

Notice

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, October 5, 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
3. Approval of minutes for the September 7, 2023 LDAC meeting

Action

Action

[Attachment A](#)

Topics Requiring Action or Discussion.

4. 2024 MCFLS Budget – Draft.

[Attachment B](#)

5. 2024 MCFLS System Plan – Draft.

[Attachment C](#)

Technology

6. Aspen Discovery – Update and Timeline for 2024 implementation.

[Attachment D](#)

7. Changes to Interlibrary Loan Process for MCFLS Members.

[Attachment E](#)

Informational.

8. Strategic planning update and timeline

[Attachment F](#)

9. Inclusive Services update

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 2nd via Zoom online meeting software.

Adjournment

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, September 7th, 2023
10:00am –12:00pm
Whitefish Bay Public Library
5420 N Marlborough Dr.
Whitefish Bay, WI 53217

Present: Tristan Boswell, Chair and South Milwaukee Public Library
Amy Krahn, St. Francis Public Library
Tony Frausto, Milwaukee Public Library
Sheila O'Brien, Greenfield Public Library
Pete Loeffel, Wauwatosa Public Library
Nyama Reed, Whitefish Bay Public Library
Karli Pederson, Milwaukee Public Library
Stephanie Lewin-Lane, Hales Corners Public Library
Rebecca Roepke, Cudahy Family Library
Brian Van Klooster, Greendale Public Library

Excused: Michael Koszalka, West Allis Public Library
Jill Lininger, Oak Creek Public Library
Jennifer Loeffel, Franklin Public Library
Rhonda Gould, North Shore Library
Jennifer Gerber, Shorewood Public Library
Dana Andersen-Kopczyk, Brown Deer Public Library

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

Call to Order.

Chair Boswell 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.

Additional Agenda Items/Adoption of Agenda.

Stephanie Lewin-Lane added a question for national library day.

Brian Van Klooster motioned and Amy Krahn seconded the motion to adopt the additional agenda items and approve the agenda as presented. Unanimously approved.

Approval of Minutes for the August 3rd, 2023 LDAC Meeting.

Chair Boswell referred to the minutes of the August 3rd, 2023 meeting shown as Attachment A of the agenda packet. Brian Van Klooster motioned and Stephanie Lewin-Lane seconded the motion to approve the minutes as presented. Unanimously approved.

TOPICS REQUIRING ACTION OR DISCUSSION

Tabled proposal: Patron Point Verify service for patron card renewals.

Director Hesper introduced the topic of Patron Point Verify referring to Attachment B of the Agenda Packet. It has been verified that patrons can be restricted on receiving the Verify emails based on individual policies at each library. Director Hesper shared an example of the email that would be sent out on the Verify email and discussed the details shown. Amy Krahn asked about amount of emails going out and potentially eliminating one of the emails. Nyama Reed asked about the wording of verify in the emails so that patrons are not confused by the process. Discussion ensued. Changes suggested have been noted to be made to adjust the Verify email. Sheila O'Brien asked about patrons who do not have emails on file and what process that will be. At the moment if they do not have an email on record, they are not in Patron Point and will not be included in the Verify process. Tristan Boswell asked if there were any more questions or concerns on communication or procedure process with the Verify service. Stephanie Lewin-Lane motioned to approve and move forward with Patron Point Verify for card renewals to be rolled out as soon as possible, Amy Krahn seconded. Unanimously approved.

TECHNOLOGY

Topics related to Sierra settings

- a. Activate option to extend time on the hold-shelf.
Jen Schmidt revisited the topic of adding the option to extend the hold pick up in sierra across the system. Graphs of responses from Circ Services on their thoughts for the hold pick up extension service were shared. Amy Krahn asked whether this was affecting other libraries to the point where this change is needed. Discussion ensued. Sheila O'Brien brought up that inconsistency in the process if not all of the libraries use this feature and the importance of all libraries being consistent for better customer service for patrons. Discussion on the number of days for the hold extension ensued. Permission to complete this task is extended to only the staff that are allowed to originally create a hold, this can be adjusted for each library. Brian Van Klooster motioned to allow hold pickup extension by one operating day with current permissions in place, Stephanie Lewin-Lane seconded. Rebecca Roepke opposed. Motion approved. Karli Pederson added being able to add a note to the patron each time they extend their pickup and being able to add to that existing note for each extension instead of creating new notes each time.
- b. Delay filling of a hold when item is owned by the pickup location.
Jen Schmidt introduced the option to activate the hold fulfillment at the pickup location. Currently, Sierra is set to all holds fulfillment of available items from any location and does not prioritize the pickup location first. Discussion on timeframe between having a 48 hours and 24 hours timeframe for paging ensued. Nyama Reed motioned to approve the delay of a hold when the item is owned by the pickup location at 48 hours delay, Stephanie Lewin-Lane seconded. Unanimously approved.

Developing a MCFLS clearinghouse for information related to digitization of local collections.

Director Hesper differed to Brian Van Klooster for the topic of digitization of local collections. Brian Van Klooster requested digitization of information from each library be readily available for all libraries. A suggestion of yearly surveys sent out to each library for this information headed by Brian Van Klooster

and available on the LDAC SharePoint. Director Hesel shared that this could be done on Jot form and will connect with Brian to discuss.

INFORMATIONAL

2023 MCFLS Budget revision

Director Hesel presented the 2023 MCFLS Budget Revision. There was a surplus of \$271,436 for 2023 so the system will be covering the member cataloging costs of \$185,769 for 2024 and additional funds added to MCFLS Buying Pool for Hoopla.

Marketing Update (report from Deb Marett, MCFLS)

Deb Marett shared a marketing update shown as Attachment E of the Agenda Packet. As a reminder, if you have local publications that your library would like to be advertised in please contact Deb and she will work with the library and the publication for local advertising. For library card sign up month the system sent stickers to each library and has extras if needed, and there are ads running in Vericast that can also be printed out as a poster. MCFLS is partnering with Bridges for additional library radio ad advertising with 3 library visits for whoever is interested. MCFLS is running their own sponsorships on the radio as well. The library scavenger hunt will be starting September 8th and will be advertised on social media, thanks to all of the libraries that contributed pictures. The Read for Your Life campaign has also begun with the promotion of literacy and learning to read for all ages. Online resources being tested for this campaign are The Juice and Reading Horizons. The Juice has 5 news articles a day that can be set to different reading levels with quizzes at the end. Reading Horizons is more of a teaching platform for learning to read for all ages. Tutors for adults can also be set up for each library depending on who is interested. The Passport program is looking at moving to a digital platform in app form to take the pressure off libraries from having to stamp passports. The app would require a smart phone but it is unclear how many people might be excluded because they do not own a smart phone. Brian Van Klooster shared that for their summer reading program they did both paper and digital with participation being equal between the two. Nyama Reed suggested having both options would engage those of all ages. Another update on the passport program will come at one of the upcoming fall LDAC meetings. Karli Peterson asked what the cost for The Juice or Reading Horizon would be. Director Hesel shared that both are roughly \$10,000 and would be covered by MCFLS. Nyama Reed asked if there were other languages besides Spanish on Reading Horizons, Deb Marett will double check this option.

WPLC Update.

Director Hesel shared updates from the WPLC. WiLS has been talking to New York Times on digital options for the entire state. This would give onsite and offsite access with a New York Times login. The cost is roughly \$117,000 for the entire state. This cost would be split between each system then each library. Discussion ensued. If a subscription was started it would begin in December. Director Hesel will reach out with a survey for interest after a cost is shared from WiLS. There is going to be a WPLC visioning session covering topics such as ongoing funding, digital collection funding and how to increase this, and a large focus on statewide delivery. WPLC will have their Board meeting October 16th to discuss these topics and will be inviting all System Directors not on the Board and committee chairs from other WPLC committees. Director Hesel will bring back any information gained from this meeting.

In-person meeting schedules for the remainder of 2023.

Director Hesel shared the proposal for LDAC meetings for the remainder of 2023. Nyama Reed suggested changing to meeting in person in October this year. Location TBD.

a. Is there interest in meeting with UWM SOIS staff for the April 2024 meeting?

Nyama Reed suggested holding the LDAC meeting at UWM SOIS and meeting with the staff there plus a tour. With unanimous interest, the location will be looked at and potentially reserved for this LDAC meeting.

