<u>Notice</u>

Milwaukee County
Federated Library System
Library Directors Advisory Council

Regular Meeting
Thursday, November 7th, 2019
<u>9:00 – 11:30 AM</u>

This meeting will be held in a meeting room of the
Franklin Public Library
9151 W. Loomis Rd.
Franklin, WI 53132

<u>Agenda</u>
The LDAC reserves the right to take action on any of the items listed below.

1. Call to order

2. Additional agenda items/adoption of agenda

3. Approval of minutes for the October 3rd, 2019 LDAC meeting

   Action   Attachment A

4. 2020 MCFLS Budget

   Action   Attachment B

5. Marketing and Advocacy Committee. Review of draft guidelines for scope and membership.

[Attachment C](#)

6. MCFLS system privacy policy and policy template for member libraries.

[Attachment D](#)

7. Update on accounting procedure to replace cash bag process. YTD data is now available.
Additional data on all collected fines since 07/01/19 is also included.

[Attachment E](#)

8. CountyCat Mobile Update

[Attachment F](#)

9. Proposed policy for extending item holds on the holdshelf.

[Attachment G](#)

10. Discussion: 2 week circulation periods for new titles

11. Additional business

12. Member library updates

<u>Sub-committee agendas and minutes</u>
Circulation Services—Agenda and minutes available at https://mcfls.libguides.com/circulation/meetings
Youth Services—Agenda and minutes available at https://mcfls.libguides.com/youth/meetings
Young Adult Services—Agenda and minutes available at https://mcfls.libguides.com/youth/yameetings
Adult and Reference Services—Agenda and minutes available at https://mcfls.libguides.com/adult/meetings

The next meeting is scheduled for Thursday, December 5th, at the Greenfield Public Library, 5310 West Layton Avenue, Greenfield, WI 53220.

Milwaukee County Federated Library System
Library Directors Advisory Council
Regular Monthly Meeting held Thursday, October 3, 2019
Whitefish Bay Public Library
5420 N. Marlborough Dr.
Whitefish Bay, WI 53217

Present: Susan Draeger-Anderson, Chair, North Shore Library
                  Dana Anderson-Kopczyk, Brown Deer Public Library
                  Rachel Arndt, Milwaukee Public Library
                  Eric Branske, Hales Corners Library
                  Rachel Collins, Shorewood Public Library
                  Amy Krahn, St. Francis Public Library
                  Jill Lininger, Oak Creek Public Library
                  Jennifer Loeffel, Franklin Public Library
                  Pete Loeffel, Wauwatosa Public Library
                  Kathy Manning, South Milwaukee Public Library
                  Sheila O'Brien, Greenfield Public Library
                  Judy Pinger, Milwaukee Public Library
                  Nyama Reed, Whitefish Bay Public Library
                  Brian VanKlooster, Greendale Public Library

Excused: Rebecca Roepke, Cudahy Family Library

Absent: Michael Koszalka, West Allis Public Library

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

Others: Ted Anderson, Job Center of Wisconsin
                  Julie Cayo, Employ Milwaukee
                  Heather Nilson, Job Center of Wisconsin
                  Jess Norris, Milwaukee Mixers Committee, Chair (St. Francis)
                  Kelly Wochinske, Young Adult Committee Co-Chair (Milwaukee)

Call to Order. Chair Draeger-Anderson called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees Library Directors Advisory Council to order at 9:00 a.m. and thanked Nyama Reed for hosting the meeting and congratulated her on her being named President of WLA. Kathy Manning was congratulated for being named Director of the South Milwaukee Public Library. It was noted that Eric Branske was filling in for Pat Laughlin today.

Additional Agenda Items/Adoption of Agenda. Chair Draeger-Anderson inquired whether there were any additions to the agenda. The following topics were suggested:
   - Linked Patron Records/Jen Schmidt
   - Extend Item Level Hold Pick-up Date/Jen Schmidt

- Vacation/Steve Heser
- Sharing Information on Vendors/Susan Draeger-Anderson
- Poll re Computer Use by Patrons with fines over threshold/Sheila O'Brien
-

Brian VanKlooser moved and Rachel Arndt seconded a motion to modify the agenda to add the suggested topics. Unanimously approved.

