024. The purpose of this proposal is to provide the system and member libraries enough time to engage in strategic planning, determine financial obligations for the system and revise the current agreements to reflect necessary changes. I am recommending a four-year term for all agreements that would run concurrent with a new strategic plan and expire December 31, 2028.

The current agreements set to expire include:

- ILS, Resource Sharing and Technology Agreement. This agreement is signed by each member library and includes rights and responsibilities regarding the ILS (currently Sierra), bibliographic database and maintenance, circulation parameters, reciprocal borrowing, delivery services, technology and telecommunications.

- Resource Library Agreement. This agreement is required by state statute, signed by the resource library (currently Milwaukee Public library) and lays out responsibilities for the resource library including backup reference and information services, access to specialized collections, consultation to the system and other member libraries, support for workforce development, and providing liaisons for both youth and inclusive services initiatives.

- Bibliographic Database Development and Maintenance Agreement. This agreement is signed by the organization that provides sole oversight of the catalog and database maintenance services for the system (currently Milwaukee Public Library). The agreement provides for overlay of full MARC cataloging using records from OCLC Worldcat, thorough maintenance to ensure a clean and functional database for staff and patrons, and authority control of bibliographic records.

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**MILWAUKEE COUNTY**
**FEDERATED LIBRARY SYSTEM**

Timeline

| Dates | Activities |
|---|---|
| May/June 2023 | Director will work with Legislative and System Services committee to develop an RFP and budget for a consultant to assist with strategic planning. |
| June 2023 | RFP and budget submitted to full MCFLS Board for approval. Director releases RFP when approved. |
| July 2023 | Director shares RFP responses with the Legislative and System Services committee and makes a recommendation to enter into a contract with the chosen consultant. |
| August 2023 | Recommendation for strategic planning contract shared with MCFLS Board for approval. Director signs contract with consultant. |
| September 2023 – February 2024 | Activities related to strategic planning. Data collection and visioning session held in early 2024. |
| March 2024 | Strategic plan final document due to MCFLS Board. |
| April – June 2024 | Using strategic plan as a guide, Director submits drafts of changes to agreements to the MCFLS Board in closed session. Drafts shared with member libraries for comment and brought back to MCFLS Board for further revision. |
| July –August 2024 | MCFLS Board approves agreements and Director submits documents to member libraries for signatures. |
| August- December 2024 | Signed agreements are submitted to Director. |

| 2024 Preliminary Automation Costs: III Software, OCLC, Cataloging and Internet Line | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Library | 2022 Resident Circulation | Percent of total circ. | III Basic software | III Add-On software | 2022 Titles Added | Percent of total titles | OCLC Cost | Member Cataloging | Internet Line | Total |
| Brown Deer | 50,763 | 1.2% | $3,315 | $1,667 | 3,386 | 3.6% | $4,681 | $8,852 | $1,200 | $19,714 |
| Cudahy | 118,779 | 2.8% | $5,565 | $1,596 | 5,157 | 5.5% | $7,129 | $12,343 | $1,200 | $27,833 |
| Franklin | 271,572 | 6.5% | $10,621 | $970 | 6,745 | 7.2% | $9,324 | $15,473 | $1,200 | $37,587 |
| Greendale | 147,665 | 3.5% | $6,521 | $2,084 | 3,255 | 3.5% | $4,500 | $8,594 | $0 | $21,699 |
| Greenfield | 167,096 | 4.0% | $7,164 | $4,238 | 4,858 | 5.2% | $6,716 | $11,754 | $1,200 | $31,071 |
| Hales Crns. | 52,534 | 1.3% | $3,373 | $633 | 2,037 | 2.2% | $2,816 | $6,194 | $1,200 | $14,215 |
| Milwaukee | 1,710,202 | 40.7% | $58,224 | $17,663 | 19,525 | 20.8% | $26,991 | $40,662 | $0 | $143,539 |
| North Shore | 218,541 | 5.2% | $8,866 | $907 | 3,917 | 4.2% | $5,415 | $9,899 | $1,200 | $26,287 |
| Oak Creek | 190,662 | 4.5% | $7,944 | $2,506 | 4,878 | 5.2% | $6,743 | $11,793 | $1,200 | $30,186 |
| Saint Francis | 66,060 | 1.6% | $3,821 | $616 | 3,609 | 3.8% | $4,989 | $9,292 | $1,200 | $19,918 |
| Shorewood | 179,358 | 4.3% | $7,570 | $1,571 | 5,476 | 5.8% | $7,570 | $12,972 | $1,200 | $30,882 |
| South Milwaukee | 110,501 | 2.6% | $5,291 | $909 | 4,413 | 4.7% | $6,100 | $10,877 | $1,200 | $24,377 |
| Wauwatosa | 487,982 | 11.6% | $17,782 | $3,547 | 13,018 | 13.9% | $17,996 | $27,837 | $1,200 | $68,361 |
| West Allis | 235,585 | 5.6% | $9,430 | $3,655 | 10,068 | 10.7% | $13,918 | $22,022 | $1,200 | $50,226 |
| Whitefish Bay | 192,708 | 4.6% | $8,011 | $901 | 3,615 | 3.8% | $4,997 | $9,304 | $1,200 | $24,413 |
| | | | | | | | | | | |
| Total | 4,200,008 | 100.00% | $163,498 | $43,462 | 93,957 | 100.00% | $129,883 | $217,866 | $15,600 | $570,309 |