ADDITIONAL AGENDA ITEMS

National Library Week

Stephanie Lewin-Lane brought up the idea of matching library fines for National Library Week in April to help get their fees down. Nyama Reed suggested sending out a survey to find interest.

MEMBER LIBRARY UPDATES

Wauwatosa- Foundation has a kickoff meeting with fundraising for a renovation or potential expansion

Cudahy- getting a new furnace

Greendale- Budget looks good, controversy over Pride month, looking at new carpeting

Milwaukee- Marian Royal will be replacing Tony Frausto at LDAC meetings

MCFLS- Jen, Theresa and Emily will be presenting on lockers at WLA

Greenfield- Inviting everyone September 15th 3-4pm to come see the new sorting machine with 15 bins. This machine does not take HC or SF items and can add a tag to their books if wanted.

Whitefish Bay- Staffing has been crazy this summer, hoping things slow down. Board presented the budget to the Village. WLA is in Middleton in October.

Hales Corner- Going through book reconsiderations, \$5000 grant for a learning garden, was able to give 2% raises to staff with the budget

St Francis- Also has crazy staffing with maternity leaves,

Milwaukee- 2 related intellectual freedom inquiries on delays in title availability because of political beliefs.

South Milwaukee- Replacing fire monitor and alarm system, reduced staffing hours and library operating hours because of costs and staffing issues, going into organized fundraising, received grant money for children's play area

Amy Krahn asked the group if anyone else is experiencing extreme slowness at night after 6:00pm most nights. Discussion ensued.

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, October 5th, 2023 at 10:00 am, location TBD.

With no further business, Nyama Reed motioned and Stephanie Lewin-Lane seconded to adjourn the meeting at 12:25 pm. Unanimously approved.

October 9th, 2023
To: MCFLS Trustees
From: Steve Heser, MCFLS Director
Re: 2024 proposed MCFLS Budget

Summary

Based on feedback from previous meetings and consultation with system staff, I am proposing the following 2024 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 10% (+ \$356,627) in 2024 and account for 10% increases to reciprocal borrowing (+ \$89,134, paid in 2025) and resource library (+ \$22,289) expenditures while increasing the system share of cataloging costs (+ \$32,097).
- MCFLS will lead a migration to a new online catalog called Aspen Discovery that will modernize resource discovery and sharing for libraries and patrons. The additional cost of \$20,000 is being covered completely by the system.
- Health insurance costs through the ETF plans are rising 10% for our system. This falls on the low end of increases across the state, but still impacts MCFLS and system staff. We will monitor increases next year and bring possible changes to the Board's attention.
- The system is investing in cloud infrastructure for patron telephone notifications and hosting, saving MCFLS money and ensuring 24/7 access to system resources.

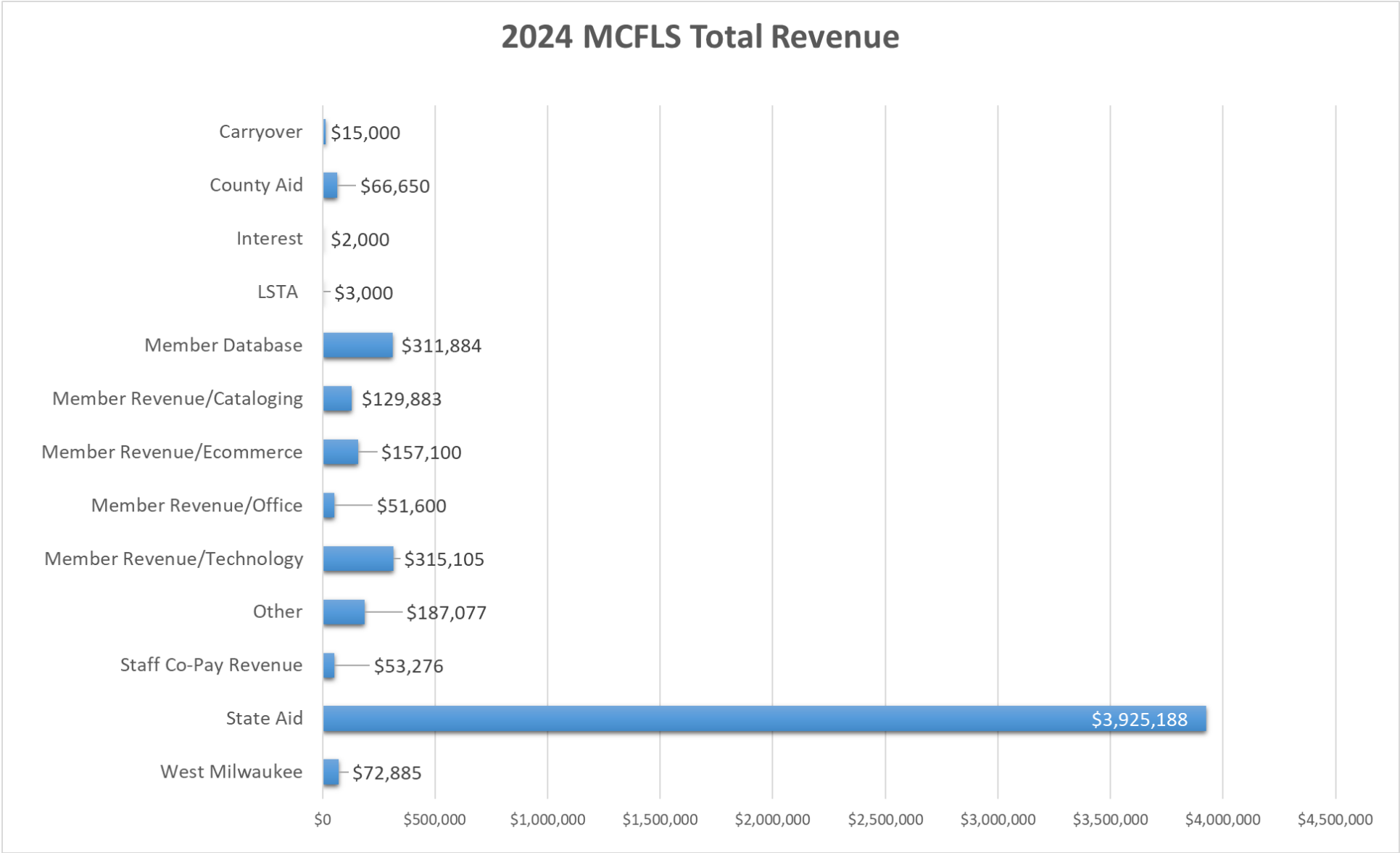
Reduction in Member Costs

The system will reduce costs for members in these areas:

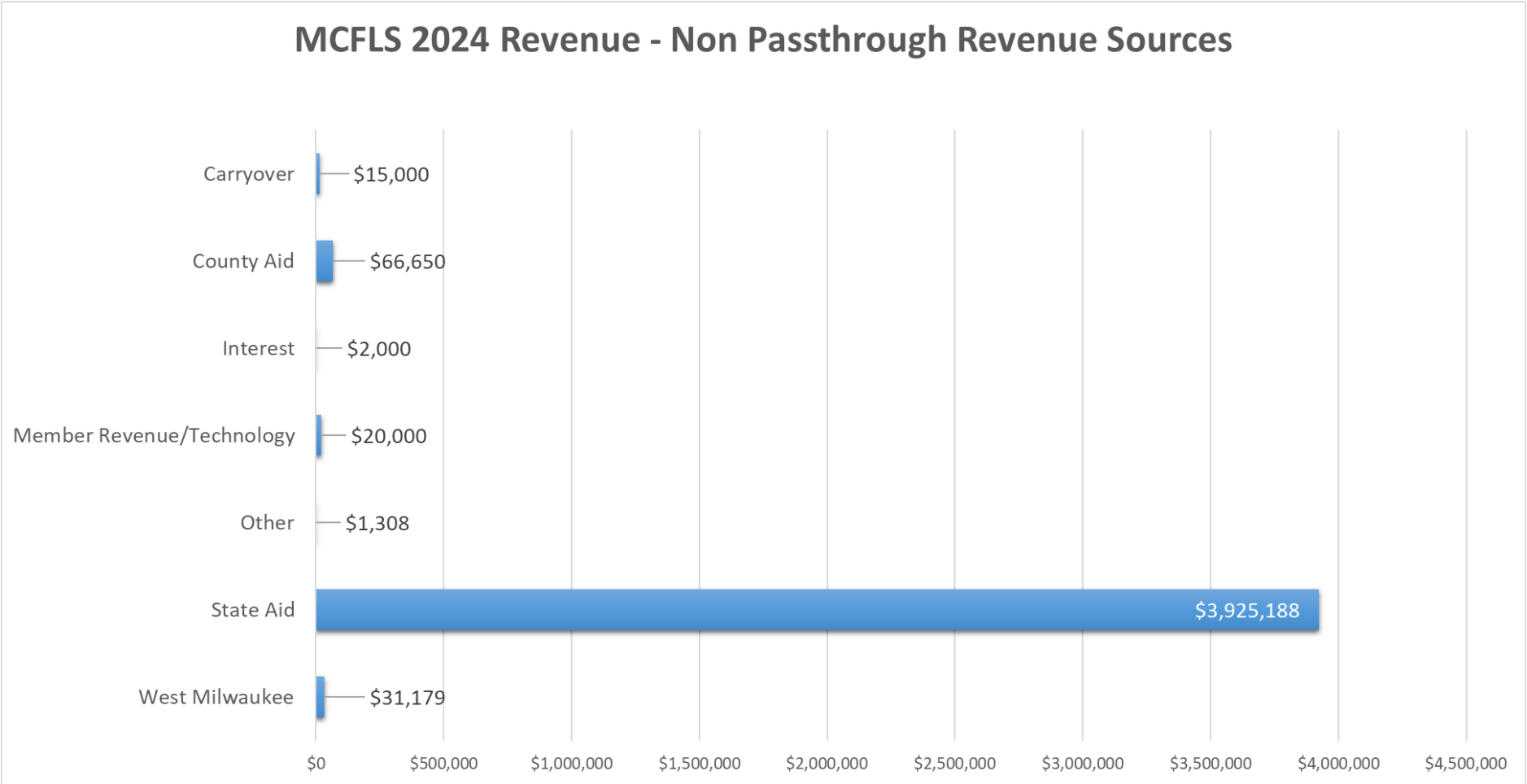
- Mobile App and Selfcheck Costs. MCFLS is again covering the costs of the new Innovative mobile app and will cover implementation and ongoing maintenance charges for any library wishing to integrate self-check through the mobile app in 2024.
- Cataloging Costs. The MCFLS Board approved a recommendation in August 2023 to relieve all cataloging costs for members in 2024, saving libraries \$185,769 collectively.
- Patron Point Marketing Platform. The system is covering all costs related to Patron Point, which provides MCFLS and member libraries with cost-effective marketing tools such as newsletters, notifications and services such as automatic patron card renewal. This service is estimated to save members an estimated \$62,000, excluding staff time saved with overseeing card renewals.
- Electronic Resources Costs. MCFLS will again cover the entire cost of providing Gale Courses, Udemy on-demand video instruction, Transparent Languages, and Gimlet reference tracking. In 2024, the system will also cover the cost of OverDrive magazines for all member libraries. An additional literacy resource is also under consideration and will be covered by MCFLS. The total cost covered for all these products for 2024 is \$127,453. The system is also proposing an additional system contribution of \$50,600 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 \$847,003 in 2023 to \$710,372 in 2024 for a total reduction of \$136,631.