Approval of Minutes for the September 5, 2019 LDAC Meeting. Chair Draeger-Anderson referred to the minutes of the September 5, 2019 meeting which are shown as Attachment A of the agenda packet. With no modifications to be made, Rachel Collins moved and Amy Krahn seconded a motion to approve the minutes as presented. Unanimously approved.

[Jennifer Loeffel arrived at 9:06 a.m.]

LAWDS Project Overview. Steve Heser referred to Attachment B of the agenda packet which introduces the LAWDS project. Ted Anderson and Heather Nilsen from the DWD Southeast Job Center along with Julie Cayo from Employ Milwaukee talked about the project reiterating much of what Attachment B says and that the project has another two years of funding in place. The Module 1 training schedule was distributed and shown as Exhibit 1 attached to these minutes; it was noted that an online version of the training modules are being considered as an offering for those that find it challenging to attend in person. Exhibit 2 attached to these minutes are the business cards for Ted Anderson, Heather Nilsen and Julie Cayo. Exhibit 3 is a handout describing Employ Milwaukee program and services and Exhibit 5 outlines DWD Job Center resources.

Sheila O'Brien questioned what the funding is being used for and whether copies of materials will be the expense of libraries? Ted Anderson responded that funding has been spent on travel around the state to promote this project and for copies of materials; he noted that referral to the websites is the first choice in sharing with patrons but he would be willing to get copies of materials to libraries for those that need printed information.

Rachel Collins questioned whether statistics will be available to justify energies spent and also asked whether this project is aimed for the entry level and youth job seeker or for all ranges of patrons seeking job assistance and it was noted that resources for all levels of work seekers is available but mostly entry level and youth do utilize the services.

Brian VanKlooster noted that Goodwill Industries has been very effective working with libraries and job seeking patrons and he encouraged this project to consider working with them if possible. Heather Nilsen noted that this project is another resource available in communities.

Nyama Reed noted that libraries are happy to be trained and work together as part of the LAWDS project.

Young Adult Services Committee - Presentation of the 2019-2020 Program Schedule. Kelly Wochinske reviewed Attachment C of the agenda packet and added that the new MKE Mixer boxes will be shown at the October meeting. Kathy Manning suggested the group talk about National Honor Society students being used as library volunteers and Rachel Collins suggested the RedGen.org website as a resource for teen helpers at libraries.

<u>Milwaukee Mixers - Presentation of the 2019-2020 Activities</u>. Jess Norris reviewed Attachment D of the agenda packet and also shared that four new boxes have been developed (art, build, kitchen and coding), supplies purchased and nearly ready for sharing, a few new committee members have been added, Facebook page has been started to post photos and share program ideas. Jen Schmidt added that a digitization kit will be ready by year's end with a DVD and slide converter. It was noted that components of boxes are not being damaged which allowed for the four new boxes this year. The box most often requested is the button makers. The e-textiles box was retired. There doesn't seem to be any wait lists for boxes since everyone can see the calendar and request what they want when it is available. The boxes circulation for 1-3 weeks and the digitalization kit will be loaned for longer periods if needed. It was noted that the boxes are promoted often at the subcommittee level and Jen Schmidt noted that all of the boxes will be reintroduced again with the addition of the four new boxes. Nyama Reed suggested a Breakout EDU box. Jen Schmidt noted that a VCR is needed for the digitalization kit box if anyone has one to donate. Jess Norris noted that the committee could use a few more members since there is much work associated with this popular resource.

Kathy Manning moved and Judy Pinger seconded a motion to approve both the Young Adult Services and Milwaukee Mixers Committee Program Schedules as presented. Unanimously approved.