III Basic Software: (1% of total) + (percent total circ x 85% of total)

OCLC: total x percentage of titles added.

System Aid for 2024 (TBD, using 2023 number) = $3,568,561

MCFLS contribution to cataloging=9% of state aid=$321,170

TOTAL 2024 cataloging costs=$539,036

Member cataloging = $539,036 - $321,170 = $217,866

Member cataloging formula: (1% of $217,866) + (percent titles x 85% of $217,866) = member cost

Internet Line - $250/mth if greater than 100Mbps, $100/mth if 100Mbps or less

COMPLETE CIRCULATION ACTIVITY (Jan 22-Dec 22)

| REGION | CHKOUTS |
|---|---|
| BROWN DEER | 50763 |
| CUDAHY | 118779 |
| FRANKLIN | 271572 |
| GREENDALE | 147665 |
| GREENFIELD | 167096 |
| HALES CORNERS | 52534 |
| MILWAUKEE | 1710202 |
| NORTH SHORE | 218541 |
| OAK CREEK | 190662 |
| SAINT FRANCIS | 66060 |
| SHOREWOOD | 179358 |
| SOUTH MILWAUKEE | 110501 |
| WAUWATOSA | 487982 |
| WEST ALLIS | 235585 |
| WHITEFISH BAY | 192708 |
| Total | 4200008 |

| Library | 2022 Resident Circulation | Percent of total circ. | 2024 III Basic Software | % Add On Software (using 2022 formula) | 2024 Add-On Software | 2024 Total III Costs |
|---|---|---|---|---|---|---|
| Brown Deer | 50,763 | 1.2% | $3,315 | 3.83% | $1,667 | $4,981 |
| Cudahy | 118,779 | 2.8% | $5,565 | 3.67% | $1,596 | $7,161 |
| Franklin | 271,572 | 6.5% | $10,621 | 2.23% | $970 | $11,591 |
| Greendale | 147,665 | 3.5% | $6,521 | 4.80% | $2,084 | $8,605 |
| Greenfield | 167,096 | 4.0% | $7,164 | 9.75% | $4,238 | $11,402 |
| Hales Crns. | 52,534 | 1.3% | $3,373 | 1.46% | $633 | $4,006 |
| Milwaukee | 1,710,202 | 40.7% | $58,224 | 40.64% | $17,663 | $75,887 |
| North Shore | 218,541 | 5.2% | $8,866 | 2.09% | $907 | $9,773 |
| Oak Creek | 190,662 | 4.5% | $7,944 | 5.77% | $2,506 | $10,450 |
| Saint Francis | 66,060 | 1.6% | $3,821 | 1.42% | $616 | $4,437 |
| Shorewood | 179,358 | 4.3% | $7,570 | 3.61% | $1,571 | $9,141 |
| South Milwaukee | 110,501 | 2.6% | $5,291 | 2.09% | $909 | $6,200 |
| Wauwatosa | 487,982 | 11.6% | $17,782 | 8.16% | $3,547 | $21,328 |
| West Allis | 235,585 | 5.6% | $9,430 | 8.41% | $3,655 | $13,086 |
| Whitefish Bay | 192,708 | 4.6% | $8,011 | 2.07% | $901 | $8,912 |
| | | | | | | |
| Total | 4,200,008 | 100.00% | $163,498 | 100.00% | $43,462 | $ 206,960 |
| % of Total | | | 79% | | 21% | 100% |

III Basic Software: (1% of total) + (percent total circ x 85% of total)

- As of 2022, Basic Software and Add-On Software percentages are being used to fairly distribute costs and allow all members to receive the benefits of recently negotiated pricing.  The Basic Software costs are 79% of the total and Add-on Software is 21% of the total.