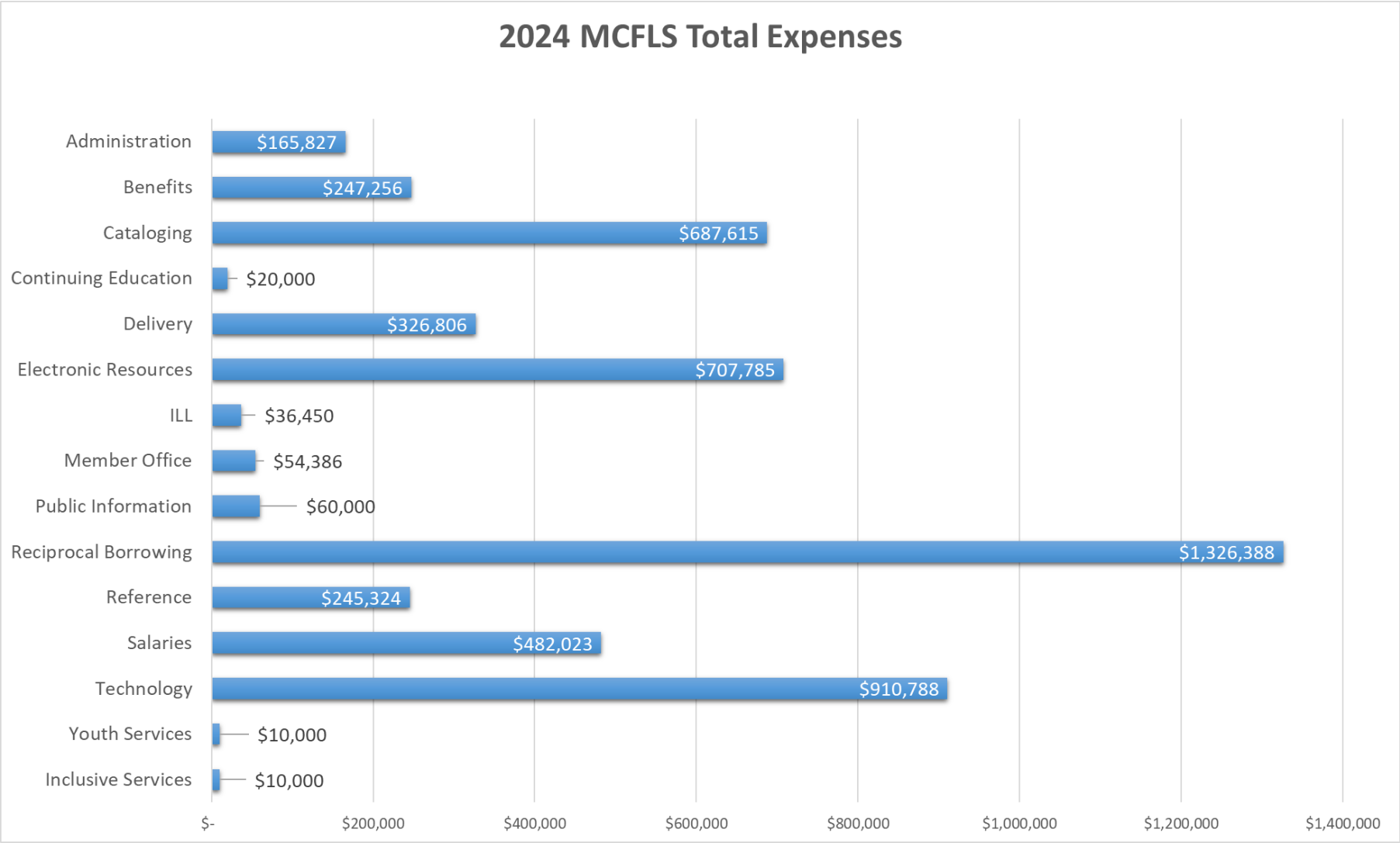
MCFLS Budget 2024



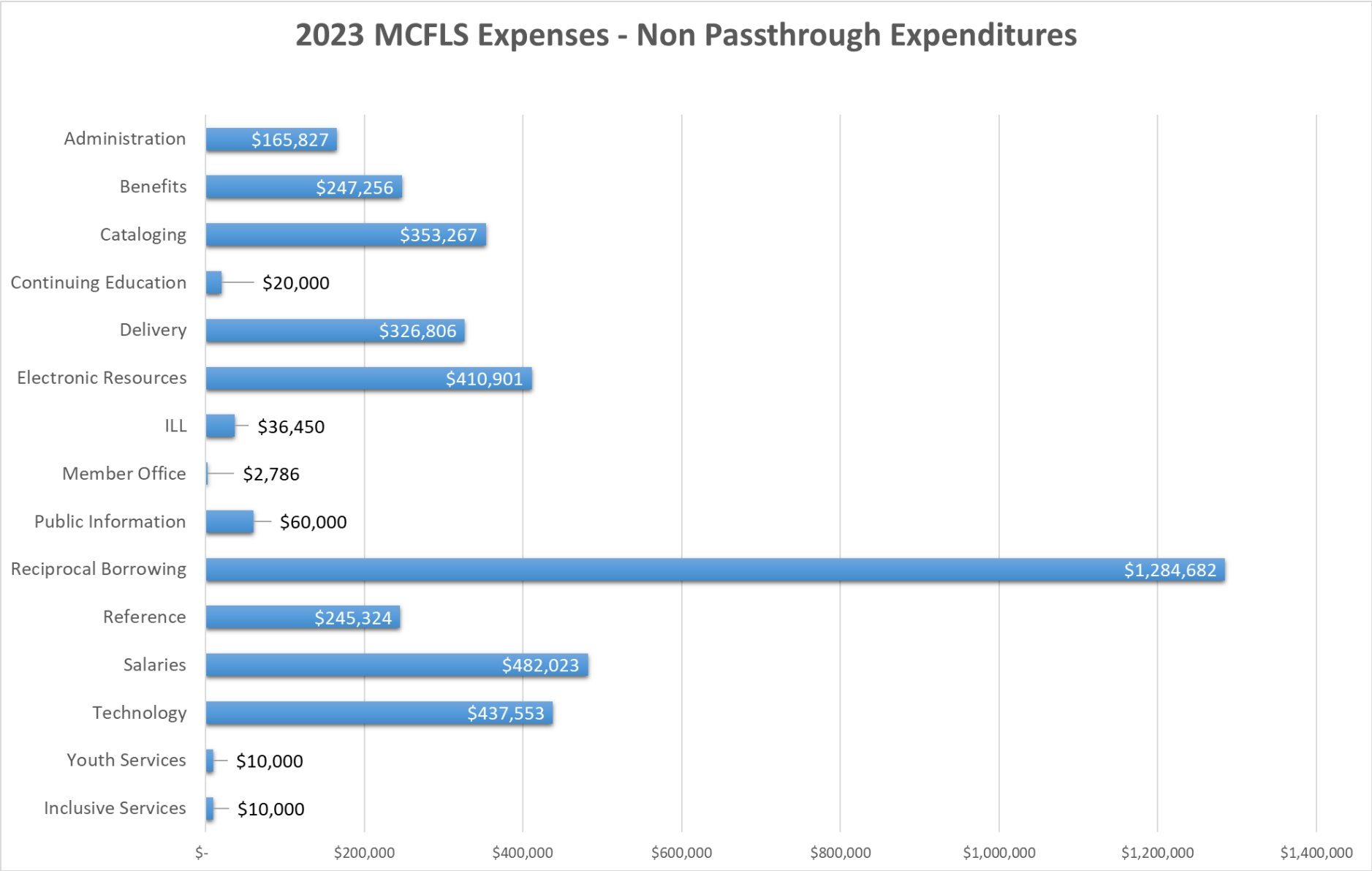
MCFLS Budget 2024



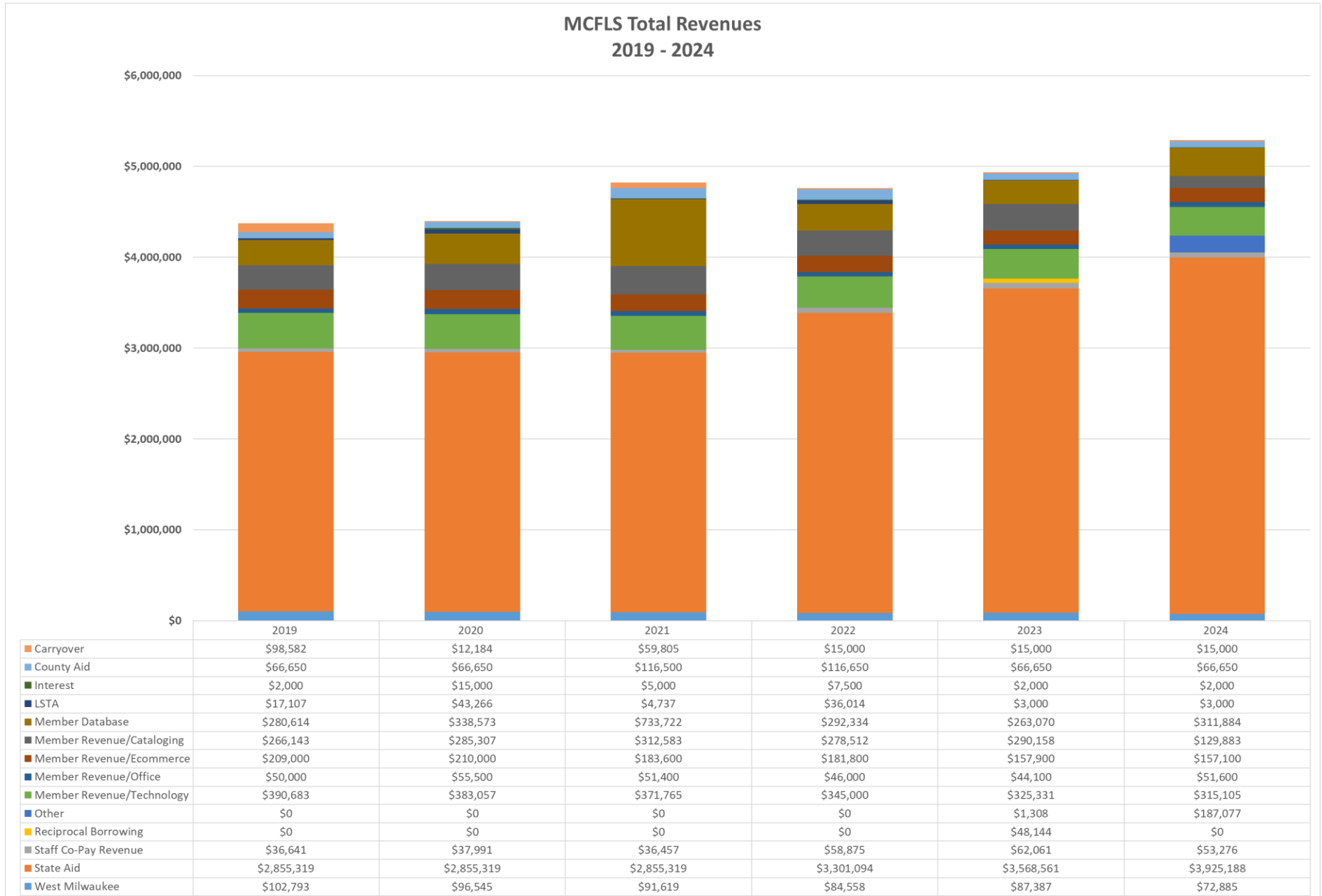
MCFLS Budget 2024



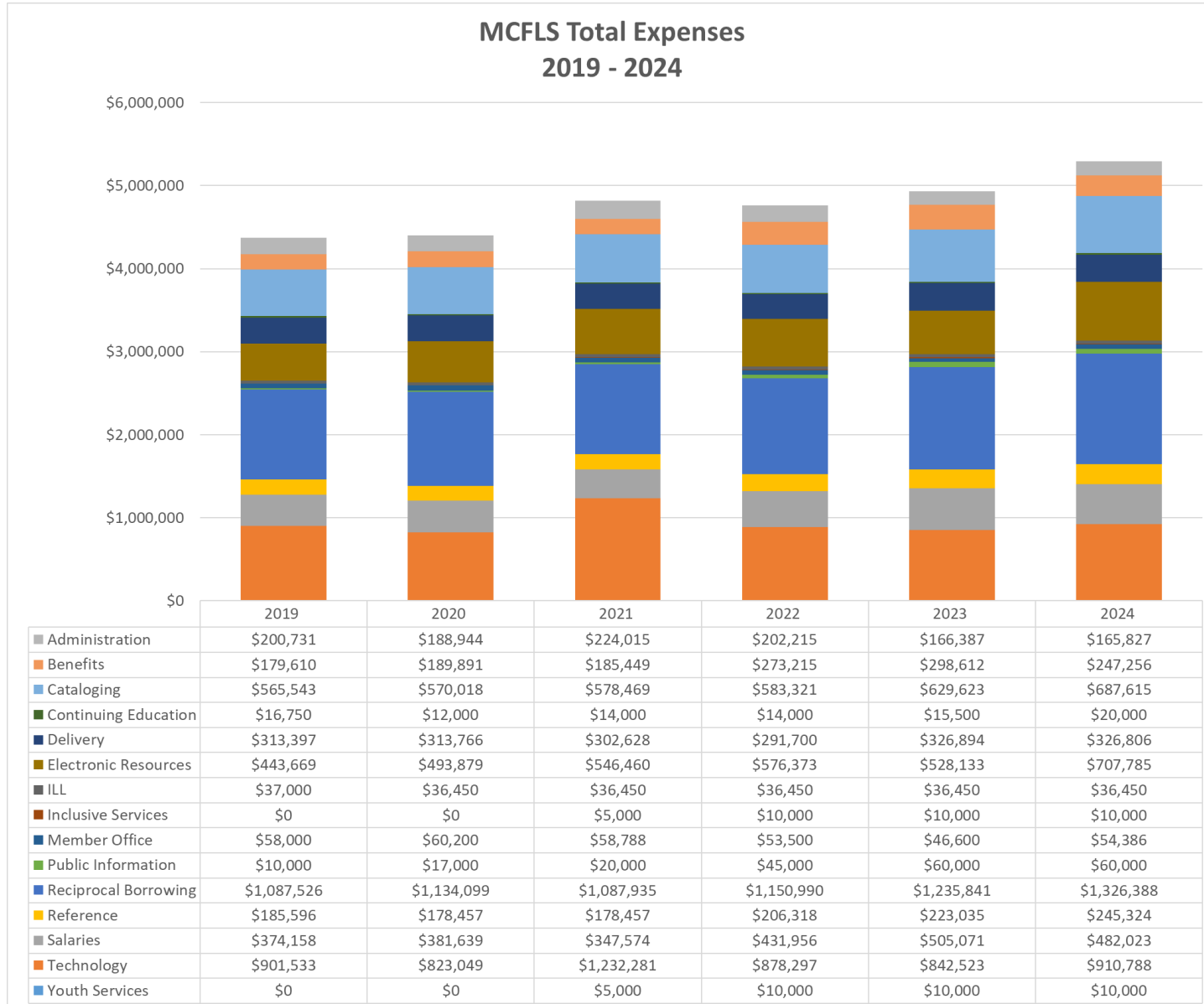
MCFLS Budget 2024



MCFLS Budget 2024



MCFLS Budget 2024



	<u>2023 Approved</u>	<u>2023 Revised</u>	<u>2024 Proposed</u>	<u>+/-</u>
1				
2 <u>General Revenues</u>				
3 State Aid Revenue	\$ 3,568,561	\$ 3,568,561	\$ 3,925,188	\$ 356,627
4 Milwaukee County Allocation	\$ 66,650	\$ 66,650	\$ 66,650	\$ -
5 West Milwaukee Contract -Other	\$ 31,179	\$ 31,179	\$ 31,179	\$ -
6 Interest on Invested Funds	\$ 2,000	\$ 2,000	\$ 2,000	\$ -
7 Member Forms/Supplies Revenue	\$ 21,000	\$ 21,000	\$ 19,500	\$ (1,500)
8 Member Postage Revenue	\$ 16,100	\$ 16,100	\$ 15,100	\$ (1,000)
9 Member OCLC Revenue	\$ 127,336	\$ 127,336	\$ 129,883	\$ 2,547
10 Member Telecomm. Revenue	\$ 16,800	\$ 15,900	\$ 15,600	\$ (300)
11 Member III Softwre Maint-Basic	\$ 156,391	\$ 156,391	\$ 163,498	\$ 7,107
12 Member III Softwre Maint-Other	\$ 41,572	\$ 41,572	\$ 43,462	\$ 1,890
13 Member Tech. Assist.-Time Rev.	\$ 20,000	\$ 20,000	\$ 20,000	\$ -
14 Member Special Projects Revenue	\$ 70,000	\$ 70,000	\$ 70,000	\$ -
15 Member Cataloging Contract Rev	\$ 162,822	\$ 162,822	\$ -	\$ (162,822)
16 Member Database Revenue	\$ 14,651	\$ 24,353	\$ 42,715	\$ 18,362
17 Member Ecommerce Transaction	\$ 7,900	\$ 7,900	\$ 7,100	\$ (800)
18 Carryover Revenue	\$ 15,000	\$ 116,784	\$ 15,000	\$ (101,784)
19 Staff Benefits/Co-Pay Revenue	\$ 62,061	\$ 48,740	\$ 53,276	\$ 4,536
20 LSTA Technology Grant Revenue	\$ 3,000	\$ 264,690	\$ 3,000	\$ (261,690)
21 Member Digital Content Revenue	\$ 233,385	\$ 233,385	\$ 254,169	\$ 20,784
22 Member PC Management License Rev	\$ 2,545	\$ 2,545	\$ 2,545	\$ -
23 Member Replacement Fines Revenue	\$ 7,000	\$ 17,000	\$ 17,000	\$ -
24 Member OverDrive Advantage Rev	\$ 15,000	\$ 15,000	\$ 15,000	\$ -
