NOTICE

Milwaukee County
Federated Library System
Board of Trustees

Monday, January 14th, 2019

9:00 A.M.

This meeting will be conducted in the
conference room of the
Milwaukee County Federated Library System
709 N. 8th Street
Milwaukee, WI 53233

AGENDA

1. Call to order

2. Adoption of agenda

3. Approval of minutes: the MCFLS Board of Trustees meeting on Monday, November 26th, 2018

   Action   Attachment A

4. Public comment

5. Library Directors Advisory Council—Report of the December 6th, 2018 LDAC Meeting

   Action   Attachment B

Please note: Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals through sign language interpreters or other auxiliary aides.

Board of Trustees—Administrative reports requiring action

6. Financial Report—November, 2018

    Action   Attachment C

7. MCFLS Board of Trustees 2019 officers

    Action   Attachment D

8. Proposed Revisions to the 2019 MCFLS Budget

    Action   Attachment E

9. 2019 Interlibrary Loan Services contract between the Milwaukee County Federated Library System and the Milwaukee Public Library

    Action   Attachment F

10. 2019 MCFLS Director Goals

    Action   Attachment G

11. Proposed Revisions to the MCFLS Employment Handbook

    Action   Attachment H

Administrative Informational Items

12. MCFLS Strategic Planning Update. Second survey released January 7th.

    Attachment I

13. Letter from State Superintendent Evers approving the MCFLS 2019 annual system plan and confirming transmittal of the first of two system aid payments for calendar year 2019.

    Attachment J

14. Library Legislative Day—Tuesday, February 12, 2019.
    Register at: http://wla.wisconsinlibraries.org/legislative/legislative-day

15. Director's Report

    Attachment K

Next meeting date: February 18th, 2019, 9:00 a.m., MCFLS Conference Room

Milwaukee County Federated Library System
Board of Trustees

Regular Monthly Meeting held Monday, November 26, 2018
At the MCFLS Administrative Office
709 North Eighth Street
Milwaukee, WI 53233

ROLL CALL

Present: Paul Ziehler, President
                  Paula Penebaker, Vice President
                  Kurt Glaisner, Trustee (via phone)
                  Elizabeth Suelzer, Trustee

Excused: Nik Kovac, Treasurer

Staff: Steve Heser, Director
                  Judy Kaniasty, Business Manager
                  Jen Schmidt, Library Systems Administrator

Others: Pat Laughlin, Hales Corners Library
                  Judy Pinger, Milwaukee Public Library

CALL TO ORDER. President Ziehler called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees to order at 9:08 a.m.

WELCOME TO NEW TRUSTEE ELIZABETH SUELZER. President Ziehler welcomed and introduced the newest member of the MCFLS Board of Trustees—Elizabeth Suelzer—who also serves as Vice President on the West Allis Library Board and is replacing Dr. Martin Lexmond as a local library board representative. Trustee Suelzer shared that she works for the Medical College of Wisconsin as their User Education & Reference Librarian and is looking forward to serving on the MCFLS Board. The other board members introduced themselves to Trustee Suelzer.

ADOPTION OF AGENDA. President Ziehler referred to the agenda. Vice President Penebaker moved and Trustee Suelzer seconded a motion to approve the agenda as presented. Unanimously approved.

APPROVAL OF MINUTES. President Ziehler referred to the minutes of the Monday, October 15, 2018 meeting which are shown as Attachment A of the agenda packet. Vice President Penebaker moved and Trustee Glaisner seconded a motion to approve the minutes as presented. Unanimously approved.

PUBLIC COMMENT. None.

LIBRARY DIRECTORS ADVISORY COUNCIL. President Ziehler referred to the LDAC report of the November 1, 2018 meeting which is shown as Attachment B of the agenda packet. Pat Laughlin

reviewed her report. Trustee Glaisner moved and Vice President Penebaker seconded a motion to accept the report and place it on file. Unanimously approved.

BOARD OF TRUSTEES – ADMINISTRATIVE REPORTS REQUIRING ACTION.

Financial Report—October, 2018. President Ziehler referred to the October, 2018 financial report, which is shown as Attachment C of the agenda packet. Director Heser commented that things look on schedule and had nothing out of the ordinary to report. Vice President Penebaker moved and Trustee Suelzer seconded a motion to approve the October, 2018 financial report as presented. Unanimously approved.

2019 MCFLS Board Proposed Meeting Dates and Locations. President Ziehler referred to Attachment D of the agenda packet which is the proposed meeting dates and locations of the 2019 MCFLS Board meetings, noting that meetings will be held at local libraries during the months of April-October with the Milwaukee Central Library being upstairs in this building in April. Trustee Glaisner moved and Trustee Suelzer seconded a motion to approve the dates and locations as proposed. Unanimously approved. After the meeting President Ziehler questioned the July and September dates since they were not the third Monday of the month and an updated list was distributed via email and is shown as Exhibit 1 attached to these minutes.

2018/19 Strategic Planning – Development Meeting Costs. President Ziehler referred to Director Heser, who distributed a draft of Survey #1 for informational/discussion purposes and he noted that it is the plan to send it out on December 3, 2018 so any input is welcome and encouraged before that. Director Heser reported that Attachment E of the agenda packet contains a confirmation for the meeting space and lunch for the all-day session to be held Thursday, February 28th at a cost of $1036.32 (since sales tax will not be paid based on the MCFLS tax exempt status). Trustee Glaisner moved and Vice President Penebaker seconded a motion to approve the arrangements for the February 28, 2019 Strategic Planning meeting as presented. Unanimously approved.

2019 Continuing Education Contract. President Ziehler referred to the 2019 Continuing Education Contract which is shown as Attachment F of the agenda packet. Director Heser reported that the cost is up $18 from last year and the programs presented are high quality and part of a multi library system collaboration resulting in a great return on investment for in-person and recorded sessions.   This offering to library directors in particular is valuable in state mandated continuing education requirements of 100 hours every five years. Vice President Penebaker moved and Trustee Suelzer seconded a motion to approve the 2019 Continuing Education as explained. Unanimously approved.

2019 CFRA Marketwatch Subscription for Member Libraries. Director Heser referred to Attachment G of the agenda packet describes the MarketScope Academic product which he believes member library patrons will find useful. For the past ten years the S&P NetAdvantage database was being purchased by libraries but due to the cost fewer and fewer have maintained their subscription as the cost grew to over $14,000. This new product will cost $6,700 for all member libraries and he recommends MCFLS pay for the first year since the final pricing came in after local library budgets were set. This trial year would allow libraries can gauge usage based on statistics and allow them to determine whether they are interested in continuing the subscription into 2020 on a cost-sharing basis. Vice President Penebaker moved and Trustee Suelzer seconded a motion to approve the project at a cost of $6,700 for 2019. Unanimously approved.

<u>Resolution for Dr. Martin Lexmond</u>. President Ziehler read the resolution prepared for Dr. Martin Lexmond which is shown as Attachment H of the agenda packet. A framed copy will be delivered to Trustee Lexmond. Trustee Glaisner moved and Vice President Penebaker seconded a motion to approve the resolution as prepared. Unanimously approved.

ADMINISTRATIVE INFORMATIONAL ITEMS

<u>PLSR Recommendations - Update</u>. President Ziehler referred to the PLSR Steering Committee Report Draft Version 6 which is shown in its entirety as Attachment I of the agenda packet.   Director Heser reviewed a handout that he shared which is an Executive Summary of Attachment I and is shown as Exhibit 2 attached to these minutes. Director Heser reported that a statewide survey will be coming out soon to seek input on the report. President Ziehler noted that a few things were not addressed particularly—funding, resource libraries and delivery load of Milwaukee County.

<u>Final Sierra Server Replacement Costs</u>. President Ziehler referred to Attachment J of the agenda packet. Director Heser summarized that the document is the quote from DigiCorp to purchase the required hardware, software, licensing, installation and required Innovative data migration costs. The 2019 budget sets aside $100,000 for this project. Director Heser explained that the original equipment suggested by Innovative appeared to be underpowered compared to the current equipment being used so he went back to Innovative and this new quote reflects more cores and memory which will take MCFLS out five years at about half the budgeted allocation. The projected timeline for installation is April.

<u>Director's Report</u>. Director Heser reviewed his report, which is shown as Attachment K of the agenda packet.

NEXT MEETING. Scheduled for January 14, 2019 at the MCFLS Administrative Office.

ADJOURNMENT. With no further business to be addressed, Vice President Penebaker moved and Trustee Suelzer seconded a motion to adjourn the meeting at 10:28 a.m. Unanimously approved.

January 14, 2019

HALES CORNERS LIBRARY

5885 South 116th Street   W. BEN HUNT CENTER   Hales Corners WI 53130

Telephone (414) 529-6150

To: MCFLS Board of Trustees
From: Patricia Laughlin, Director
Hales Corners Library
Re: Summary of LDAC Meeting, December 6, 2018
Location: Greendale Public Library

<u>Summary</u>:

Update PLSR Recommendation process and survey: Steve reviewed the Executive Summary and noted that MCFLS plans to be involved with #4 – evaluating funding distribution and the MCFLS Board also supports #1 System Standards. Steve and Paula answered questions. Directors expressed relief that the process had gotten to such an organized conclusion. Paula encouraged passing along these positive comments to the PLSR Steering Committee.

Update MCFLS Strategic Planning: Steve reviewed the activities timeline provided by WiLS. The February 28th all-day meeting will take place at UWM Continuing Education center above the shops of the Grand Avenue. All member libraries will be encouraged to attend for best input and results. The second survey will be sent out early in January; results will be used in the all-day meeting.

Annual Report Preview: Michael Dennison is the new contact at DPI for the State Annual Report. Steve and Jen reviewed the pre-filled sections. More information is coming regarding counting use of wireless service. Annual reports are due by March 1st.

Inclusive services guidelines: The new Inclusive Services Assessment and Guide for Wisconsin Public Libraries document was briefly reviewed. Kristina Gomez from MPL participated in this project. It was noted that the scoring rubric was helpful for assessing your library's approach to inclusive services.

Due slips with "you've just saved…" Jen reviewed the new format for date due slips and the costs used on the receipt is the average cost per item type. MCFLS will work with member libraries to customize the slips and set up their computers/printers for printing.