<u>CountyCat Mobile Update</u>. Chair Draeger-Anderson referred to Attachment E of the agenda packet and Jen Schmidt distributed additional information relative to the staff training sessions, shown as Exhibit 6 and a flyer to notify patrons which is shown as Exhibit 7 attached to these minutes. Since most libraries have digital signage at their libraries, Jen will share those items electronically for that use. Jen noted that all training sessions will be offered online. The new Communico mobile app is now in testing mode and a date for release will be determined soon. Boopsie ends October 24. Discussion ensued regarding the ending of the old app and the availability of the new app and it was the consensus to not worry if there is a period of time there is nothing available since the current app is not offering a search box for Apple users at this time and a clean break may be useful and a quality product is desired. Sheila O'Brien raised the question of MCFLS sending out mass emails and privacy concerns for patrons and Steve Heser noted that a mass email was sent announcing Hoopla in 2017. After further concern regarding privacy, it was determined that emails can be sent out based on individual member library wishes and MCFLS will give each member library the ability to say whether they want their residents to be sent or not sent the email when the time is right to do that. The topic of mass emails is a great item for the Marketing and Advocacy Committee to discuss when it meets in the future. Steve Heser did note that he can find which patrons have opted into receiving communications and current Boopsie users. Jill Lininger likes the idea of sending to all registered patrons as a way to encourage more patrons to use the app.

BREAK

<u>Discussion: Change to allow holds on magazines</u>. Chair Draeger-Anderson referred to Attachment F of the agenda packet and Steve Heser reviewed the information on the chart. Jen Schmidt reported that circulation staff do not recommend making magazines holdable since they are prone to damage and are not RFID tagged which would mean more tagging on the fly which is time consuming at the desk. Nyama Reed noted that Monarch Library System still does circulate magazines as well as Waukesha Public Library and they put magazines in yellow envelopes that have barcodes on them. Whitefish Bay Public Library only keeps magazines for six months and discards them and they are willing to share their collection with others in a potential effort to increase circulation. It was the consensus not to change the current practice of magazines not being holdable since it is considered structurally not viable.

<u>Discussion: System-wide access for teacher cards and fee cards</u>. Steve Heser referred to Attachment G of the agenda packet noting that he had heard from a teacher new to the Milwaukee area that was stunned to learn that teachers here are allowed only to use local library materials when some other systems in the State allow access system-wide to teachers and he wonders whether there is any feeling here to do the same? Discussion ensued regarding teacher cards and fee cards and member libraries do a number of different things for local and non-resident teachers. Some waive fees on fee cards. Some libraries serve as curriculum support and others value community use more.

An idea of a system-wide fee card allowing access to all system materials was brought up which would be managed by MCFLS with all fees collected and distributed at year's end based on ownership of materials circulated or charging an average taxpayer fee and limiting the number of items per year allowed. The idea of capping the number of checkouts for teachers/students was raised. It was decided to have a committee of Steve Heser, Jill Lininger, Jennifer Loeffel and a Shorewood staff member discuss Fee/Teacher/Business cards and to bring back a recommendation to the LDAC at a future meeting for further discussion.

<u>LSTA Project: Understanding KnowBe4 reports</u>. Steve Heser reviewed the KnowBe4 reports, which are shown as Attachment H of the agenda packet.

<u>WPLC and Lucky Day Collections</u>. Judy Pinger reported that there is a new Lucky Day product being offered by WPLC offered through OverDrive/Libby and she is wondering whether there is any interest by MCFLS member libraries to get further information to consider. Since the topic hasn't been thoroughly discussed yet, there is no price information to consider but WPLC is just curious if there might be interest in the concept. Discussion ensued regarding pros and cons and it was agreeable to finding out more information.

<u>Follow Up: Annual purge of patron records</u>. Steve Heser referred to a handout, which is shown as Exhibit 8 attached to these minutes that states the Wisconsin Public Library Annual Report Instructions regarding reporting the count of registered borrowers and states the current practice and a proposed action of purging all patron records with $0 in fines, zero checkouts and been expired at least 3 years. If no purge is done then the other option is to not report that number at all on the annual report. It is also possible to do a community by community purge. Discussion ensued and Steve Heser will question what other Systems are doing and chat a bit more with DPI and come back at a future meeting with more information to share with the LDAC before making a decision.