25 Member Collection Dev Tool Rev	\$ 18,023	\$ 18,023	\$ -	\$ (18,023)
26 <u>Total General Revenues</u>	\$ 4,678,976	\$ 5,047,931	\$ 4,911,865	\$ (136,066)
27				
28 <u>Special Revenues</u>				
29 W. Milwaukee Borrowing Revenue	\$ 41,706	\$ 41,706	\$ 41,706	\$ -
30 InfoPass Project Management Revenue	\$ 1,308	\$ 1,308	\$ 1,308	\$ -
31 Ecommerce Revenue	\$ 150,000	\$ 150,000	\$ 150,000	\$ -
32 Member Cataloging Contract Reserve	\$ -	\$ -	\$ 185,769	\$ 185,769
33 MCFLS Reciprocal Borrowing Reserve	\$ 48,144	\$ 48,144	\$ -	\$ (48,144)
34 <u>Total Special Revenues</u>	\$ 241,158	\$ 241,158	\$ 378,783	\$ 137,625
35				
36 <u>Total Revenues</u>	\$ 4,920,133	\$ 5,289,088	\$ 5,290,648	\$ 370,514
37				
38				
39				
40				
41 <u>General Expenditures</u>				
42 Fringe Benefits Expense	\$ 298,612	\$ 223,634	\$ 247,256	\$ 23,622
43 Salaries Expense	\$ 505,071	\$ 437,571	\$ 482,023	\$ 44,451
44 Member Ecommerce Transaction E	\$ 7,900	\$ 7,900	\$ 7,100	\$ (800)
45 TNS Calls/Renewal Line Expense	\$ 2,064	\$ 2,300	\$ 2,300	\$ -
46 Conference/Training Expense	\$ 6,500	\$ 10,000	\$ 10,000	\$ -
47 Memberships Expense	\$ 9,300	\$ 9,300	\$ 9,300	\$ -
48 Continuing Education Expense	\$ 9,000	\$ 9,000	\$ 10,000	\$ 1,000
49 Office Supplies Expense	\$ 1,500	\$ 1,500	\$ 1,500	\$ -
50 Copy Machine Maint. Expense	\$ 1,000	\$ 1,000	\$ 1,000	\$ -
51 MCFLS WI Pub Lib Consortium Ex	\$ 6,953	\$ 6,953	\$ 7,848	\$ 895
52 MCFLS Buying Pool	\$ 175,000	\$ 225,000	\$ 275,600	\$ 50,600
53 MCFLS Database Expense	\$ 98,110	\$ 98,110	\$ 127,453	\$ 29,343
54 MCFLS Catalog Enhancement Exp	\$ 189,642	\$ 194,998	\$ 208,121	\$ 13,123
55 Member Database Expense	\$ 14,651	\$ 14,651	\$ 42,715	\$ 28,064
56 MCFLS Postage Expense	\$ 600	\$ 600	\$ 600	\$ -
57 Member Postage Expense	\$ 16,100	\$ 16,100	\$ 15,100	\$ (1,000)
58 Member Forms/Supplies Expense	\$ 21,000	\$ 21,000	\$ 19,500	\$ (1,500)