Proposed changes to circulation inserts/forms:
- C-92 form: Jen reviewed proposed changes to the damaged and missing items procedure. After some discussion, this proposed procedure was unanimously approved.
- FL-37 form: Jen reviewed an updated version of the FL-37 form listing acceptable IDs for getting a library card. A revised version of this form will come back for further review after discussion and suggestions for changes.

Bootleg materials in circulation: Judy Pinger (MPL) explained that some materials purchased through Amazon and other online methods via unauthorized third party vendors may be pirated

material. Library staff responsible for purchasing should be diligent and the Database Maintenance Committee should be made aware of this concern.

WPLC OverDrive Instant Digital Card fact sheet: Judy Pinger on behalf of the WPLC explained that this project is being considered. The WPLC is interested in whether MCFLS is interested or not. Discussion will continue at the January meeting.

Library Development & Legislation (LD&L) Committee: Pete Loeffel reported Paula Kiely is joining this committee in 2019. Library Legislative Day is 2/12/2019. Paula reported that the WLA Board is considering a librarian association conduit that would allow representatives to attend fundraising events where individual librarians can connect with legislative representatives.

Additional business:
- Replacement fines collected at self-checks in non-owning libraries: Steve reviewed a problem with fines collected at self-check machines at non-owning libraries and getting those fines returned to the owning libraries. More information will be brought to the January meeting.
- Online Facet Groups: Jen reported on the recent Encore upgrade. The search location codes and patron age can be separated for more precise searching. Member libraries agreed this would be useful.
- RB digital magazine statistics: Steve reported magazine statistics increased in October when patrons could automatically receive the new magazine.
- Continuing Education Liaisons: Steve reported member libraries were being asked to have a liaison who would be responsible for passing along training information. It was suggested that all library staff receive these emails instead of sending to one person.
- Brown Deer-North Shore Merger: Susan Draeger-Anderson and Dana Anderson-Kopczyk reported on the discussions in their communities regarding possible mergers and locations. North Shore communities and North Shore Library Board were strong in their support of their local public library. Brown Deer is moving ahead with plans to move into a new building.

M.C.F.L.S.
Financial Report
For the Eleven Months Ending November 30, 2018

		Annual Budget		Year to Date		%		Balance	%
1									
2									
3	**General Revenues**								
4	State Aid Revenue	$	2,766,162	$	2,766,162	(100.00)	$	-	0.00
5	Milwaukee County Allocation	$	66,650	$	66,650	(100.00)	$	-	0.00
6	West Milwaukee Contract -Other	$	48,160	$	48,160	(100.00)	$	-	0.00
7	Interest on Invested Funds	$	2,000	$	3,033	(151.65)	$	(1,033)	51.65
8	Member Forms/Supplies Revenue	$	25,000	$	19,124	(76.50)	$	5,876	(23.50)
9	Member Postage Revenue	$	25,000	$	21,886	(87.54)	$	3,114	(12.46)
10	Member OCLC Revenue	$	113,232	$	113,233	(100.00)	$	(1)	0.00
11	Member Telecomm. Revenue	$	9,000	$	9,000	(100.00)	$	-	0.00
12	Member III Softwre Maint-Basic	$	198,088	$	198,088	(100.00)	$	-	0.00
13	Member III Softwre Maint-Other	$	43,050	$	43,050	(100.00)	$	-	0.00
14	Member Tech. Assist.-Time Rev.	$	15,000	$	14,677	(97.85)	$	323	(2.15)
15	Member Special Projects Revenu	$	80,000	$	88,358	(110.45)	$	(8,358)	10.45
16	Member Cataloging Contract Rev	$	149,006	$	149,006	(100.00)	$	-	0.00
17	Member Database Revenue	$	77,132	$	77,503	(100.48)	$	(371)	0.48
18	Member Catalog Enhancement Rev	$	24,160	$	24,160	(100.00)	$	-	0.00
19	Member Ecommerce Transaction	$	9,000	$	6,032	(67.02)	$	2,968	(32.98)
20	TNS Calls/Notices Revenue	$	5,600	$	3,432	(61.29)	$	2,168	(38.71)
21	Carryover Revenue	$	68,403	$	68,403	(100.00)	$	-	0.00
22	Staff Benefits/Co-Pay Revenue	$	28,082	$	25,225	(89.83)	$	2,857	(10.17)
23	Member Digital Content Rev	$	194,179	$	194,180	(100.00)	$	(1)	0.00
24	Member MKE Mixers Rev	$	1,400	$	1,400	(100.00)	$	-	0.00
25	**Total General Revenues**	$	3,948,304	$	3,940,762	(99.81)	$	7,542	(0.19)
26									
27	**Special Revenues**								
28	W. Milwaukee Borrowing Revene	$	52,437	$	52,437	(100.00)	$	-	0.00
29	Ecommerce Revenue	$	200,000	$	177,861	(88.93)	$	22,139	(11.07)
30	**Total Special Revenues**	$	252,437	$	230,298	(91.23)	$	22,139	(8.77)
31									
32	**Total Revenues**	$	4,200,741	$	4,171,060	(99.29)	$	29,681	(0.71)
33									
34		Annual Budget		Year to Date		%		Balance	%
35									
36	**General Expenditures**								
37	Fringe Benefits Expense	$	161,845	$	152,976	94.52	$	8,869	5.48
38	Salaries Expense	$	340,208	$	304,407	89.48	$	35,801	10.52
39	Telephone Renewal Expense	$	1,600	$	965	60.31	$	635	39.69
40	Member Ecommerce Transaction E	$	9,000	$	7,418	82.42	$	1,582	17.58
41	TNS Calls/Notices Expense	$	5,600	$	2,162	38.61	$	3,438	61.39
42	Mileage Reimbursement Expense	$	700	$	104	14.86	$	596	85.14
43	Conference/Training Expense	$	8,000	$	3,659	45.74	$	4,341	54.26
44	Memberships Expense	$	8,000	$	3,566	44.58	$	4,434	55.43
45	Continuing Education Expense	$	8,750	$	7,041	80.47	$	1,709	19.53
46	Office Supplies Expense	$	1,000	$	861	86.10	$	139	13.90
47	Copy Machine Maint. Expense	$	1,200	$	930	77.50	$	270	22.50
48	MCFLS Printing Expense	$	500	$	-	0.00	$	500	100.00
49	MCFLS Printing for Mem Expense	$	5,000	$	3,370	67.40	$	1,630	32.60
50	MCFLS WI Pub Lib Consortium Ex	$	10,616	$	10,616	100.00	$	-	0.00
51	MCFLS Buying Pool	$	110,000	$	110,000	100.00	$	-	0.00
52	MCFLS Database Expense	$	20,000	$	16,053	80.27	$	3,947	19.74

53	Member Database Expense	$	80,000	$	63,504	79.38	$	16,496	20.62
54	MCFLS Catalog Enhancement Expe	$	72,000	$	69,988	97.21	$	2,012	2.79
55	Member Catalog Enhancement Exp	$	24,160	$	24,160	100.00	$	-	0.00
56	MCFLS Postage Expense	$	600	$	564	94.00	$	36	6.00
57	Member Postage Expense	$	25,000	$	16,900	67.60	$	8,100	32.40
58	Member Forms/Supplies Expense	$	25,000	$	10,965	43.86	$	14,035	56.14
59	Telephone Expense	$	5,000	$	2,217	44.34	$	2,783	55.66
60	Meetings Expense	$	500	$	211	42.20	$	289	57.80
61	Insurance Expense	$	11,257	$	11,257	100.00	$	-	0.00
62	Legal Expense	$	500	$	-	0.00	$	500	100.00
63	Audit Expense	$	12,000	$	12,000	100.00	$	-	0.00
64	Payroll Service Expense	$	4,000	$	3,677	91.93	$	323	8.08
65	Server Hardware Maint Exp	$	3,250	$	3,250	100.00	$	-	0.00
66	III Software Support Expense	$	241,138	$	240,022	99.54	$	1,116	0.46
67	Member Telecomm. Expense	$	16,800	$	8,400	50.00	$	8,400	50.00
68	MCFLS Telecomm. Maint. Expense	$	10,000	$	1,490	14.90	$	8,510	85.10
69	OCLC Expense	$	125,461	$	125,461	100.00	$	-	0.00
70	MCFLS Computer Room Equipment	$	5,000	$	5,405	108.10	$	(405)	(8.10)
71	MCFLS Equipment Expense	$	15,650	$	13,079	83.57	$	2,571	16.43
72	Member Special Projects Expens	$	80,000	$	94,210	117.76	$	(14,210)	(17.76)
73	Sorting and Delivery Expense	$	291,700	$	241,814	82.90	$	49,886	17.10
74	South Central Delivery Expense	$	21,250	$	21,250	100.00	$	-	0.00
75	Auto Payment/Maintenance Exp.	$	1,000	$	190	19.00	$	810	81.00
76	MPL Resource Contract Expense	$	179,801	$	134,851	75.00	$	44,950	25.00
77	MPL Rent Lease Contract Exp.	$	128,530	$	96,398	75.00	$	32,132	25.00
78	ILS Expense	$	36,450	$	27,338	75.00	$	9,112	25.00
79	MCFLS Catalog Cont Exp to MPL	$	276,676	$	207,462	74.98	$	69,214	25.02
80	Member Catalog Contract Exp.	$	149,006	$	111,754	75.00	$	37,252	25.00
81	MCFLS Collection Dev Tool Exp	$	28,000	$	28,000	100.00	$	-	0.00
82	Internet Expense	$	20,500	$	14,790	72.15	$	5,710	27.85
83	Contingency Expense	$	81,671	$	7,641	9.36	$	74,030	90.64
84	Member Digital Content Exp	$	194,179	$	194,179	100.00	$	-	0.00
85	Marketing	$	10,000	$	587	5.87	$	9,413	94.13
86	Member MKE Mixer Exp	$	1,400	$	1,118	79.86	$	282	20.14
87	**Total General Expenditures**	$	2,869,498	$	2,418,260	84.27	$	451,238	15.73
88									
89	**Special Expenditures**								
90	W. Milwaukee Borrowing Expense	$	52,439	$	52,439	100.00	$	-	0.00
91	RB - MCFLS Payment Expense	$	1,078,804	$	1,061,449	98.39	$	17,355	1.61
92	Ecommerce Expense	$	200,000	$	177,861	88.93	$	22,139	11.07
93	**Total Special Expenditures**	$	1,331,243	$	1,291,749	97.03	$	39,494	2.97
94									
95	**Total Expenditures**	$	4,200,741	$	3,710,009	88.32	$	490,732	11.68
96									
97	**Revenues/Expenditures +/-**			$	461,051				

MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM
BOARD OF TRUSTEES
Updated December 27, 2018

		2018 Revised Budget	2019 Draft	Change	
1					
2		**2018 Revised Budget**	**2019 Draft**	**Change**	
3	**General Revenues**				
4	State Aid Revenue	$ 2,766,162	$ 2,855,317	$ 89,155	
5	Milwaukee County Allocation	$ 66,650	$ 66,650	$ -	
6	West Milwaukee Contract -Other	$ 48,160	$ 49,877	$ 1,717	
7	Interest on Invested Funds	$ 2,000	$ 2,000	$ -	
8	Member Forms/Supplies Revenue	$ 25,000	$ 25,000	$ -	
9	Member Postage Revenue	$ 25,000	$ 25,000	$ -	
10	Member OCLC Revenue	$ 113,232	$ 116,297	$ 3,065	
11	Member Telecomm. Revenue	$ 9,000	$ 16,800	$ 7,800	
12	Member III Softwre Maint-Basic	$ 198,088	$ 200,838	$ 2,750	
13	Member III Softwre Maint-Other	$ 43,050	$ 45,473	$ 2,423	
14	Member Tech. Assist.-Time Rev.	$ 15,000	$ 15,000	$ -	
15	Member Special Projects Revenu	$ 80,000	$ 80,000	$ -	
16	Member Cataloging Contract Rev	$ 149,006	$ 149,846	$ 840	
17	Member Database Revenue	$ 77,132	$ 72,336	$ (4,796)	
18	Member Catalog Enhancement Rev	$ 24,160	$ 25,627	$ 1,467	
19	Member Ecommerce Transaction	$ 9,000	$ 9,000	$ -	
20	TNS Calls/Notices Revenue	$ 5,600	$ 3,000	$ (2,600)	
21	Carryover Revenue	$ 68,403	$ 35,000	$ (33,403)	
22	Staff Benefits/Co-Pay Revenue	$ 28,082	$ 35,804	$ 7,722	
23	Member Digital Content Rev	$ 194,179	$ 216,732	$ 22,553	
24	Member PC Management License Rev		$ 2,545	$ 2,545	
25	MemberMKE Mixers Revenue	$ 1,400	$ 1,400	$ -	
26	**Total General Revenues**	$ 3,948,304	$ 4,049,542	$ 101,238	
27					
28	**Special Revenues**				
29	W. Milwaukee Borrowing Revene	$ 52,437	$ 52,916	$ 479	
30	Ecommerce Revenue	$ 200,000	$ 200,000	$ -	
31	**Total Special Revenues**	$ 252,437	$ 252,916	$ 479	
32					
33	**Total Revenues**	$ 4,200,741	$ 4,302,458	$ 101,717	
34					
35					
36		**2018 Revised Budget**	**2019 Draft**	**Change**	
37					
38	**General Expenditures**				
39	Fringe Benefits Expense	$ 161,845	$ 179,610	$ 17,765	
40	Salaries Expense	$ 340,208	$ 374,158	$ 33,950	
41	Telephone Renewal Expense	$ 1,600	$ 1,000	$ (600)	
42	Member Ecommerce Transaction E	$ 9,000	$ 9,000	$ -	
43	TNS Calls/Notices Expense	$ 5,600	$ 3,000	$ (2,600)	
44	Mileage/Auto Maint Expense	$ 700	$ 700	$ -	
45	Conference/Training Expense	$ 8,000	$ 8,000	$ -	
46	Memberships Expense	$ 8,000	$ 6,000	$ (2,000)	
47	Continuing Education Expense	$ 8,750	$ 8,750	$ -	
48	Office Supplies Expense	$ 1,000	$ 1,000	$ -	
49	Copy Machine Maint. Expense	$ 1,200	$ 1,200	$ -	
50	MCFLS Printing Expense	$ 500	$ 500	$ -	
51	MCFLS Printing for Mem Expense	$ 5,000	$ 5,000	$ -	
52	MCFLS WI Pub Lib Consortium Ex	$ 10,616	$ 5,605	$ (5,011)	
53	MCFLS Buying Pool	$ 110,000	$ 110,000	$ -	
54	MCFLS Database Expense	$ 20,000	$ 20,700	$ 700	
55	Member Database Expense	$ 80,000	$ 72,336	$ (7,664)	Originally $77,132
56	MCFLS Catalog Enhancement Expe	$ 72,000	$ 65,674	$ (6,326)	
57	Member Catalog Enhancement Exp	$ 24,160	$ 25,627	$ 1,467	
58	MCFLS Postage Expense	$ 600	$ 600	$ -	
59	Member Postage Expense	$ 25,000	$ 25,000	$ -	
60	Member Forms/Supplies Expense	$ 25,000	$ 25,000	$ -	
61	Telephone Expense	$ 5,000	$ 5,000	$ -	
62	Meetings Expense	$ 500	$ 500	$ -	
63	Insurance Expense	$ 11,257	$ 11,500	$ 243	
64	Legal Expense	$ 500	$ 500	$ -	
65	Audit Expense	$ 12,000	$ 12,250	$ 250	
66	Payroll Service Expense	$ 4,000	$ 4,200	$ 200	

67	Server Hardware Maintenance	$	3,250			$	(3,250)	Line omitted from 2019 Budget
68	III Software Support Expense	$	241,138	$	246,311	$	5,173	
69	III Telephone Notification Subscr Exp			$	12,224	$	12,224	
70	Member Telecomm. Expense	$	16,800	$	16,800	$	-	
71	MCFLS Telecomm. Maint. Expense	$	10,000	$	10,000	$	-	
72	OCLC Expense	$	125,461	$	130,165	$	4,704	
73	MCFLS Computer Room Equipment	$	5,000	$	5,000	$	-	
74	MCFLS Software Expense			$	2,500	$	2,500	
75	MCFLS Equipment Expense	$	15,650	$	12,000	$	(3,650)	
76	Member Special Projects Expens	$	80,000	$	80,000	$	-	
77	Sorting and Delivery Expense	$	291,700	$	291,700	$	-	
78	South Central Delivery Expense	$	21,250	$	21,697	$	447	
79	Auto Payment/Maintenance Exp.	$	1,000	$	1,000	$	-	
80	MPL Resource Contract Expense	$	179,801	$	185,596	$	5,795	
81	MPL Rent Lease Contract Exp.	$	128,530	$	129,815	$	1,285	
82	ILS Expense	$	36,450	$	37,000	$	550	
83	MCFLS Catalog Cont Exp to MPL	$	276,676	$	285,532	$	8,856	
84	Member Catalog Contract Exp.	$	149,006	$	149,846	$	840	
85	MCFLS Collection Dev Tool	$	28,000	$	28,000	$	-	
86	Internet Expense	$	20,500	$	20,500	$	-	
87	Contingency Expense	$	81,671	$	29,029	$	(52,642)	Originally $87,789
88	Member Digital Content Exp	$	194,179	$	216,732	$	22,553	
89	Marketing	$	10,000	$	10,000	$	-	
90	MCFLS Strategic Planning Exp			$	4,800	$	4,800	
91	Cooperative Purchasing Sub Exp			$	3,000	$	3,000	
92	Member PC Management License Exp			$	1,875	$	1,875	
93	Member MKE Mixer Expense	$	1,400	$	1,400	$	-	
94	**Total General Expenditures**	$	2,869,498	$	2,914,932	$	45,434	
95								
96	**Special Expenditures**							
97	W. Milwaukee Borrowing Expense	$	52,439	$	52,916	$	477	
98	RB - MCFLS Payment Expense	$	1,078,804	$	1,034,610	$	(44,194)	
99	Ecommerce Expense	$	200,000	$	200,000	$	-	
100	Sierra Server Implementation			$	100,000	$	100,000	
101	**Total Special Expenditures**	$	1,331,243	$	1,387,526	$	56,283	
102								
103	**Total Expenditures**	$	4,200,741	$	4,302,458	$	101,717	
104								
105								
106	**Revenue/Expenditures +/-**	**$**	**-**	**$**	**(0)**	$	(0)	

MILWAUKEE PUBLIC LIBRARY

Paula A. Kiely
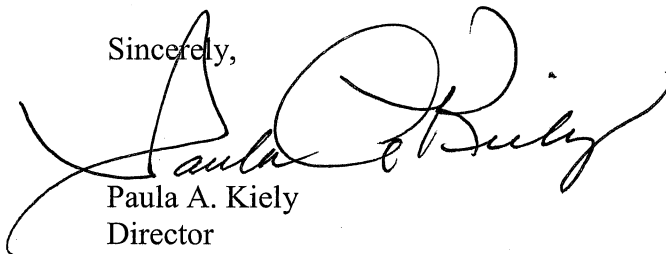*Director*

January 3, 2019

Mr. Steve Heser
Director
Milwaukee County Federated Library System
709 North Eighth Street
Milwaukee, WI 53233-2414

Dear Mr. Heser,

The current Interlibrary Loan Services contract between the Federated System and the Milwaukee Public Library expires at the end of 2018. We wish to continue to provide the contracted services, adjusting the contract amount to $36,450 per year and the expiration date to December 31, 2020.

The Milwaukee Public Library is pleased to provide this service to the residents of Milwaukee County.

Sincerely,

Paula A. Kiely
Director

C: Jennifer Meyer-Stearns

2019 INTERLIBRARY LOAN SERVICE GRANT

BY AND AMONG THE MILWAUKEE COUNTY FEDERATED LIBRARY SYSTEM (SYSTEM), THE CITY OF MILWAUKEE (CITY) AND THE MILWAUKEE PUBLIC LIBRARY (ALSO REFERRED TO AS MPL)

This Grant effective as of January 1, 2019, to December 31, 2020, by and among the Milwaukee County Federated Library System, organized and existing under Chapter 43 of the Wisconsin Statutes, (hereinafter referred to as the SYSTEM), the City of Milwaukee, a municipal corporation, (hereinafter referred to as the CITY), and the Milwaukee Public Library, established and maintained by the City of Milwaukee under the provisions of Chapter 43 of the Wisconsin Statutes (hereinafter referred to as MPL).