- Resident circulation is still being used to determine costs per the ILS agreement.  The amount divided between libraries is 79% of the maintenance total.  The remaining 21% is distributed using percentages shown in column H.  Column H reflects distribution of total Add-on Software costs.

2024 Cataloging Calculations

| | | |
|---|---|---:|
| 2024 Total Cataloging Costs (Appendix C - MPL) | $ | 539,036 |
| 2024 State Aid (TBD - using 2023 number) | $ | 3,568,561 |
| 9% MCFLS Contribution to Cataloging Contract | $ | 321,170 |
| | | |
| MCFLS Member Share (Total minus MCFLS Contrib) | $ | 217,866 |

| Library | 1 Percent of Total | Titles Added 2022 | % | 2024 Cataloging Costs |
|---|---:|---:|---:|---:|
| Brown Deer | $ 2,179 | 3386 | 3.6% | $ 8,852 |
| Cudahy | $ 2,179 | 5157 | 5.5% | $ 12,343 |
| Franklin | $ 2,179 | 6745 | 7.2% | $ 15,473 |
| Greendale | $ 2,179 | 3255 | 3.5% | $ 8,594 |
| Greenfield | $ 2,179 | 4858 | 5.2% | $ 11,754 |
| Hales Corners | $ 2,179 | 2037 | 2.2% | $ 6,194 |
| Milwaukee | $ 2,179 | 19525 | 20.8% | $ 40,662 |
| North Shore | $ 2,179 | 3917 | 4.2% | $ 9,899 |
| Oak Creek | $ 2,179 | 4878 | 5.2% | $ 11,793 |
| Saint Francis | $ 2,179 | 3609 | 3.8% | $ 9,292 |
| Shorewood | $ 2,179 | 5476 | 5.8% | $ 12,972 |
| South Milwaukee | $ 2,179 | 4413 | 4.7% | $ 10,877 |
| Wauwatosa | $ 2,179 | 13018 | 13.9% | $ 27,837 |
| West Allis | $ 2,179 | 10068 | 10.7% | $ 22,022 |
| Whitefish Bay | $ 2,179 | 3615 | 3.8% | $ 9,304 |
| TOTALS | $ 32,680 | 93957 | 100.0% | $ 217,866 |

**Titles Added Calculations**

2022 Total Titles Added = 93,957

| Municipality | Municipality Titles Added | Percentage Added | 2021 | 2021% | "+/-" |
|---|---|---|---|---|---|
| Brown Deer | 3386 | 3.6% | 3222 | 3.2% | +0.4% |
| Cudahy | 5157 | 5.5% | 5464 | 5.4% | +0.1% |
| Franklin | 6745 | 7.2% | 7428 | 7.4% | -0.2% |
| Greendale | 3255 | 3.5% | 3603 | 3.6% | -0.1% |
| Greenfield | 4858 | 5.2% | 5295 | 5.3% | -0.1% |
| Hales Corners | 2037 | 2.2% | 3431 | 3.4% | -1.2% |
| Milwaukee | 19525 | 20.8% | 19827 | 19.7% | +1.1% |
| North Shore | 3917 | 4.2% | 4210 | 4.2% | -0.0% |
| Oak Creek | 4878 | 5.2% | 5502 | 5.5% | -0.3% |
| Saint Francis | 3609 | 3.8% | 3939 | 3.9% | -0.1% |
| Shorewood | 5476 | 5.8% | 5269 | 5.2% | +0.6% |
| South Milwaukee | 4413 | 4.7% | 5092 | 5.1% | -0.4% |
| Wauwatosa | 13018 | 13.9% | 13652 | 13.5% | +0.3% |
| West Allis | 10068 | 10.7% | 11295 | 11.2% | -0.5% |
| Whitefish Bay | 3615 | 3.8% | 3581 | 3.6% | +0.3% |
| TOTAL | 93957 | 100.0% | 100810 | 100.0% | -6.8% |

**MILWAUKEE COUNTY**
FEDERATED LIBRARY SYSTEM

# YOUR HOLD IS READY

## Library items are available for pickup

**Hello {contactfield=firstname},**

The following items have arrived and are being held for you.  Please pick them up at the library shown below through the date listed.