59	Telephone Expense	\$	6,000	\$	6,000	\$	6,000	\$	-
60	Meetings Expense	\$	1,000	\$	1,000	\$	1,000	\$	-
61	Insurance Expense	\$	12,000	\$	12,000	\$	12,000	\$	-
62	Legal Expense	\$	1,500	\$	1,500	\$	1,500	\$	-
63	Audit Expense	\$	12,700	\$	12,700	\$	12,800	\$	100
64	Accounting/Payroll Service Expense	\$	5,400	\$	8,000	\$	4,740	\$	(3,260)
65	III Software Support Expense	\$	197,963	\$	197,963	\$	206,960	\$	8,997
66	III Telephone Notification Subscr Exp	\$	12,530	\$	12,530	\$	15,811	\$	3,281
67	Member Telecomm. Expense	\$	16,800	\$	15,900	\$	15,600	\$	(300)
68	MCFLS Telecomm. Maint. Expense	\$	45,000	\$	55,000	\$	45,000	\$	(10,000)
69	OCLC Expense	\$	145,631	\$	144,251	\$	148,579	\$	4,328
70	MCFLS Computer Room Equipment	\$	10,000	\$	10,000	\$	25,000	\$	15,000
71	MCFLS Software Expense	\$	10,000	\$	10,000	\$	10,000	\$	-
72	MCFLS Equipment Expense	\$	10,000	\$	10,000	\$	10,000	\$	-
73	Member Special Projects Expens	\$	70,000	\$	70,000	\$	70,000	\$	-
74	Sorting and Delivery Expense	\$	305,000	\$	305,000	\$	305,000	\$	-
75	South Central Delivery Expense	\$	21,894	\$	21,894	\$	21,806	\$	(88)
76	MPL Resource Contract Expense	\$	223,035	\$	223,035	\$	245,324	\$	22,289
77	MPL Rent Lease Contract Exp.	\$	95,387	\$	95,387	\$	95,387	\$	-
78	ILS Expense	\$	36,450	\$	36,450	\$	36,450	\$	-
79	MCFLS Catalog Cont Exp to MPL	\$	321,170	\$	321,170	\$	353,267	\$	32,097
80	Member Catalog Contract Exp.	\$	162,822	\$	162,822	\$	-	\$	(162,822)
81	MCFLS Collection Dev Tool Exp	\$	26,972	\$	26,972	\$	46,345	\$	19,373
82	Member Collection Dev Tool Exp	\$	18,023	\$	18,023	\$	-	\$	(18,023)
83	Internet Expense	\$	21,635	\$	26,286	\$	20,178	\$	(6,108)
84	Contingency Expense	\$	43,958	\$	134,950	\$	77,098	\$	(57,852)
85	Member Digital Content Exp	\$	3,000	\$	233,385	\$	254,169	\$	20,784
86	Marketing	\$	60,000	\$	60,000	\$	60,000	\$	-
87	Cooperative Purchasing Sub Exp	\$	2,500	\$	2,786	\$	2,786	\$	-
88	Member PC Management License Exp	\$	1,875	\$	1,875	\$	1,875	\$	-
89	LSTA Technology Grant Expense	\$	3,000	\$	143,621	\$	3,000	\$	(140,621)
90	MCFLS MKE Mixer Expense	\$	1,400	\$	1,400	\$	1,400	\$	-
91	Member Replacement Fines Exp	\$	7,000	\$	17,000	\$	17,000	\$	-
92	Member OverDrive Advantage Exp	\$	15,000	\$	15,000	\$	15,000	\$	-
93	Youth Services Exp	\$	10,000	\$	10,000	\$	10,000	\$	-
94	Inclusive Services Exp	\$	10,000	\$	10,000	\$	10,000	\$	-
95	Total General Expenditures	\$	3,309,649	\$	3,713,518	\$	3,628,491	\$	(85,027)
96									
97	Special Expenditures								
98	W. Milwaukee Borrowing Expense	\$	41,706	\$	41,706	\$	41,706	\$	-
99	RB - MCFLS Payment Expense	\$	1,188,394	\$	1,188,394	\$	1,284,682	\$	96,288
100	Member Catalog Contract Reserve Exp	\$	-	\$	-	\$	185,769	\$	185,769
101	Ecommerce Expense	\$	150,000	\$	150,000	\$	150,000	\$	-
102	Total Special Expenditures	\$	1,380,100	\$	1,380,100	\$	1,662,157	\$	282,057
103									
104	Total Expenditures	\$	4,689,749	\$	5,093,618	\$	5,290,648	\$	197,030



Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2024**
PI-2446 (Rev. 09-2023)

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 13, 2023. 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.

In 2024, MCFLS will chart new directions through strategic system planning, commencing in the fall of 2023 with valuable input from key stakeholders, including trustees, member libraries, and system staff. This strategic plan, along with its key points, will shape forthcoming contracts set to expire in December 2024. A primary area of emphasis for us will be to bolster our support for members, both financially and through essential resource allocation.

In this post-pandemic era, the importance of marketing our system and member library resources remains as profound as ever. Evidence of this is seen in the increased usage of learning platforms like Gale Courses and Udemy on Demand video instruction among county residents. While our social media presence has expanded significantly, with high engagement numbers and extensive post reach, we recognize the need for heightened awareness of library resources in a crowded landscape competing for people's attention.

Our Public Information Coordinator has identified this need and is proposing a marketing campaign to enhance adult literacy in our communities—a priority that aligns with our commitment to lifelong education. In 2024, MCFLS has allocated budgetary resources to address this literacy need and is actively seeking partnerships with community organizations to support this campaign.

To aid in marketing to our communities, we will continue to cover the costs of learning tools such as Gale Courses, Udemy, Transparent Language, and, for 2024, OverDrive Magazines. We believe that assuming these costs not only benefits our marketing efforts to all county residents but also alleviates the financial burden on member libraries. Additionally, we are expanding our outreach by collaborating with neighboring library systems in our marketing endeavors, building upon our collaborative efforts from 2023.

Infrastructure investment remains a pivotal element of our 2024 system plan. The introduction of Aspen Discovery to replace our current discovery layer represents a transformative change in how our patrons search for and discover library resources. This decision to adopt Aspen Discovery required a substantial investment of time and effort by both system staff and member libraries, under the guidance of our Library Systems Administrator. Our system is prioritizing investments in cloud networking and resources to enhance the experiences of both staff and patrons. We are also exploring options for internet service redundancy, as it serves as the backbone for all other services. Furthermore, MCFLS has allocated funds for ongoing improvements to our bibliographic database, focusing on updating subject headings with appropriate and inclusive language.

In 2024, our primary objective is to enhance internal operations and streamline the user and staff experience to accommodate the influx of new products and features introduced in recent years. While these changes have been necessary and well received, we are mindful of the added responsibilities placed on staff and patrons. We recognize the need to bring all member libraries and patrons to a higher level of comfort with these resources. Our staff is already diligently planning additional training and in-service opportunities for 2024.

By addressing these significant areas of need, we are confident that our library system will continue to thrive and evolve in 2024 and beyond, remaining a vital resource for our communities.

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:

GENERAL INFORMATION (cont'd.)

Member libraries were shown the plan in advance of the October 5th 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 2023.

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 **2024**. 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>.

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 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 2024 and beyond, meeting our obligations to not only 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 2024.

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

ASSURANCES (cont'd)

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.

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.

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, Transparent Language and Udemy on-demand video instruction. MCFLS will also cover costs for OverDrive Magazines in 2024, roughly \$17,800. By covering all costs for these products, the system can lower costs for members and ensure availability which is critical to our need to market these resources.

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

- System staff and ILL staff from Milwaukee Public Library are improving workflows to enhance the ILL experience for member libraries and patrons including the possible acquisition of a Sierra ILL module and streamlined request process using online forms.
- By mid-2024, the system will have migrated to the Aspen Discovery service, a cloud-based discovery layer managed by ByWater Solutions.
- In 2024 MCFLS will be investing in cloud-based services for web hosting and telephone notifications, two services which currently require onsite equipment and maintenance. This is part of a larger move away from centralized hardware and removal of data bottlenecks at the MCFLS system HQ.

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 Business Manager 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. 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):

- MCFLS staff will be conducting the first of a series of patron-focused webinars on system resources like Hoopla that focus on how to sign up, search and browse the collection and other tips for using the app. The webinar will be recorded and available for other patrons and staff to use. Other resources (e.g., Libby) will follow in 2024.

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>

ASSURANCES (cont'd)

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 Winning Solutions and sorting services through a 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.

The system has hired a part-time Public Information Coordinator whose role is promoting 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 2024.

MCFLS has procured a product called Patron Point which allows the system to automate a number of tasks related to patron communication and we have started sending system-generated notices to patrons through this platform, as well as automating the card renewal process. System staff feel the savings in terms of member library staff time and expense used for re-registration of 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 has also seen high engagement with a readers' advisory newsletter through Patron Point that is sent out to interested patrons once a month.