I. RECITALS

WHEREAS, the SYSTEM was established to facilitate the cooperative development of library services in Milwaukee County and a plan to facilitate the orderly and efficient operation of cooperative library services was entered into per a formal Member Agreement with the SYSTEM and the public libraries within Milwaukee County, wherein the SYSTEM shall receive state and federal aid to expend as deemed appropriate in the best interests of its Members; and

WHEREAS, the SYSTEM is obligated by the Wisconsin Statutes, regulations and the Member Agreement to provide for the extension of interlibrary loan services to its member libraries; and

WHEREAS, the aforementioned interlibrary loan services shall in no way be defined as including the processing of interagency requests made by Milwaukee County library users and involving materials owned by any System member library, and

WHEREAS, the aforementioned interlibrary loan services shall be defined as the processing of requests made by any MCFLS member library on behalf of its patrons for materials not held by it or any other MCFLS member library, and the processing of requests incoming from other Wisconsin Library Systems, public libraries outside of Wisconsin, and various non-public libraries both from within and outside of Wisconsin, with which formal reciprocal borrowing agreements have been established, for materials held by one or more MCFLS member library, and deemed loanable by the owning library, and

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WHEREAS, the CITY's Common Council adopted Resolution File No. 180982 on November 5, 2018, authorizing the MPL Board and the proper City officers to enter into this Agreement and to provide the services in accordance with this Agreement,

NOW, THEREFORE, in consideration of the mutual covenants herein:

II. AGREEMENT

A.   IT IS AGREED THAT THE SYSTEM SHALL:

1.   Designate the MPL as the Interlibrary Loan Service Provider (ILS Provider) for the SYSTEM, under all applicable terms included in the most recent guidelines published by Wisconsin Reference & Loan, and aid the MPL in its efforts to fulfill this obligation as the ILS Provider.

2.   Provide payment to CITY, in consideration for the services rendered under this Grant. Said payment amount shall be in the amount of $36,450. Said cash payment will be paid in equal quarterly payments, assuming MPL's conveyance of management reports as set forth in Sec. II.B.6. Failure to provide such reports within 30 calendar days of the end of each quarter shall result in the withholding of the next SYSTEM quarterly payment to MPL. The aforementioned dollar amount shall be considered by both the SYSTEM and the CITY to be the SYSTEM's total obligation for this agreement. Any unilateral decision by MPL to supplement said monies shall in no way be construed as transferring SYSTEM statutory responsibility for program effectiveness, oversight, and compliance with state standards from the SYSTEM to MPL.

3.   Provide opportunities at various SYSTEM meetings for MPL to make presentations regarding issues of common interest relative to the ILS.

B.   IT IS AGREED THAT MPL SHALL:

1.   Be designated the Interlibrary Loan Service provider for the SYSTEM, under all applicable terms included in the most recent guidelines published by the Wisconsin Reference and Loan Library in consideration for the payments from the SYSTEM.

2.   Provide full ILS assistance to the SYSTEM's Member Libraries and their patrons including: requesting materials, retrieving materials, packing materials, maintaining statistics, and follow-through on overdue interlibrary loan materials.

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      3.   OCLC shall be used to verify recent holdings additions or for items not found on WISCAT. All costs associated with the use of OCLC shall accrue to MCFLS.

      4.   Place holds for requested interlibrary loan materials owned by SYSTEM member libraries via the MCFLS CountyCat paging function. SYSTEM member libraries reserve the right to refuse telephone requests.

      5.   Maintain the necessary requirements of an Interlibrary Loan Service provider in accordance with sec. 43.24(2)(d), Wis. Stats., shall comply with all other applicable laws relevant to providing the services specified in this Grant.

      6.   Provide monthly management reports to MCFLS regarding the use of the ILS. These monthly management reports shall include:

            a.   Number of interlibrary loans requested/filled for each System member library.

            b.   Number of interlibrary loans requested/filled for each federated library system in Wisconsin via Reference & Loan and ALA bulletin board.

            c.   Average turn-around time on incoming and outgoing requests.

      7.   Require the Interlibrary Services coordinator to attend, at SYSTEM expense, the semi-annual state Reference and Loan Library training meetings. Invoices related to such meetings are to be forwarded to and paid directly by MCFLS.

      8.   Revise the MPL/MCFLS Interlibrary Loan Manual.

      9.   Create patron records for all ILS borrowing libraries and utilize CountyCat functionality in all ILS circulation transactions and retrieval of overdue materials.

C.   ALL PARTIES AGREE:

      1.   That each and every item and condition herein stated in the recitals of this Grant are agreed to by the parties and hereto incorporated.

      2.   To jointly work toward improved library cooperation in Milwaukee County to insure the satisfaction of state regulations and requirements governing the efficient operation interlibrary loan services of the SYSTEM and the effective implementation and administration of this Grant.

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3.   To review the terms, payments and extent of services annually, and to mutually agree upon any reduction or increases based upon usage, new requirements, changes in state or federal regulations or member needs, as well as SYSTEM, CITY and MPL financial conditions.

4.   Negotiations shall be completed by December 31 of each year between the SYSTEM and the MPL, but any amendment must be approved by the CITY. If for any reason agreement cannot be reached on mutually acceptable terms, this agreement shall automatically terminate effective the date of this grant. The SYSTEM shall at that time reimburse MPL for all services rendered during said period on the same basis as herein stated.

5.   That this Grant, subject to annual review, may be amended at any time but only by the written agreement of the parties. Such amendments as may be agreed upon to Exhibit I shall be attached to this Grant describing the level of funding and services of the forthcoming year. The SYSTEM and MPL will renegotiate in a manner acceptable to all the parties, such provisions as necessary in the event subsequent funding changes evidences a need to amend this Grant.

6.   That one or more waivers by any party of any covenant or condition of this Agreement shall not be construed as a waiver of a subsequent breach of the same or of any other covenant or condition. The consent or approval given by any party with respect to any act by the other party requiring such consent or approval shall not be deemed to waive or render unnecessary further consent or approval of any subsequent similar act by such party.

7.   That any notice provided herein or given pursuant to this Grant shall be deemed in compliance herewith if in writing and sent by United States mail, postage prepaid, or by personal delivery to the parties as follows:

Director
Milwaukee County Federated Library System
709 North Eighth Street
Milwaukee, Wisconsin 53233

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Library Director
Milwaukee Public Library
814 West Wisconsin Avenue
Milwaukee, Wisconsin 53233

III. TERMINATION

The term of this agreement shall be January 1, 2019 to December 31, 2020. Thereafter, the term
may be renewed by mutual agreement by the parties.

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IN WITNESS WHEREOF, the parties hereto have executed this Agreement, as of the day and year written below:

IN THE PRESENCE OF:

Rebecca Schweisberger

Rebecca Schweisberger

MILWAUKEE PUBLIC LIBRARY

By: _____
    Michele Bria, President

Date: _____12/19/18_____

By _____
   Paula A. Kiely, Secretary

Date _____12-19-18_____

IN THE PRESENCE OF:

_____

_____

_____

CITY OF MILWAUKEE

By _____
   Tom Barrett, Mayor

Date _____

By _____
   Jim Owczarski, City Clerk

Date _____

COUNTERSIGNED

By _____
   Martin Matson, Comptroller

Date _____

Approved as to form
and execution this _____ day
of _____, 201_.

_____
Deputy City Attorney

MILWAUKEE COUNTY FEDERATED
LIBRARY SYSTEM

By _____
   Paul M. Ziehler, President
Date _____

By: _____
   Steve Heser, Secretary

Date _____

709 North Eighth Street
Milwaukee, WI 53233
PH: **414-286-8149**
FAX: **414-286-3209**

April 16th, 2018

To: MCFLS Board of Trustees
From: Steve Heser, Director
Re: Revised 2018 Director Goals

1. Interview, select and train the new Library Systems Administrator with assistance from MCFLS staff. Initial training to be completed by July, 2018.

2. Fully develop the marketing plan to promote public use of system services. With input from LDAC members, investigate additional graphic design assistance for member libraries. To be completed by August, 2018.

3. Assist member libraries in the selection and administration of a statistical analysis tool to better evaluate and manage their collections. Initial implementation to be completed by April, 2018.

4. Provide high-quality continuing education programs for member library staff through the SEWI group and with MCFLS efforts. To be completed by December, 2018.

5. Continue to participate in Public Library System Revision efforts, communicating information to member libraries and the MCFLS Board, advocating for MCFLS member libraries, and assisting state-wide efforts to improve system services. Continuing at least through August 2018.

6. Initiate and lead a strategic planning process for MCFLS and member libraries beginning September 2018. The strategic plan will be used to inform budget priorities in advance of the membership agreement process due to take place in 2019.   Continuing through December 2018 and beyond.

7. Begin the process of reaching out to and attending member library board meetings to listen to their needs and learn how we can bring value to their system membership. Continuing through December 2018 and beyond.

8. Work with LDAC members to improve existing cooperative purchasing arrangements and investigate new opportunities for collaboration. Continuing through December 2018.

9. Meet with Milwaukee County supervisors to advocate for MCFLS and member libraries and lay the groundwork for improved funding for the system. Continuing through December 2018.

MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

709 North Eighth Street
Milwaukee, WI 53233
PH: **414-286-8149**
FAX: **414-286-3209**

January 14th, 2019

To: MCFLS Board of Trustees
From: Steve Heser, Director
Re: 2019 Director Goals

1. Lead and participate in discussion for the MCFLS strategic planning process and get board approval for the plan by May 2019.

2. Use the strategic plan to determine fiscal priorities for 2020-2023 and revise system contracts up for renewal. Receive board approval for these contracts and provide them to member libraries by July/August 2019.

3. Maximize opportunities for participation presented by the Public Library System Redesign process, particularly for revising system standards and the funding formula for state aid.

4. Fully develop the marketing plan and collaborate with other organizations for the provision of marketing services.

5. With assistance of system staff, meet with each library director annually to understand their needs and review system services available to them.

6. Take advantage of professional development opportunities offered by the state and SEWI continuing education group.

7. Meet with Milwaukee County supervisors to advocate for MCFLS and member libraries and lay the groundwork for improved funding for the system.