If you no longer need the item, please cancel your hold online using CountyCat or the CountyCat Mobile app.

**{contactfield=notices_hold_content}**

### Try a locker for hold pickup

Several libraries in Milwaukee County have introduced a locker outside of their building for hold pickup 24/7.

You can find lockers as these library locations:  *Cudahy, Franklin, Oak Creek, MPL East Branch, Shorewood or Whitefish Bay.*

**Access your library's current hour & information >>**

### Connect with us

This is a circulation notice from your library.
To adjust how you receive notifications from the library,
please reach out to your home library's circulation desk or the MCFLS office.

Milwaukee County Federated Library System
709 N. 8th St. Milwaukee, WI 53233
Phone: (414) 286-3210

# Patron Point Verify Proposal

## Purpose

Patron Point Verify provides automatic verification of a patron's identity at the point of card registration or renewal.  Once identity is confirmed, Patron Point immediately extends the expiration date on the patron account and sends a confirmation email to the patron.  If identity cannot be confirmed, the patron is included within a segment that is sent a series of renewal reminders via email advising them to come into the library to confirm their identity.

Only patrons with email addresses in their record will be included in the Verify process.  Of the 259,973 patrons in the Sierra database that have been active in the past three years, 160,189 have email addresses in their record.  Based on discussions with other Verify libraries, the system is also recommending that no patrons under the age or 18 would be included in this process.  This means that roughly 125,000 patrons would be eligible.  If approved by LDAC, system staff could implement the card renewal Verify process starting August 1, 2023.

## Cost

Verify was included as part of the system purchase of Patron Point.  Each transaction costs an additional $0.30 to process.  The cost for the entire system to use Verify has been built into the system budget for 2023 and moving forward.  There is no cost to member libraries.

## Benefit

System staff believe the ROI for using Verify is significant.  Patrons would no longer be required to come to the library to renew their card.  The process for card renewal would be transparent to the patron and no disruption in service as the result of expired cards would occur.

The use of this service would free up library staff time currently dedicated to card renewal and registration.  In April 2023 1,033 adult patrons with email addresses renewed their existing cards (in March 2023: 861).  If we conservatively estimate 10 minutes to interact with or verify each patron using the current registration/ renewal model, we estimate roughly 158 staff hours per month (or nearly 1,900 staff hours annually) could be saved system-wide.

## Data Shared with Verify

Patron Point staff report these pieces of data are shared with the Ekata service for verification:

- For card renewal:
    - Patron name
    - Patron email address
    - Patron primary address
- For card registration:
    - All of the above, plus patron primary phone number

If patrons wish not to be included in this process, they can opt out before Verify attempts to confirm their identity.  Libraries can also contact MCFLS to remove them from the segment that is submitted to Ekata.

## Conversations with Verify Libraries

## Poughkeepsie Public Library District

- Serves a population of roughly 80,000 (city and town of Poughkeepsie) and circulation in 2021 was 256,253.
- Overall, they've been happy with how Verify has worked and how responsive Patron Point has been in setting this up for them.
- They have a challenge in separating town and city residents.  GIS mapping with Patron Point has helped, but it's a big issue for them.
- Success rates
    - Auto-renewal of patron cards:  65% that were sent to Verify were identified.
    - Registration: 35% of patrons were identified.  Staff feel that the low success rate was due to patrons not identifying their residence correctly (town vs city)
- They do not allow any patron under the age of 18 to be included in this process.  There were concerns with not including parents in this process that involved minors and the difficulty in transitioning children to adult cards once they turned 18.
- Patron data.  When asked about this, they did not have concerns over patron data.  They felt Verify was using industry-standard identity verification that you'd find in most areas of daily life.