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

- Cloud services

MCFLS is planning on investing money into a Cloud Backup 2 Backup service that will provide a reliable backup service of all Microsoft user accounts, including OneDrive and SharePoint files. While Microsoft provides some versioning of files to allow for immediate corrections, they are not meant to be backups in the traditional sense. This investment is being made because of the high priority MCFLS has put into cloud sharing.

The system is also budgeting to move all telephone notifications for patron holds into the cloud. Currently this service is expensive and requires onsite hardware to make telephone calls. The new service is potentially less expensive and requires no onsite hardware.

- MCFLS is planning expanded collaboration with neighboring systems for marketing and outreach. Our neighbor to the west, Bridges Library System, recently hired a new marketing coordinator and our two systems have begun working on collaborative projects that will continue in 2024.

ASSURANCES (cont'd)

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, 2024, 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](https://mcfls.libguides.com/admin/system-agreements-planning) 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:

- By mid-2024, the system will have migrated to the Aspen Discovery service, a cloud-based discovery layer managed by ByWater Solutions. This should result in a substantial improvement in discovery of member library resources.
- In 2024 MCFLS will be investing in cloud-based services for web hosting, Microsoft account backups and telephone notifications. Two of the services currently require onsite equipment and maintenance. This is part of a larger move away from centralized hardware and removal of data bottlenecks at the MCFLS system HQ.
- The system is also planning investments in computer equipment to replace domain controller servers required for network operations.

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 Hesper, 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, Director certification

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. Chantel Clark recently started as our Inclusive Services Liaison for the system and will continue to lead our LDAC ad hoc Inclusive Services team of member library staff that meet quarterly. 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.

ASSURANCES (cont'd)

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.

In 2023 MCFLS facilitated a collaboration between member libraries and the Milwaukee County Jail to provide for new library materials for incarcerated residents. For 2024 MCFLS is looking to possibly expand that collaboration to meet a need for library services at all County correctional facilities.

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, 2024.

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 2023 resource library contract.*

Collaborative Marketing activities. System staff responsible for marketing at Bridges and MCFLS collaborated on a joint campaign for library card sign up month in September 2023 which included radio spots, targeted social media ads and other activities. Our Public Information Coordinator is also involved in the statewide cohort of system marketing staff which has produced a number of projects used by systems and libraries across the state.

SRLAAW compensation study. MCFLS took leadership of the SRLAAW compensation study process and completed the first iteration of the study since 2005. The report and data were released to libraries in August of 2023. 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 legislative support 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. SRLAAW Compensation Study	\$10,000
2. Cybersecurity Training	\$5,000
3. InfoPass	\$5,000
4. Statewide Dell Purchasing WLA Support	\$15,000
5. WLA Support	\$10,000
6. CE Collaboration	\$20,000
7. Collaborative Marketing	\$10,000
8.	

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

Activity	Amount
9.	
10.	
Cost Benefit Total	\$75,000

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 2024.

Name of System Director	Signature of System Director	Date Signed Mo./Day/Yr.
Name of System Board President	Signature of System Board President	Date Signed Mo./Day/Yr.

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 See Comments. <input type="checkbox"/> Not Approved See Comments.	DLT Assistant Superintendent Signature	Date Signed Mo./Day/Yr.

Comments

PUBLIC LIBRARY SYSTEM 2024 ANNUAL PROGRAM BUDGET					
Program	2024 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	\$953,066	\$17,000	\$0	\$940,270	
2. Reference	\$245,324	\$0	\$0	\$0	
3. Interlibrary Loan	\$36,540	\$0	\$0	\$0	
4.					
5. Electronic Resources	\$410,901	\$0	\$0	\$311,884	
Program Total	\$1,645,741	\$17,000	\$0	\$1,252,154	\$2,914,895
Continuing Education and Consulting Service*					
1. Continuing Education	\$40,954	\$0	\$0	\$0	
2. Consulting	\$95,957	\$0	\$0	\$0	
Program Total	\$136,911	\$0	\$0	\$0	\$136,911
Delivery Services	\$335,139	\$0	\$3,000	\$0	\$338,139
Inclusive Services	\$32,623	\$0	\$0	\$0	\$32,623
Library Collection Development	\$0	\$0	\$0	\$0	\$0
Direct Payment to Members for Nonresident Access	\$1,284,682	\$0	\$0	\$41,706	\$1,326,388
Direct Nonresident Access Payments Across System Borders	\$0	\$0	\$0	\$0	\$0
Youth Services	\$11,669	\$0	\$0	\$0	\$11,669
Public Information	\$146,927	\$0	\$0	\$0	\$146,927
Administration	\$319,538	\$0	\$0	\$0	\$319,538
Subtotal	\$2,130,578	\$0	\$0	\$0	\$2,175,284
Other System Programs					
1. Multitype	\$9,173	\$0	\$0	\$0	\$9,173
2. Member office	\$2,786	\$0	\$0	\$51,600	\$54,386
Program Total	\$11,959	\$0	\$0	\$51,600	\$63,559
Grand Totals	\$3,925,188	\$17,000	\$3,000	\$1,345,460	\$5,290,648

* 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](#)).

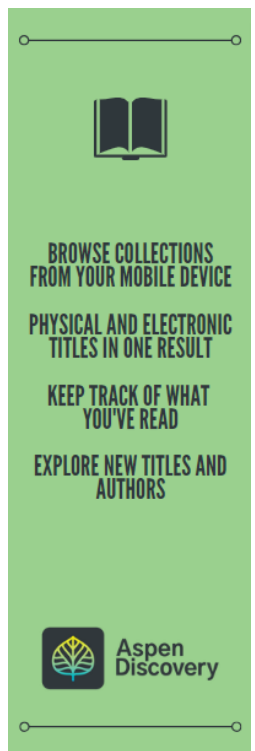
ASPEN go live - MAY 2024

FACTS

- MCFLS has a contract with Innovative Interfaces for its current CountyCat catalog which ends on June 30, 2024.
- By May 15, 2024, MCFLS will go live with the Aspen Discovery catalog from ByWater Solutions so that there is an overlap period where the public has access to both versions of CountyCat.
- As of July 1, 2024, Aspen will become the only CountyCat catalog option for patrons of all public libraries in Milwaukee County.
- Staff will need time to learn about Aspen over the next seven months so they are comfortable with the product. It's important that library leaders prioritize training so staff are able to demonstrate key features of the new catalog to patrons and especially highlight how to locate expected functions they are accustomed to using with the current CountyCat.

POINTS TO SHARE WITH LIBRARY STAFF

- To help front line staff navigate this major change with their patrons, MCFLS will be creating the following items for all members:
 - An FAQ with talking points about why the CountyCat catalog is changing.
 - Downloadable training content libraries may print or edit for local use ([example](#))
 - Social media posts
 - Prominently-displayed messaging in CountyCat
 - Promotional Aspen materials (e.g., posters, bookmark, stickers)
 - Short "HOW-TO" video tutorials
 - Web form for staff and public input
- Aspen information will be shared at the 2023-24 committee meetings. This is in addition to staff training with ByWater in 2024 and monthly webinars open to all staff.
- Keep checking back on the Aspen Libguides <https://mcfls.libguides.com/aspen> for updates.
- In 2024, MCFLS staff is willing to offer a library program and/or on-site visits to libraries covering the Aspen catalog. This is in addition to social media and web content the office will write up for members.



ASPEN TIMELINE

AUGUST 2023

- MCFLS signs a three-year contract with ByWater Solutions (8/22/2023)

SEPTEMBER 2023

- Kickoff call with ByWater Solutions (9/25/2023)
- MCFLS is set up with ByWater's ticketing system and subscribed to the Aspen community group
- MCFLS staff reps will provide Aspen information at all committee meetings during 2023-24
- A Libguides page is created for internal information and with links to other catalogs

OCTOBER 2023

- MCFLS staff dig into documentation and schedule meetings with Bywater
- MCFLS identifies library staff throughout the system who need Aspen admin accounts
- Administrative set up and training for MCFLS begins

NOVEMBER 2023

- Administrative set up is underway
- MCFLS works with MPL Cataloging staff with regards to Aspen

DECEMBER 2023

- Administrative set up is underway. MCFLS works with member staff on the draft Aspen catalog
- **DEADLINE for members to decide if they want individual Aspen catalog displays**

JANUARY 2024

- Administrative set up is underway. MCFLS works with member staff on the draft Aspen catalog
- MCFLS provides talking points document for staff and public FAQ on Aspen

FEBRUARY 2024

- Library staff preview draft Aspen site
- First Aspen announcement provided to libraries and posted on CountyCat
- MCFLS provides step-by-step instructions for exporting the current CountyCat Reading History

MARCH 2024

- ByWater supplies training for all member library staff
- Second Aspen announcement provided to libraries and posted on CountyCat

APRIL 2024

- **CountyCat display highlights Aspen FAQ and steps for exporting one's Reading History!**

MAY 2024

- MCFLS puts out a system-wide email OR public press release (To Be Decided!)
- **Aspen catalog goes live with Encore catalog still in place**

JUNE 2024

- MCFLS staff schedule on-site visits (3) with interested members to field patron questions.
- Encore subscription ends on June 30, 2024. Sunset of that interface and the classic catalog!