MCFLS Employment Handbook

5   STANDARDS OF CONDUCT

5.1   General Guidelines

All employees are urged to become familiar with MCFLS rules and standards of conduct and are expected to follow these rules and standards faithfully in doing their own jobs and conducting MCFLS business.

5.2   Attendance and Punctuality

Employees are expected to be at work and prepared for work at their normal starting time and to remain until quitting time. In order to properly provide adequate public service, maintain work schedules, and meet statutory deadlines regulating MCFLS operations, regular and punctual attendance is required of all employees.

5.3   Work Schedule

MCFLS employees are scheduled to work Monday – Friday. Except in rare cases, employees do not work weekend hours, and only with approval by the MCFLS Director.

Office hours vary among employee with some employees beginning work as early as 6:30 am and some staying as late as early evening. Hours worked by employees are somewhat flexible and ultimately based of what best serves the needs of MCFLS and our member libraries.

5.4   Telecommuting Policy and Procedures

Working remotely (from home), or telecommuting, must be pre-approved by the MCFLS Director. This option may not be available to all positions and is dependent on work duties.

In order to work from home, an employee must:

1. Be accessible during the regularly scheduled work day via IM, email, and/or telephone;

2. Have similar work hours as the regularly scheduled work day, unless other hours have been approved by the MCFLS Director;

3. Be able to complete job duties, either remotely or having brought work home;

4. Schedule work days from home with Director approval; or

5. In the event that working from home was unplanned or short-notice (e.g. snowed in, broken refrigerator and repair person coming in, etc.) employee must contact

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                         delete, suspend or discontinue parts or the policy in its entirety, at any time
                         without prior notice. In the event of a policy change, employees will be
                         notified. Any action shall apply to existing as well as to future employees.

MCFLS Employment Handbook

Director for approval remotely and prepare to report back on work/projects completed;

6. If the employee calls in sick, sick time must be used for that day. Employees are also prohibited from working remotely during leaves of absence without prior approval.

Working remotely is offered as an alternative for employees when the employee cannot be present in the office, when it is more convenient (short-term) to work remotely, or if work can be completed more productively at the remote location.

Eligibility

- Regular Full-Time and Regular Part-Time Employees who have successfully completed orientation.

- Employee eligibility will be based on work-related criteria as established in this policy

To Initiate Telecommuting

Either the employee or the MCFLS Director may propose a work from home option.

The MCFLS Director and employee determine the feasibility of telecommuting.

Once work from home is approved, the Director monitors the arrangement, maintains communications and discusses concerns with the employee as needed. If the proposal is not approved, the Director will advise the employee as soon as possible after the decision has been made.

Implementation Terms

- All work from home days require the approval of the MCFLS Director.

- Telecommuting used as a transitional work program to aid an employee's return to work from disability will be administered consistent with existing policies and laws.

- Telecommuting may not be used as a substitute for child or home health care.

- Employees must follow MCFLS policies and procedures while telecommuting.

- Employees may be provided with MCFLS-owned equipment and software to access the MCFLS network.

- Employees are responsible for providing an appropriate home work space.

MCFLS is not responsible for the following work-from-home expenses:

- Internet access costs

- Utility costs associated with use of the computer or occupation of the home.

MCFLS Employment Handbook

- Employee-purchased office supplies. Employees should obtain office supplies from the MCFLS Headquarters during in-office work days.

Selection Criteria for Successful Telecommuting

The nature of the employee's job duties and employee suitability are considered when determining whether or not to approve an employee's request to telecommute.

Nature of the Employee's Job Duties

Not all positions may be compatible with telecommuting. In order to determine if a MCFLS position is compatible, the following will be considered:

- Percentage of job duties that may be performed off-site without disruption to work flow and communication.

- Whether tasks may be completed independent of other employees or, for shared tasks, that the work can be equitably split so that telecommuting schedules do not require in-office staff to do the telecommuter's work.

- Whether the position has a MCFLS voicemail account for member libraries to contact the employee when telecommuting.

Employee Suitability

MCFLS recognizes that telecommuting may not be a viable work option for all employees. Telecommuting should be offered only to employees who have successfully completed their orientation period, whose performance is satisfactory, who work effectively with minimal supervision, who can maintain a safe and ergonomically sound home work area, free from distractions. Telecommuting employees should have high-speed internet access, be reachable by phone, and hold homeowner or renter insurance, including liability insurance for third party claims and other damages unrelated to any work done for MCFLS.

A successful telecommuter should reliably and responsibly complete work duties, understand job duties fully, be trustworthy, and have the ability to establish priorities and demonstrate effective time management habits

Scheduling

All approved telecommuting schedules require the MCFLS Director's approval. Service to member libraries takes precedence over telecommuting days. An employee must forego telecommuting if needed at MCFLS Headquarters. The MCFLS Director may approve single days on an ad-hoc basis due to temporary conditions such as inclement weather.

Maintenance, Repair and Replacement of Equipment

MCFLS is responsible for maintaining MCFLS-owned equipment issued to telecommuting employees. The employee must notify the MCFLS Director in the event of the malfunction of MCFLS-owned equipment.

The employee is responsible for maintaining and repairing employee-owned equipment at personal expense and on personal time.

Health and Safety

Telecommuting employees are responsible for creating a space in their home for work. This space must by ergonomically sound, clean, safe and free from obstructions and hazardous materials.

If a telecommuting employee incurs a work-related injury while telecommuting, worker's compensation law and rules apply. Employees must notify the MCFLS Director and complete all required paperwork regarding the injury.

5.5   Absence and Lateness

From time to time, it may be necessary for an employee to be late or absent from work. MCFLS is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside work hours may arise. It is the responsibility of all employees to contact all affected parties if they will be absent or late.

It is a breach of discipline for any employee to be absent without leave and without immediately seeking permission and giving a proper satisfactory explanation to his/her supervisor, Business Manager, or MCFLS Director (provided such communication is physically possible) and any such absence without leave regardless of its length, may be made the basis of disciplinary action. No employee has the right to take a leave of absence at his/her own discretion.

Employees are expected to contact the MCFLS Director or Business Manager daily unless the original notification specifically covers several days, in which case no other notification is required until the date not covered by the original notice. Absences are to be reported to the MCFLS Director or Business Manager directly before the start of the workday. If the MCFLS Director or Business Manager is not immediately available, the employee answering the telephone will take the message and report it to the MCFLS Director or Business Manager at the earliest time possible. The MCFLS Director or Business Manager may call the employee if additional information is needed. Failure to report is considered absence without leave unless the MCFLS Director or Business Manager receives appropriate justification for failure to report.

5.6   Meal and Break Periods

If you are scheduled for more than six hours you are required to take an unpaid lunch period. Lunch periods should be taken for no less than one half hour or no longer than one hour. Lunch periods are normally taken about halfway through a shift, for example, between 11:00 a.m. and 2:30 p.m. if working a normal day shift.

You are entitled to a 15-minute break period for each four hours of scheduled work. Normally your breaks will be scheduled after the first hour of work and prior to the last hour of your scheduled shift. Breaks may not be taken at the start or end of your shift, joined together to make one 30-minute period or used to make up lost time. Break periods may be taken outside the MCFLS work area. Supervisors may request that employees not take break periods when service needs are too demanding.

For your convenience and comfort, the System has a designated break area. This area is for everyone's use. It is your responsibility to do your share in keeping this area clean

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                         delete, suspend or discontinue parts or the policy in its entirety, at any time
                         without prior notice. In the event of a policy change, employees will be
                         notified. Any action shall apply to existing as well as to future employees.

MCFLS Employment Handbook

6.7   Promotion Policy

To qualify for a promotion, you must have held your current position for a minimum of six (6) months. Approval of promotions or transfers depends largely upon training, experience, and work record. Promotions and transfers are made without regard to race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law. However, MCFLS will continue to look outside the System for potential employees as well.

6.8   Travel and Lodging Policy

Staff are required to submit (at least two weeks in advance of conference or meeting) the **MCFLS Meeting and Conference Expenditures Request Form** for approval to attend and receive reimbursement for costs associated with meeting or conference attendance. Special approval in advance is required for any expenses exceeding stated guideline rates. Upon return from meeting or conference, an **Authorized Expense Voucher** must be submitted along with receipts to receive reimbursement.

a.   Meals and Incidental Expenses (M&IE) The reimbursement rate is based on Federal government per diem rates which are found at http://www.gsa.gov and listed as lodging costs and MEIE rates. Determine the total allowable reimbursement by the number of quarter-days away from home x the per diem rate. Quarter days are defined as 6:01 a.m. to 12 p.m., 12:01 p.m. to 6 p.m., 6:01 p.m. to 12 a.m. and 12:01 a.m. to 6 a.m.

For example: If the per diem for meals is $40 for an entire day and the amount of time allocated for the meeting outside of Milwaukee County is from 8:00 a.m. to 4:00 p.m., the staff is allowed two quarter-days' worth of funding which is $20 to spend as desired on meals and incidental expenses.

1.   The tips on meals are included in the meal rate.
2.   Actual cost of meals will be paid up to the per diem limits.
3.   If a meal is included in the cost of the conference registration, reimbursement of meals consumed elsewhere will not be allowed.
4.   Alcoholic beverages will not be reimbursed by MCFLS.
5.   Business meals within Milwaukee County incurred while on official MCFLS business are not reimbursable.
6.   Meals included in registration fees are not reimbursable as an additional expense.

b. Registration Fees

1.   The full cost of the registration fee for either Board approved or Director approved meetings or conference is a reimbursable expense.
2.   Receipts for all registration fees must be provided.
3.   If staff cancel for personal reasons, staff will be responsible for this cost and if prepaid by MCFLS, is to be refunded back to MCFLS by means of a personal check or deducted from the next paycheck.