## Chattanooga Public Library

- Serves a population of around 426,000 and circulation in 2021 was 573,260.
- They've been very happy with Verify and the support has been excellent.
- Chattanooga has been a Patron Point customer for over three years and have had Verify in place for just over a year.  They originally bought the product to provide them with a newsletter service and marketing tool.
- The ROI for using Verify was a selling point.  The comparison in spending 10 minutes with a patron vs. automatically performing verification in 10 seconds sold them.
- Chattanooga staff felt that there was no cleanup necessary and that the accuracy of Verify was very reliable.  If anything, they felt that Verify was a little too accurate.  Very new patrons that have not been in the area very long could be missed by Verify because there is not enough data available to identify them.
- Patron data.  Staff did not express concerns over privacy, stating that Verify uses an already existing electronic trail and that it was far more secure than other methods they had been using during the pandemic.

WPLC Budget
2024

|     |                                   | 2024 budget | 2023 budget |
| --- | --------------------------------- | ----------- | ----------- |
|     |                                   |             |             |
|     |                                   |             |             |
|     | **Income**                        |             |             |
| a.  | Carryover*                        |             | $0          |
| b.  | Partner shares                    | $117,722    | $111,250    |
| c.  | Buying pool income                | $1,474,388  | $1,407,666  |
| d.  | Magazine Costs                    | $100,000    | $80,000     |
| f.  | Other income                      |             | $0          |
|     | TOTAL                             | $1,692,110  | $1,598,916  |
|     |                                   |             |             |
|     | **Expenses**                      |             |             |
|     |                                   |             |             |
|     | Operating/project expenses        |             |             |
| a.  | Program management                | $78,705     | $74,250     |
| b.  | OverDrive Vendor Fees             | $18,000     | $18,000     |
| c.  | OverDrive Content                 | $1,474,388  | $1,407,666  |
| d.  | Magazine Costs                    | $100,000    | $80,000     |
| f.  | Digital Newspaper Hosting         | $0          | $3,000      |
| g.  | ContentDM Hosting**               | $3,750      | $0          |
| h.  | Website                           | $1,017      | $1,000      |
| i.  | Conference and Scholarship Costs  | $1,250      | $0          |
|     |                                   |             |             |
|     | Reserve/R&D Fund Allocations      |             |             |
| i.  | R & D                             | $10,000     | $10,000     |
| j.  | Reserve                           | $5,000      | $5,000      |
| k.  | Other                             | $0          | $0          |
|     | TOTAL                             | $1,692,110  | $1,598,916  |
|     |                                   |             |             |
|     | *We do not assume any carryover in our budget. As of 2/28/2023, there is $59,000 in R&D and $48,758.80 in Reserve. | | |
|     | **CONTENTdm hosting will be paid for by Milwaukee Public Library for 2023 | | |