<u>Damaged items in delivery – procedure change</u>. Steve Heser referred to Attachment I of the agenda packet which is a change to the damaged materials in delivery procedure which now adds the step that damaged materials are to be sent to the attention of Judy Kaniasty at MCFLS for final review of items before being paid by the delivery service, Action Logistics. Normally only one item is in question and that practice was relayed to the affected owning library but in late August a large amount of items were water damaged and many libraries were involved and getting that message out to all was not effective and now is time to insert that step into the procedure for all to know in advance.

ADDITIONAL BUSINESS.

<u>Linked Patron Records</u>. Jen Schmidt reviewed a handout, which is shown as Exhibit 9 attached to these minutes, which describes the linked patron records feature which is usually used by families otherwise privacy issues arise. Jen noted that MCFLS would rather not have a system-wide policy but allow

member libraries to independently decide whether to use this function or not. The new Communico mobile app will allow patrons to have multiple cards on their app.

[Susan Draeger-Anderson left at 12:04 p.m. and Sheila O'Brien chaired the rest of the meeting.]

<u>Extend Item Level Hold Pick-up Date</u>. Jen Schmidt reported that libraries handle these requests from patrons differently and many allow a one-day extension on an item if there are no holds pending yet other libraries do not allow any extension regardless of the circumstances. Discussion ensued and it was agreeable to have MCFLS draft a policy and bring it back for further discussion at a future LDAC meeting.

<u>Vacation</u>. Steve Heser reported that he was going to be out of the office on vacation from October 7-18.

[Kathy Manning left at 12:17 p.m.]

<u>Sharing Information on Vendors</u>. Since Susan Draeger-Anderson was no longer in attendance at this meeting, this topic will be discussed at a future meeting.

<u>Poll re Computer Use by Patrons with fines over threshold</u>. Sheila O'Brien questioned how many libraries allow patrons to use computers if they have fines over the $5.01 threshold? Various policies were shared such as allowing use of computers and basic databases but not Hoopla or OverDrive, no databases accessed at all, issuing of a one-day guest pass and some offer the opportunity to set up payment plans which then grant computer access.

MEMBER LIBRARY UPDATES.

Brown Deer – Dana Anderson-Kopczyk reported that progress is moving forward with the new building and that there has been some staff changes lately.

Whitefish Bay – Nyama Reed reported that staff is working on a scanning and digitalization project.

Shorwood – Rachel Collins reported hiring some new staff.

Greenfield – Sheila O'Brien reported that the 2020 budget will be tight.

Greendale – Brian VanKlooster reported that the 2020 budget could be tough. After school student use if up in the library and there is increased teen program attendance.

Hales Corners – Eric Branske reported that a new children's librarian was hired and programming is going well.

Milwaukee – Rachel Arndt reported that an after-hours Rap Battle event will be held at Central on October 17 with the winner getting $1,000 and the opportunity to perform on 88nine's 414Live. Over 700 people are expected to attend.

St. Francis – Amy Krahn reported that a patron survey regarding loan periods found that patrons would like more time on checkouts and they are considering changing their one-week loans to two-week loans and asks that other member libraries give that some consideration. Amy would like this topic placed on next month's agenda for further discussion.

Milwaukee – Judy Pinger reported that funding has been secured from the Federal government for solar roofs at Tippecanoe, Center Street and Central with a program component and roof viewing capabilities.

Wauwatosa – Pete Loeffel reported that Canopy movies/documentaries will be coming soon which also will include Great Courses. There will be a slight cost for these.

Oak Creek – Jill Lininger reported that her husband will be presenting a building maintenance workshop at WLA this year.

Franklin – Jennifer Loeffel reported that she is working on the 2020 budget.