MCFLS Employment Handbook

c. Telephone Expenses

1. The full cost of business related telephone calls is a reimbursable expense. The cost of personal calls is not a reimbursable expense. Cell phone usage is encouraged instead of hotel phones due to extreme fees and rates charged. Staff that decide not to possess a MCFLS phone will be reimbursed at the MCFLS rate only.

d. Transportation Expense

1. The full cost of business related taxi/bus/airport shuttle service, etc. is a reimbursable expense.
2. Receipts for all taxi/bus/airport shuttle service must be provided.
3. Staff are encouraged to share a taxi if more than one person is riding to the same location.
4. Use of hotel courtesy transportation is encouraged for all travel possible.

e. Mileage Reimbursement

1. It should always be staffs goal to use the most economical means of transportation. If a staff member drives their own car, the Federal mileage reimbursement rate will be granted calculating the most direct route of travel including tolls and parking fees.
2. Staff will not be reimbursed for any repairs to their personal cars even if those costs result from business travel.

f. Airfare

1. The cost of airfare is a reimbursable expense.
2. Reservations should be booked well in advance of the flight in order to obtain coach rates.
3. In the event that the staff member elects to drive his/her personal vehicle on MCFLS business rather than fly, his/her reimbursement shall not exceed the coach rate fare that would have been spent for flying.
4. If travel is altered to accommodate added staff vacation time and the cost of airfare is then increased, the staff member will be responsible for the additional cost incurred.
5. The cost to change airline bookings, for a personal reason, will be the expense of the traveler and not MCFLS.
6. MCFLS will pay the fee for one suitcase checked. Any others are the responsibility of the traveler.

g. Lodging

1. The cost of lodging is a reimbursable expense.
2. Staff members should book lodgings well in advance in order to obtain the best rates possible at moderately priced hotels.
3. The cost of the lowest cost single room will be reimbursed. Any cost beyond that will be the sole responsibility of the staff member.
4. Cancellations due to personal reasons will be a personal expense to be reimbursed to MCFLS.
5. If late check-out charges are assessed due to personal reasons, the staff member will be responsible for this charge.

MCFLS Employment Handbook

6.   A legitimate exception allowed will be to allow staff to stay at the meeting or conference hotel but the single rate will prevail as the cost allowable.

Other non-reimbursables. The following will not be reimbursed by MCFLS: bar bill, newspapers and magazines, personal phone calls, movie charges, toiletries, dry cleaning or laundry, spa or health club fees, gift shop purchases, child care, house-sitting and pet boarding, sporting events, plays, books, court fees, greens fees, gambling, spouse/companion travel expenses, traffic/parking violations, personal credit/debit card fees, medical prescriptions, tobacco, candy, gum.

MCFLS assumes no obligation to reimburse employees for expenses that are not in compliance with this policy.

2. Communicate pleasantly and respectfully with other employees at all times.

3. Follow up on orders and questions promptly, provide businesslike replies to inquiries and requests, and perform all duties in an orderly manner.

4. Take great pride in your work and enjoy doing your very best.

These policies apply to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreation programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

5.13 Dress Code and Personal Appearance

Employees are expected to dress and groom themselves in accordance with accepted social and business standards, particularly if your job involves dealing with customers or visitors in person.

A neat, tasteful appearance contributes to the positive impression you make on our customers. You are expected to be suitably attired and groomed during working hours or when representing MCFLS. A good, clean appearance bolsters your own poise and self-confidence and greatly enhances our System image. Personal appearance should be a matter of concern for each employee. If your supervisor feels your attire and/or grooming is out of place, you may be asked to leave your workplace until you are properly attired and/or groomed. Employees who violate dress code standards may be subject to appropriate disciplinary action.

5.14 Use of Equipment

MCFLS will provide employees with the equipment needed to do their job. None of this equipment should be used for personal use, nor removed from the physical confines of MCFLS -unless it is approved for a job that specifically requires use of MCFLS equipment outside the physical facility.

5.15 Use of System Vehicles

System-owned vehicles are acquired to be used for MCFLS business. Only MCFLS employees and other individuals directly involved in or in transit to or from System supported events or activities are allowed as passengers in MCFLS vehicles. Any exceptions must be pre-approved on a case by case basis and for each instance by the Business Manager or MCFLS Director; previous exceptions do not constitute a precedent for future exceptions. Seat belt use is mandatory for the driver and all passengers. Drivers must employ defensive-driving techniques and not engage in inattentive driving practices such as texting or eating while operating the vehicle. Any traffic violations and related costs incurred by the driver are his/her responsibility.

Licensing

To operate the system vehicle, the employee must have a valid driver's license in their possession. Employees are required to promptly notify their supervisor if their driver's license is restricted, suspended, revoked or expires.

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delete, suspend or discontinue parts or the policy in its entirety, at any time
without prior notice. In the event of a policy change, employees will be
notified. Any action shall apply to existing as well as to future employees.

Cleaning and Maintenance

All staff are asked to keep vehicles as tidy as possible, removing all items from vehicle when travel is complete. Any issues with the vehicle should be reported to the Business Manager as soon as possible. Smoking within the system vehicle is prohibited.

Fueling

Except in emergency, all vehicles should be refueled before return to MCFLS.

Parking

A parking spot is reserved in the MPL garage along the west wall. Please park the vehicle and leave the key in the console area in the event that the MPL dock staff need to move the vehicle.

Accidents

If involved in an accident with a System vehicle, the employee should be aware of the information and follow the procedures presented below.

1. The MCFLS vehicle is insured. An insurance card should be in the glove compartment of the vehicle.
2. Get the name, address, phone number, and insurance company of the other driver.
3. Fill out a Wisconsin Driver's Report of Accident for the state. Local police departments will have copies of this form.
4. Get a copy of the police report if possible. If there is a cost for the report, MCFLS will reimburse the employee accordingly.
5. Make no statement about liability for the accident to the other driver. Refer the other driver to the MCFLS Director if he/she has questions.
6. Cooperate fully with the police.
7. Report the accident immediately to the Business Manager.

5.16   Use of Computer, Phone, and Electronic Mail (E-Mail)

MCFLS property, including computers, phones, electronic mail, and voice mail, should be used only for conducting System business. Incidental and occasional personal use of company computers, phones, or electronic mail and voice mail systems is permitted, but information and messages stored in these systems will be treated no differently from other System-related information and messages.

The use of the electronic mail (E-Mail) system may not be used to solicit for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations. Furthermore, the E-mail system is not to be used to create any offensive or disruptive messages. Among those which are considered offensive, are any messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability. In addition, the E-mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials.

Effective 01/14/2019   The Milwaukee County Federated Library System at its option, may change,   Page 27
delete, suspend or discontinue parts or the policy in its entirety, at any time
without prior notice. In the event of a policy change, employees will be
notified. Any action shall apply to existing as well as to future employees.

MCFLS 2019 STRATEGIC PLANNING

SURVEY #1 RESULTS

Survey 1

MCFLS member libraries responded to an initial survey for the system strategic planning process to identify activities in their service to their communities where the libraries have common interest or need.

The libraries were asked to respond to the following questions which each had a list of library service activities, opportunities, and challenges related to the question that were drawn from the strategic plans of a number of MCFLS member libraries.

1. Which of the following resources and services would your library like to provide to your patrons that you aren't currently providing?
2. What level of interest does your library have in exploring or implementing any of the following trends and innovations?
3. What roles or opportunities would you like to see your library having in your community?
4. What risks and challenges are you facing as a library and in your community?

For the first three questions the libraries were asked to respond with one of the following options related to the items in the list of library service activities, opportunities, and challenges related to the question.

- Not interested in doing/providing
- Somewhat interested in doing/providing
- Very interested in doing/providing
- Already doing/providing, but would like to improve/increase
- Already doing/providing and satisfied with what we are doing

For the fourth question, the libraries responded with one of the following options.

- Not applicable to my library
- Somewhat of an issue for my library
- A very big issue for my library

Survey Scoring

Survey scoring was done as follows.

For questions 1, 2 & 3:

- 0 points for not interested and already doing/providing and satisfied with what we are doing responses. The 0 points designates that there is not a critical mass of interest or

need that would indicate a need to focus in system resources or strategy on these activities/areas.

- 1 point for somewhat interested designates that while there is some interest, the activity/area is not a high priority for the library.
- 2 points for very interested and already doing/providing but would like to improve/increase. The 2 points for each of these represents an equal designation that these responses indicate there is enough critical mass of interest or need to indicate a need to learn more about what roles the system could fulfill in the 2nd MCFLS planning survey.

Question 4 was scored with 0 points for a not applicable to my library response, 1 point for a somewhat of an issue for my library response, and 2 points for a very big issue for my library response.

Compiling and sorting survey responses to develop survey #2

There were similarities among the activities and areas of need across the 4 questions in survey #1. To organize these the activity or area as sorted into a main service theme area and then a sub-area to create groupings of the activities. Then each grouping was sorted by score.

For groupings that had activities that scored 19 or higher, service areas/activities were created for survey #2 to learn about the possible roles the system could fulfill for each service area/activity listed.

There are two exceptions to this. Both the groupings of funding and data did not have an activity rate with a score of 19 or more in the first survey. However, because of the importance of these areas, there are areas/activities included in survey #2 to learn about possible roles the system could fulfill.

The following two pages show how the groupings and sorting was done based on the responses to survey #1. Following these two pages you can see the responses for each of the 4 questions, including comments, plus responses to the final open-ended question.

Final note

The purpose of these surveys is to organize information to help understand potential priorities and roles of the system. Gathering and organizing this information will help us with our conversation at the February 28th plan development meeting to identify the strategic issues you feel, as the MCFLS library community, are the best for the system to focus of their strategic and service efforts on.