JULY 2024

- MCFLS staff schedule on-site visits (3) with interested members to field patron questions.

AUGUST 2024

- MCFLS staff schedule on-site visits (1-2) with interested members to answer patron questions.

MCFLS will communicate about Aspen webinars / trainings throughout the project timeline.



Interlibrary Loan Request Form

Please fill out the form with the appropriate information, then click submit to send to ILL staff.

Before making a request please note:

- Patrons are limited to 5 Interlibrary Loan requests at one time.
- If a patron is requesting an item that has been published in the last 2 years or has not yet published, please redirect them to [CountyCat's Suggest a Title](#) or [MPL's Recommend a Purchase](#) forms.

Library Submitting Request *

Brown Deer

▼

Library Where Material is to be Picked Up *

Brown Deer

▼

Patron Barcode *

textbox_sample0

Patron Record Number (P Number) *

textbox_sample1

Confirmation Required *

- ☒
- Staff has confirmed patron's contact info, including address, is up-to-date



NOTICE: Warning Concerning Copyright Restriction

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.

Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photocopy or reproduction is not to be used for any purpose other than private study, scholarship, or research. If a user makes a request for, or later uses a photocopy or reproduction for purposes in excess of fair use, that user may be liable for copyright infringement.

This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

I hereby certify that I am aware of the provisions of the copyright law. I believe that this request is within the fair use provisions of the law.

CCG: Clearance for copyrighted material published within five years prior to date of request. (For example, a request dated 6/12/98 would cover material copyrighted 6/12/24 - 6/12/29.) ILS is limited to a total of five requests per title under this rule.

CCL: Clearance for copyrighted material not covered by CCG above. (For example, a request dated 6/12/02 would cover material copyrighted prior to 6/12/97.) There are no limits to the number of requests under this rule.

Note: Please indicate correct copyright clearance by checking CCG or CCL below

Confirmation Required *

☒ Patron understands copyright restrictions as presented above.

Requested Materials Information

Request Type *

- ☒ Loan
☐ Photocopy

Item Title

Loan Title

Item Author

Loan Author

Item Format

- ☒ Book
☐ DVD
☐ Blu-ray DVD
☐ Music CD
☐ Large Print
☐ Other

Item Standard Number

1234567890

Item Year of Publication

1999

Edition

- ☒ This Edition Only

Add notes or additional information

Request Additional Material

- ☐ Loan
☐ Photocopy



Name of Person Filling out this Form *

textbox_sample73

Please type your full name

Please Note: Patrons are limited to 5 Interlibrary Loan requests at one time.

Back

Review and Submit

MCFLS Strategic Planning
Kickoff Meeting

🏠 Location: Virtual
📅 Date: Thu., 9/7/23
🕒 Time: 1:00 PM

Strategic Planning Kickoff Meeting Notes

I. Welcome/Background

- a) Attended: Steve Hesel, Rachel Arndt, Jen Schmidt, Deb Marett, Brittney Hornung, Guy Johnson, Howard Snyder
- b) Brief overview of MCFLS current conditions: staff and trustees felt MCFLS in position of financial, technologic, and organizational strength; completion of previous strategic plan, services are community-centered, seeking to diversify board when turnover occurs, ensure long-term financial viability of system supported services.

II. Goals and Outcomes for Strategic Plan

- a) From RFP: Strategic plan to guide MCFLS activities from 2025 – 2028 that aligns with MCFLS's mission, vision, and values and addresses key areas of focus to ensure the continued success and relevance of the library system.
- b) Timeline
 - i) September 7, 2023, Hold Kick-Off Meeting.
 - ii) September 2023, Consultant develops two (2) surveys and works with MCFLS on release.
 - iii) October/November 2023, Consultant evaluates survey results and develops original content for MCFLS retreat.
 - iv) January 2024, Hold Strategic Planning Retreat, tentative dates held on 1/11/24 and 1/12/24
 - v) Week of January 2024, Post-Retreat Debrief Meeting with Strategic Planning Committee (MCFLS Legislative and System Services)
 - vi) Wed., February 7, 2024, Half-Day Retreat for MCFLS staff and Strategic Plan final review.
 - vii) March 2024, Deliver completed Strategic Plan to MCFLS Legislative and System Services committee for recommendation then to MCFLS full Board of Trustees.

III. Pre-Retreat Surveys (SWOT)

- a) Key information to learn
 - i) Survey 1 for MCFLS members and trustees, with the primary audience being LDAC members. SWOT-style questions to gather data on system effectiveness, member needs, and future visioning.

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- (1) Distribution strategy: LDAC and MCFLS Board email lists, with a reminder message prior to deadline. Meeting announcements.
- (2) Survey available approximately 2 weeks. Release second due to longer lead time to prepare questions and shorter availability for responses.
- ii) Survey 2 designed to gather patron satisfaction data about MCFLS core services such as delivery, library catalog and catalog app, digital resources, and other universal services (shared by all MCFLS member libraries).
 - (1) Critical information: satisfaction re: delivery, catalog app visuals, awareness of intersystem loans, card usage at all locations, online materials (adult learning, streaming, digital collections)
 - (2) Distribution strategy: MCFLS website, CountyCat, mobile app, social media (likely ad buys to promote beyond just current users), newsletters. Engage member libraries to share the link on their websites, blogs, newsletters. Engage member municipalities to share the link in their communications with constituents/residents.
 - (3) Survey available approximately 3-4 weeks or longer, depending on response. Release first due to longer availability to public.
- b) Who will review questions? Strategic Planning committee. Deb will be key to distribution.
 - i) Survey 1, longer multi-part, likely a 20-30 minute time investment for participants
 - ii) Survey 2, brief, approx. 5-10 minute survey with y/n and rating scale questions. Identify with respondents' "home " library. No other demographics? Leave room for one open-ended question regarding respondents unique experience with their library.
- c) Tool – JotForm, Steve will share access with Rachel

IV. Framework for Strategic Planning Retreat

- a) October/November review of survey results by consultant
- b) Secure date/location January
 - i) [UWM School of Continuing Education](#)
 - ii) Hold January 11 & 12, 2024 for main date, January 18 & 19, 2024 for back up date.
- c) Save the Date/RSVP managed by MCFLS
- d) Agenda, schedule managed by consultant

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- i) Draft agenda sent by consultant to MCFLS for review/adjustment and release to participants mid-December 2023.
- e) Serendipity vs. Structure
- f) Room Setup at location does include:
 - i) Housekeeping: breaks, food, beverages, etc.
 - ii) Tables/chairs
 - iii) Projector and screen available
- g) Supplies provided by consultant, if needed.
 - i) Name tags/table tents Y/N
 - ii) Table identification Y/N
 - iii) Basic supplies provided by Rachel (flip charts, markers, etc.)
- h) Retreat De-Brief with MCFLS
 - i) Week of January 22nd TBD, at MCFLS offices.
 - ii) Overview, draft initial findings, establish major ideas/themes

V. Framework for ½ Day MCFLS Staff Retreat held Wed. February 7, 2024 at 9 AM

- a) Explore MCFLS staff original ideas, gather feedback, clarify goals and objectives.
- b) Review initial draft of strategic plan concepts
- c) Collaborate on prioritizing goals and objectives.

VI. Consultant delivers final draft/completed plan in MCFLS in March 2024.

- a) Plan presented first to MCFLS Legislative and System Services committee to recommend/endorse.
- b) MCFLS Legislative and System Services then presents to full MCFLS Board