SUB-COMMITTEE AGENDAS AND MINUTES. Links provided on the agenda to the Circulation Services, Youth Services, Young Adult Services and Adult & Reference Services agendas and minutes.

NEXT MEETING. Scheduled for Thursday, November 7 at the Franklin Public Library, 9151 W. Loomis Road, Franklin, WI 53132 beginning at 9 a.m.

ADJOURNMENT. With no further business to be addressed, the meeting was adjourned at 12:35 p.m.

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MCFLS 2020 Budget
Approved October 21st, 2019

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		2019 Approved	2019 Revised	2020 Draft	Change
1					
2		**2019 Approved**	**2019 Revised**	**2020 Draft**	**Change**
3	**General Revenues**				
4	State Aid Revenue	$ 2,855,317	$ 2,855,317	$ 2,855,319	$ 2
5	Milwaukee County Allocation	$ 66,650	$ 66,650	$ 66,650	$ -
6	West Milwaukee Contract -Other	$ 49,877	$ 49,877	$ 47,466	$ (2,411)
7	Interest on Invested Funds	$ 2,000	$ 2,000	$ 7,500	$ 5,500
8	Member Forms/Supplies Revenue	$ 25,000	$ 25,000	$ 20,000	$ (5,000)
9	Member Postage Revenue	$ 25,000	$ 25,000	$ 25,000	$ -
10	Member OCLC Revenue	$ 116,297	$ 116,297	$ 121,591	$ 5,294
11	Member Telecomm. Revenue	$ 16,800	$ 16,800	$ 16,800	$ -
12	Member III Softwre Maint-Basic	$ 200,838	$ 200,838	$ 179,267	$ (21,571)
13	Member III Softwre Maint-Other	$ 45,473	$ 45,473	$ 46,709	$ 1,236
14	Member Tech. Assist.-Time Rev.	$ 15,000	$ 15,000	$ 15,000	$ -
15	Member Special Projects Revenu	$ 80,000	$ 80,000	$ 80,000	$ -
16	Member Cataloging Contract Rev	$ 149,846	$ 149,846	$ 163,716	$ 13,870
17	Member Database Revenue	$ 72,336	$ 63,882	$ 62,174	$ (1,708)
18	Member Catalog Enhancement Rev	$ 25,627	$ 25,627	$ 29,648	$ 4,021
19	Member Ecommerce Transaction	$ 9,000	$ 9,000	$ 10,000	$ 1,000
20	TNS Calls/Notices Revenue	$ 3,000	$ 3,000	$ 1,260	$ (1,740)
21	Carryover Revenue	$ 35,000	$ 98,584	$ 35,000	$ (63,584)
22	Staff Benefits/Co-Pay Revenue	$ 35,804	$ 36,641	$ 37,967	$ 1,326
23	Member Digital Content Rev	$ 216,732	$ 216,732	$ 256,414	$ 39,682
24	Member PC Management License Rev	$ 2,545	$ 2,545	$ 2,545	$ -
25	LSTA Technology Grant Revenue	$ -	$ 17,107	$ 11,200	$ (5,907)
26	MemberMKE Mixers Revenue	$ 1,400	$ 1,400	$ 1,400	$ -
27	**Total General Revenues**	$ 4,049,542	$ 4,122,616	$ 4,092,626	$ (29,990)
28					
29	**Special Revenues**				
30	W. Milwaukee Borrowing Revene	$ 52,916	$ 52,916	$ 49,079	$ (3,837)
31	Ecommerce Revenue	$ 200,000	$ 200,000	$ 200,000	$ -
32	**Total Special Revenues**	$ 252,916	$ 252,916	$ 249,079	$ (3,837)
33					
34	**Total Revenues**	$ 4,302,458	$ 4,375,532	$ 4,341,705	$ (33,827)
35					
36					
37		**2019 Approved**	**2019 Revised**	**2020 Draft**	**Change**
38					
39	**General Expenditures**				
40	Fringe Benefits Expense	$ 179,610	$ 179,610	$ 183,573	$ 3,963
41	Salaries Expense	$ 374,158	$ 374,158	$ 381,639	$ 7,481
42	Telephone Renewal Expense	$ 1,000	$ 600	$ 612	$ 12
43	Member Ecommerce Transaction E	$ 9,000	$ 9,000	$ 10,000	$ 1,000
44	TNS Calls/Notices Expense	$ 3,000	$ 1,200	$ 1,260	$ 60
45	Mileage/Auto Maint Expense	$ 700	$ 700	$ 700	$ -
46	Conference/Training Expense	$ 8,000	$ 8,000	$ 6,500	$ (1,500)
47	Memberships Expense	$ 6,000	$ 6,000	$ 5,000	$ (1,000)
48	Continuing Education Expense	$ 8,750	$ 8,750	$ 9,000	$ 250
49	Office Supplies Expense	$ 1,000	$ 1,000	$ 1,000	$ -
50	Copy Machine Maint. Expense	$ 1,200	$ 2,500	$ 2,500	$ -
51	MCFLS Printing Expense	$ 500	$ 500	$ 500	$ -
52	MCFLS Printing for Mem Expense	$ 5,000	$ 5,000	$ 5,000	$ -
53	MCFLS WI Pub Lib Consortium Ex	$ 5,605	$ 5,605	$ 5,605	$ -
54	MCFLS Buying Pool	$ 110,000	$ 130,000	$ 135,000	$ 5,000
55	MCFLS Database Expense	$ 20,700	$ 27,450	$ 21,700	$ (5,750)