Point total	Main area or theme	Sub area or theme	Survey question	Activity
25	Partnerships & Community Engagement	Outreach	Community roles	Community outreach librarianship
22	Partnerships & Community Engagement	Value adding	Community roles	Seek new partnerships that further the values of the library
21	Partnerships & Community Engagement	Programming	Community roles	Develop programming in partnership with community groups, non-profits, and other municipal and county government agencies
21	Partnerships & Community Engagement	Spaces for community	Community roles	Provide space and/or opportunities for community members to connect and learn from and with each other
19	Partnerships & Community Engagement	Spaces for community	Trends & innovations	Develop the library as the "Community Third Place"
16	Partnerships & Community Engagement	Spaces for community	Community roles	Provide space and resources for virtual office workers, students, and others that need co-work spaces
11	Partnerships & Community Engagement	Partners	Trends & innovations	Relationship building with Friends
10	Partnerships & Community Engagement	Spaces for community	Community roles	Making space in the library for public health nurses, social workers, other city departments
6	Partnerships & Community Engagement	Risk	Risks	Decreasing civic engagement
24	User Experience	Digital	Want to provide	Enhancing user experience on the library website
24	User Experience	Digital	Trends & innovations	Improve CountyCat app or overall mobile presence for the library
23	User Experience	Physical	Want to provide	Enhancing user experience in the physical library
22	User Experience	Digital	Trends & innovations	Better user experience and design for both online and physical spaces, especially the library website
21	User Experience	Space	Trends & innovations	Space adaptations for mobile device users
20	User Experience	Space use	Trends & innovations	Space improvements, including comfortable seating, better wayfinding, single point of contact, and more
19	User Experience	Digital	Trends & innovations	Improve the discovery layer experience for staff and patrons
16	User Experience	Inclusion	Want to provide	Promote digital inclusion
24	Literacy & Inclusive Services	Programming & services	Want to provide	Develop/increase programming and services that prioritize a number of literacies, including early and school-age reading skills, civic and social literacies, financial literacy, and health and wellness literacy
22	Literacy & Inclusive Services	Programming & services	Want to provide	Promoting information literacy by recognizing when information is needed and having the ability to locate, evaluate, and effectively use the needed information
21	Literacy & Inclusive Services	Programming & services	Want to provide	More inclusive programming to address underserved community members
20	Literacy & Inclusive Services	Staff training	Trends & innovations	Diversity and inclusion training
15	Literacy & Inclusive Services	Programming & services	Want to provide	Programming and services for English as a Second language community members
23	Marketing	Plan	Trends & innovations	Develop library marketing plan
16	Marketing	Risk	Risks	Lack of awareness in the community
15	Marketing	Outreach	Want to provide	Outreach in the community at events and festivals

Point total	Main area or theme	Sub area or theme	Survey question	Activity
22	Technology	Staff training	Trends & innovations	Create opportunities for library staff to learn about new technologies, develop new skills, and practice techniques that will lead to improved service and job satisfaction
21	Technology	Trends	Trends & innovations	Identify future trends to ensure library users have access to important mainstream technology
15	Technology	Updates	Trends & innovations	New and/or improved technology such as photocopiers, scanners, and mobile printing
10	Technology	Updates	Trends & innovations	Evaluate possible replacements for an existing computer and print management system
4	Technology	Updates	Trends & innovations	RFID for all physical items that circulate
21	Programming & services	Teen	Want to provide	Robust and active teen participation in library advisory group
20	Programming & services	Maker	Want to provide	Makerspace and programming
20	Programming & services	Seniors	Want to provide	Outreach to and services for local senior residents
19	Programming & services	Businesses/employment	Want to provide	Develop or increase small business resources & outreach
19	Programming & services	Educational/Training	Want to provide	Expand technology instruction
19	Programming & services	Schools/students	Want to provide	Outreach or programming for homeschooled students
19	Programming & services	Teens	Want to provide	Out-of-School learning for teens such as technology programming, online learning, and teen-only spaces
18	Programming & services	Adult	Want to provide	Programming and events that appeal to adults (non-family programming)
18	Programming & services	Businesses/employment	Want to provide	Increase services and programs to help community members seek jobs and successfully find employment
18	Programming & services	Maker	Trends & innovations	Makerspace and programs
17	Programming & services	Schools/students	Want to provide	STEM/STEAM programming
14	Programming & services	Businesses/employment	Community roles	Act as a busines/entrepreneurial support or resource
13	Programming & services	Risk	Risks	Declining circulation numbers
12	Programming & services	Schools/students	Want to provide	Outreach to schools and daycares
17	Funding	Grants	Trends & innovations	Knowledge of available grants and ability to successfully apply for them
17	Funding	Grants	Trends & innovations	Seeking grants to expand library services
15	Funding	Fundraising	Trends & innovations	Fundraising
13	Funding	Fundraising	Trends & innovations	Capital campaign development
10	Funding	Fundraising	Trends & innovations	Library foundation development
13	Funding	Risk	Risks	Reduced funding
15	Data	Operational use	Trends & innovations	Understanding community demographics to better develop services and collections
15	Data	Operational use	Trends & innovations	Data collection and use to make collection and service decisions
17	Space	Outdoor	Want to provide	Providing better outdoor spaces (and potentially programming to compliment the space)
14	Space	Physical improvements	Trends & innovations	Add amenities in the library such as a charging station, coffee area, and/or a water bottle filling bubbler
13	Space	Risk	Risks	Facility space/limitations
13	Space	Service points	Want to provide	Single point of service/combined service desk
10	Space	Security/safety	Risks	Security/safety issues
10	Staffing	Volunteers	Trends & innovations	Develop a volunteer corps to expand the capacity of staff and to strengthen community support
7	Staffing	Hiring	Risks	Staff turnover
5	Staffing	Hiring	Risks	Staff does not reflect the diversity of the community

MCFLS Strategic Planning Survey #1				
1. Which of the following resources and services would your library like to provide to your patrons that you aren't currently providing?				
	Not interested and satisfied responses (0 points)	**Somewhat interested in doing or providing response (1 point)**	**Very interested in doing or would like to be doing better responses (2 points)**	**Point total**
Develop/increase programming and services that prioritize a number of literacies, including early and school-age reading skills, civic and social literacies, financial literacy, and health and wellness literacy	2	0	12	24
Displays and easy-to-follow guides to digital resources	2	0	12	24
Enhancing user experience on the library website	2	0	12	24
Enhancing user experience in the physical library	2	1	11	23
Promoting information literacy by recognizing when information is needed and having the ability to locate, evaluate, and effectively use the needed information	2	2	10	22
Robust and active teen participation in library advisory group	3	1	10	21
More inclusive programming to address underserved community members	3	1	10	21
Makerspace and programming	3	2	9	20
Outreach to and services for local senior residents	4	0	10	20
Outreach or programming for homeschooled students	2	3	8	19
Expand technology instruction	4	1	9	19
Out-of-School learning for teens such as technology programming, online learning, and teen-only spaces	3	3	8	19
Develop or increase small business resources & outreach	2	5	7	19

	Not interested and satisfied responses (0 points)	Somewhat interested in doing or providing response (1 point)	Very interested in doing or would like to be doing better responses (2 points)	Point total
Programming and events that appeal to adults (non-family programming)	5	0	9	18
Increase services and programs to help community members seek jobs and successfully find employment	2	6	6	18
STEM/STEAM programming	5	1	8	17
Providing better outdoor spaces (and potentially programming to compliment the space)	4	3	7	17
Promote digital inclusion	3	4	6	16
Outreach in the community at events and festivals	6	1	7	15
Programming and services for English as a Second language community members	5	3	6	15
Single point of service/combined service desk	7	1	6	13
Outreach to schools and daycares	8	0	6	12

Please share any other ideas for new resources and services that are not on this list.

State of the Art Mobile App.
Alternative/Increased resources for Wisconsin Digital Library so that members don't have to be on long state wide waiting lists for items.
System wide coherence of policy and procedures

I would love to see the MCFLS suburban libraries coordinate adult and youth programming to complement what each library is doing rather than complete. I'd also like to see us market our resources more effectively throughout the county as a system, similar to what Bridges library system has done with billboards and such.

n/a

The survey list was very complete. Thank you.

For areas where you indicated no interest in providing a service or resource, note why (e.g. lack of funds, capacity, expertise, no interest or need in community)

Every item in your list (the number 2 question) we would like to improve or increase but we do not have the funds or staff to do so. There is also a lack of interest factor in some of the services.......like our delivery to shut-ins, computer classes, and programs for seniors.

Our library simply does not have the staff resources or expertise to provide the programming that I noted we are not very interested in. I would rather do a few things very well than a lot of things not so well.
We haven't had much interest from our community in these areas. We had much interest in job-seeking/employment services 5-10 years ago, but that has dropped. If we have another recessions and people lose jobs, my answer will probably change.
outdoor spaces-no interest ESL-limited need, no capacity STEAM-schools do well already Makerspace-trend, no capacity, no funding, no space, schools doing Teen advisory-capacity Homeschoolers-capacity for outreach, group already resourceful
Not interested in a single service desk. WFB has very high digital inclusion. Very little expressed interest from community for classes or bridging the divide.
No real need in our four communities
ESL: Not enough demand Single point service desk: We're too big
There has been no expressed or indicated interest.
n/a

MCFLS Strategic Planning Survey #1				
2. What level of interest does your library have in exploring or implementing any of the following trends and innovations?				
	Not interested and satisfied responses (0 points)	**Somewhat interested in doing or providing response (1 point)**	**Very interested in doing or would like to be doing better responses (2 points)**	**Point total**
Improve CountyCat app or overall mobile presence for the library	2	0	12	24
Develop library marketing plan	2	1	11	23
Create opportunities for library staff to learn about new technologies, develop new skills, and practice techniques that will lead to improved service and job satisfaction	3	0	11	22
Better user experience and design for both online and physical spaces, especially the library website	3	0	11	22
Space adaptations for mobile device users	2	3	9	21
Identify future trends to ensure library users have access to important mainstream technology	3	1	10	21
Diversity and inclusion training	2	4	8	20
Space improvements, including comfortable seating, better wayfinding, single point of contact, and more	4	0	10	20
Improve the discovery layer experience for staff and patrons	3	3	8	19
Develop the library as the "Community Third Place"	4	1	9	19
Makerspace and programs	4	2	8	18
Knowledge of available grants and ability to successfully apply for them	4	3	7	17
Seeking grants to expand library services	4	3	7	17
Understanding community demographics to better develop services and collections	6	1	7	15

	Not interested and satisfied responses (0 points)	Somewhat interested in doing or providing response (1 point)	Very interested in doing or would like to be doing better responses (2 points)	Point total
Data collection and use to make collection and service decisions	5	1	7	15
Fundraising	5	3	6	15
New and/or improved technology such as photocopiers, scanners, and mobile printing	6	1	7	15
Add amenities in the library such as a charging station, coffee area, and/or a water bottle filling bubbler	6	2	6	14
Capital campaign development	6	3	5	13
Library foundation development	7	2	5	12
Relationship building with Friends	8	1	5	11
Evaluate possible replacements for an existing computer and print management system	8	2	4	10
Develop a volunteer corps to expand the capacity of staff and to strengthen community support	8	2	4	10
Library foundation development	8	2	4	10
RFID for all physical items that circulate	12	0	2	4
Please share any other ideas of trends and innovations to explore that are not on this list.				
Recruitment and retention strategies. MCFLS support for advancing technological and inclusive services will be key factors in keeping libraries relevant. MCFLS must remain aligned with marketplace experiences and apps to be competitive with paid services. We must ensure that library users don't feel they are having second class experiences.				
A system's Friends group?				
I would like to see MCFLS develop a plan to phase out reciprocal borrowing over the next 10 years to make more funds available for county-wide initiatives overall.				
-Serving higher education students with limited research knowledge in private/for profit schools that have insubstantial libraries and/or digital resources. -Serving populations with library-appropriate services who have increasingly turned away from physical books				

n/a
Survey list was very complete. Thank you.
For areas where you indicated no interest, note why (e.g. lack of funds, capacity, expertise, no interest or need in community)
Lack of funds and staff.
Trendy and no need
n/a
This is last on my list after many other items.
No Friends Group
RFID - I don't see the return on investment for a library our size. Capital Campaign - no need at the moment. Demographics - small community, not sure it's necessary.
grants: no time to pursue, no staff to sustain RFID: too expensive, not useful, too many problems volunteers: we have what we need and can sustain it