| KEY | | 2023 |
|-----|---|------|
| | | 2024 |

| System | 2024 Buying pool | 2024 Partner shares | 2024 Magazine Cost | 2024 Total | 2023 Buying pool | 2023 Partner shares | 2023 Magazine Cost | 2023 Total | Difference in Total |
|--------|------------------|---------------------|--------------------|------------|------------------|---------------------|--------------------|------------|---------------------|
| Bridges Library System | $ 142,820 | $ 7,848 | $ 9,537 | $ 160,205 | $ 138,004 | $ 6,953 | $ 7,705 | $ 152,662 | $ 7,544 |
| IFLS Library System | $ 134,866 | $ 7,848 | $ 9,119 | $ 151,833 | $ 129,774 | $ 6,953 | $ 7,355 | $ 144,082 | $ 7,751 |
| Kenosha County Library System | $ 33,576 | $ 7,848 | $ 2,290 | $ 43,715 | $ 31,954 | $ 6,953 | $ 1,830 | $ 40,738 | $ 2,977 |
| Manitowoc-Calumet Library System | $ 22,515 | $ 7,848 | $ 1,564 | $ 31,927 | $ 21,958 | $ 6,953 | $ 1,276 | $ 30,188 | $ 1,740 |
| Milwaukee Co. Federated Library System | $ 164,169 | $ 7,848 | $ 11,168 | $ 183,184 | $ 154,347 | $ 6,953 | $ 8,834 | $ 170,134 | $ 13,051 |
| Monarch Library System | $ 108,320 | $ 7,848 | $ 7,407 | $ 123,576 | $ 103,085 | $ 6,953 | $ 5,874 | $ 115,913 | $ 7,663 |
| Nicolet Federated Library System | $ 101,823 | $ 7,848 | $ 6,933 | $ 116,604 | $ 97,534 | $ 6,953 | $ 5,557 | $ 110,044 | $ 6,560 |
| Northern Waters Library Service | $ 49,382 | $ 7,848 | $ 3,377 | $ 60,608 | $ 47,007 | $ 6,953 | $ 2,686 | $ 56,645 | $ 3,962 |
| Outagamie Waupaca Library System | $ 59,403 | $ 7,848 | $ 4,039 | $ 71,290 | $ 52,910 | $ 6,953 | $ 3,019 | $ 62,882 | $ 8,408 |
| Prairie Lakes Library System* | $ 89,143 | $ 7,848 | $ 6,135 | $ 103,126 | $ 85,269 | $ 13,906 | $ 4,916 | $ 104,091 | $ (965) |
| South Central Library System | $ 317,628 | $ 7,848 | $ 21,322 | $ 346,798 | $ 305,789 | $ 6,953 | $ 17,087 | $ 329,828 | $ 16,969 |
| Southwest Wisconsin Library System | $ 30,431 | $ 7,848 | $ 2,102 | $ 40,381 | $ 29,370 | $ 6,953 | $ 1,702 | $ 38,025 | $ 2,356 |
| Winding Rivers Library System | $ 74,594 | $ 7,848 | $ 5,141 | $ 87,583 | $ 71,048 | $ 6,953 | $ 4,101 | $ 82,102 | $ 5,480 |
| Winnefox Library System | $ 74,212 | $ 7,848 | $ 4,920 | $ 86,980 | $ 71,218 | $ 6,953 | $ 4,098 | $ 82,269 | $ 4,711 |
| Wisconsin Valley Library Service | $ 71,505 | $ 7,848 | $ 4,945 | $ 84,297 | $ 68,398 | $ 6,953 | $ 3,960 | $ 79,312 | $ 4,986 |
| | $ 1,474,388 | $ 117,720 | $ 100,000 | $ 1,692,108 | $ 1,407,666 | $ 111,248 | $ 80,000 | $ 1,598,914 | |

| *2023 shows ALS and LLS combined | | | | |
|-----------------------------------|---|---|---|---|
| **2023 ALS & LLS Numbers** | | | | |
| *Overdrive Checkouts by system* | *Buying pool* | *Partner shares* | *Magazine Cost* | *Total* |
| Arrowhead Library System | $ 29,991 | $ 6,953 | $ 1,743 | $ 38,687 |
| Lakeshores Library System | $ 55,278 | $ 6,953 | $ 3,173 | $ 65,404 |
| Combined | $ 85,269 | $ 13,906 | $ 4,916 | $ 104,091 |

## 2024 Magazine Costs - Comparisons

| | Cost using Magazine Usage Only | Cost using Magaine usage and Population (75% and 25%) | Cost using All Usage and Population (buying pool formula: 75% and 25%) |
|---|---|---|---|
| Bridges Library System | $ 9,423 | $ 9,256 | $ 9,537 |
| IFLS Library System | $ 7,666 | $ 7,782 | $ 9,119 |
| Kenosha County Library System | $ 2,774 | $ 2,807 | $ 2,290 |
| Manitowoc-Calumet Library System | $ 1,195 | $ 1,411 | $ 1,564 |
| | | | |
| Milwaukee Co. Federated Library System | $ 18,466 | $ 17,863 | $ 11,168 |
| Monarch Library System | $ 10,057 | $ 9,383 | $ 7,407 |
| Nicolet Federated Library System | $ 6,429 | $ 6,736 | $ 6,933 |
| Northern Waters Library Service | $ 2,979 | $ 2,881 | $ 3,377 |
| Outagamie Waupaca Library System | $ 4,978 | $ 4,809 | $ 4,039 |
| Prairie Lakes Library System* | $ 4,337 | $ 5,171 | $ 6,135 |
| South Central Library System | $ 18,900 | $ 17,901 | $ 21,322 |
| Southwest Wisconsin Library System | $ 963 | $ 1,266 | $ 2,102 |
| Winding Rivers Library System | $ 3,755 | $ 4,049 | $ 5,141 |
| Winnefox Library System | $ 4,469 | $ 4,763 | $ 4,920 |
| Wisconsin Valley Library Service | $ 3,609 | $ 3,921 | $ 4,945 |
| Totals | $ 100,000 | $ 100,000 | $ 100,000 |