MCFLS Strategic Planning Survey #1				
3. What roles or opportunities would you like to see your library having in your community?				
	Not interested and satisfied responses (0 points)	**Somewhat interested in doing or providing response (1 point)**	**Very interested in doing or would like to be doing better responses (2 points)**	**Point total**
Community outreach librarianship	1	1	12	25
Seek new partnerships that further the values of the library	3	0	11	22
Provide space and/or opportunities for community members to connect and learn from and with each other	2	3	9	21
Develop programming in partnership with community groups, non-profits, and other municipal and county government agencies	3	1	10	21
Provide space and resources for virtual office workers, students, and others that need co-work spaces	5	2	7	16
Act as a business/entrepreneurial support or resource	5	4	5	14
Making space in the library for public health nurses, social workers, other city departments	8	2	4	10
Please share any other role or opportunities your library has or would like to have that are not on this list.				
County-wide citizenship activities and partnership enhancement with election commissions.				
Informal space for affordable recreation of non-reading/learning types				
For areas where you indicated no interest, note why (e.g. lack of funds, capacity, expertise, no interest or need in community)				
Again, lack of staff and funds, and space. We have partnered with the Recreation Department and were having classes here until they needed more space.				
Lack of funds and space.				
n/a				
Our space is limited. Do not have room for these services.				
Library already shares a building with City Hall				
n/a				

MCFLS Strategic Planning Survey #1				
4. What risks and challenges are you facing as a library and in your community?				
	Not applicable to my library (0 points)	**Somewhat of an issue for my library (1 point)**	**A very big issue for my library (2 points)**	**Point total**
Lack of awareness in the community	2	8	4	16
Reduced funding	5	5	4	13
Declining circulation numbers	5	5	4	13
Facility space/limitations	5	5	4	13
Security/safety issues	5	8	1	10
Staff turnover	9	3	2	7
Decreasing civic engagement	7	6	0	6
Staff does not reflect the diversity of the community	10	3	1	5
Please share any risks and challenges not on this list.				
Succession planning, risk management (collections and staff), federal and state funding support.				
Not staff turnover, but the number of staff - we only have four full time staff members!				
Our library is only 3 years old so we are still seeing increased visits and circulation because of the new facility. However, our community is very fiscally conservative and we need to be prepared for if and when our community support begins to diminish because we aren't the "new toy". We need to continue to build our programming and collection base so that we don't become static and the community and electeds continue to see a need for our ongoing support.				
Reduced consumer interest in traditional library resources (paper books, internet access), causing less frequent physical visits and lower profile of library relevance to the community				
--Community loves us, but are not aware of budget difficulties bc we cover it well. As we move into a fundraising campaign, we need to educate them. --We have too much of the wrong space (i.e. lots of processing room, but do need as much, not easily converted). But too little of the right space (i.e. small study rooms). --Declining fine revenue. We budgeted $38,500 this year. Looks like we will come in at $32,000. -6,500 is a big hit for us. What is driving this trend? Are patrons returning items on time, or leaving fines unpaid. Can MCFLS help run those reports to dig into the numbers? --Lots of staff turnover bc lack of tax dollars has resulted in a shift to part-time un-benefited positions for MLIS and non-MLIS staff. Plus, we have 2 interns and by their nature they will leave after a year or two. --For security, we need to work on convincing staff to lock meeting rooms and the elevator when not in use, so no one hides out overnight.				
Inability of staff/board/community to make necessary transitions for changes in how library is used/needed.				
no elevator, many areas not accessible				

MCFLS Strategic Planning Survey #1
5. Thinking about your library and your community, are there any unmet needs or issues that haven't been raised in the survey that you think could be strategic issues MCFLS might need to consider helping libraries address, or is there anything you want to share?
Social emotional welfare of the community, violence reduction, trauma-informed care. Board development, investment management, system wide uniformity of fees/fines/Services such as photocopies, etc., streamlined vendor selection.
Your survey is very comprehensive in identifying current library issues/services. We have already begun to think about our library more as a community center. Our financial struggles are very real and we rely heavily on our fundraising and Endowment Fund. We also rely on the funds from reciprocal borrowing.
-I would like to see more consistent network support from MCFLS. ex. all libraries have the same public facing profile regarding patron privacy (no recent docs saved, no items in recycle bin saved, etc...) -We have reduced state funding to libraries, so we could focus on marketing. We haven't seen this happen over the last 3 years. I would like to see MCFLS market general library services and general library advocacy. -We have many shared patrons. I want the system to focus on helping to get member libraries to think about the patron experience and having continuity of service across buildings. ex. same/similar fines, print systems, etc... -Use PLSR connections to create efficiencies for system -ex. CPU purchasing with other systems, etc... -MCFLS has done a great job of supporting emerging technologies over the last three years. ex. Hoopla
FUNDING
I would like to see MCFLS develop a plan to phase out reciprocal borrowing over the next 10 years to make more funds available for county-wide initiatives overall.
Unifying/centralizing/standardizing common resources among members so that each individual member is not tasked with managing it oneself. E.g. system wide pc time/print management, system wide policies and procedures, advocacy pieces like annual reports to community, etc.
Perhaps a comprehensive study on the impact of levy limits on library operations and staffing. Also, a comprehensive salary study across all the libraries, perhaps pulling in data from libraries from bordering counties (i.e. Mequon, Waukesha, Cedarburg, etc).
We will be adding more self-check units and will be doing RFID. It would be great if system or state wide purchasing deals could be arranged to help with pricing.
System-wide marketing efforts would be beneficial.
This has been addressed in the survey, but the biggest issue that we need to address collectively is making communities understand the role and benefit of the public library - and how it has changed in the last 10 years.
--Challenges by Village President to Library Board governance, lack of knowledge by Village President and Village Administrator about Library Board governance resulting in extreme stress on Library Board and director. --Support by DPI and MCFLS could be stronger. State Statutes for public libraries is strong but getting that message to elected officials with support by DPI and MCFLS is lacking.

December 11, 2018

Paul Ziehler, President
Milwaukee County Federated Library System
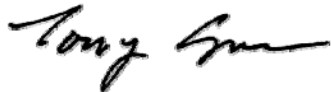709 N. 8th St.
Milwaukee, WI 53233

Dear Mr. Ziehler:

I am pleased to inform you of the approval of your 2019 annual system plan. The request for your first
state aid payment for 2019 has been initiated by staff of the Division for Libraries and Technology (DLT).
The amount of library system 2019 aid to all 16 public library systems has increased $500,000 over the
amount distributed in 2018. For this biennium, all funding is provided from the Universal Service Fund.
For this first state aid payment you will receive an electronic transfer totaling $2,141,489. The second
state aid payment for 2019 will be initiated upon completion of a review and acceptance of your system's
2018 annual report and evaluation.

This payment and the approval of the enclosed plan are based on the expectation that your system will
implement the plan in compliance with the statutory requirements for public library systems and that your
counties and member public libraries will be in compliance with system membership requirements, or that
a plan accepted by the DLT will be in place to bring about member compliance. Signed agreements and
contracts for 2019 operations must be filed before January 15, 2019. Audits for 2018 should be provided
to the DLT as soon as available, but no later than October 1, 2019.

The Department of Public Instruction looks forward to working with you, your board, and your system
staff in the coming year to support essential public library and library system services across the state.

Sincerely,

Tony Evers, PhD
State Superintendent

TE: jd

Enclosure
cc: Bruce Gay, System Director

January 14th, 2018

December 2018/January 2019 Director's Report

Summary of activities

1. Contributed to the SEWI Continuing Education planning meeting on November 27th.
2. Met with new professor Abigail Phillips from UWM to discuss ways to introduce her and her research interests to the system and member libraries. Dr. Phillips specialty is in empathy and inclusive services to library patrons.
3. Hieu and I met with Dan Jacobson, IT manager from South Central Library System, to share ideas on public OPAC catalog management techniques.
4. Met with MPL staff to discuss records retention and putting safeguards in place to prevent accidental disposal of materials. This will be an ongoing process.
5. Jen and I met participated in the LibraryNow discussion with MPL and members of the IMPACT group that are leading the research study on the project's effect on academic performance at MPS. Data sharing methods were discussed and a plan was put in place for March 2019.
6. Met with an intern candidate from the UWM SOIS program to assist Jen in the planned revision of our MCFLS system website. The unpaid internship will provide experience to the UWM grad school student and also assist Jen with one of her 2019 goals.
7. New kitchenette area installed with the assistance of MPL staff. MCFLS staff greatly appreciate the time and effort by MPL put into installing this great new space.
8. Continued to work with Bruce Smith on the strategic planning process. Reviewed results from the first survey, fine-tuned questions for the second survey and relayed information to the directors at LDAC meetings.
9. Informed member libraries of changes to the state annual report, confirmed process for counting wireless usage and pre-populated the report for members with the help of system staff.
10. Participated in a demonstration with Jen for a product called Bibliocore, a discovery layer that may be a future replacement for our Encore discovery layer/catalog.

Upcoming Activities

1. Will join in two webinars as part of the Wild Wisconsin Winter Web Conference on January 24th.
2. Participate in a technology collaboration discussion led by DPI prior to the SRLAAW meeting on February 11th.
3. Take part and speak with state legislators in the state Library Legislative Day on February 12th.
4. Assemble and complete the 2018 System Annual report for the February MCFLS Board meeting.