MCFLS 2020 Budget
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56	Member Database Expense	$	72,336	$	63,882	$	62,174	$	(1,708)
57	MCFLS Catalog Enhancement Expe	$	65,674	$	80,574	$	84,799	$	4,225
58	Member Catalog Enhancement Exp	$	25,627	$	25,627	$	29,648	$	4,021
59	MCFLS Postage Expense	$	600	$	600	$	600	$	-
60	Member Postage Expense	$	25,000	$	25,000	$	25,000	$	-
61	Member Forms/Supplies Expense	$	25,000	$	25,000	$	20,000	$	(5,000)
62	Telephone Expense	$	5,000	$	5,000	$	5,000	$	-
63	Meetings Expense	$	500	$	500	$	500	$	-
64	Insurance Expense	$	11,500	$	11,500	$	11,700	$	200
65	Legal Expense	$	500	$	500	$	500	$	-
66	Audit Expense	$	12,250	$	12,250	$	12,250	$	-
67	Payroll Service Expense	$	4,200	$	5,200	$	5,200	$	-
68	III Software Support Expense	$	246,311	$	246,311	$	225,976	$	(20,335)
69	III Telephone Notification Subscr Exp	$	12,224	$	12,224	$	12,224	$	-
70	Member Telecomm. Expense	$	16,800	$	16,800	$	16,800	$	-
71	MCFLS Telecomm. Maint. Expense	$	10,000	$	10,000	$	5,000	$	(5,000)
72	OCLC Expense	$	130,165	$	130,165	$	135,047	$	4,882
73	MCFLS Computer Room Equipment	$	5,000	$	25,000	$	5,000	$	(20,000)
74	MCFLS Software Expense	$	2,500	$	2,500	$	3,000	$	500
75	MCFLS Equipment Expense	$	12,000	$	15,000	$	6,000	$	(9,000)
76	Member Special Projects Expens	$	80,000	$	80,000	$	80,000	$	-
77	Sorting and Delivery Expense	$	291,700	$	291,700	$	291,700	$	-
78	South Central Delivery Expense	$	21,697	$	21,697	$	22,066	$	369
79	Auto Payment/Maintenance Exp.	$	1,000	$	1,000	$	1,000	$	-
80	MPL Resource Contract Expense	$	185,596	$	185,596	$	178,457	$	(7,139)
81	MPL Rent Lease Contract Exp.	$	129,815	$	129,815	$	129,815	$	-
82	ILS Expense	$	36,450	$	37,000	$	36,450	$	(550)
83	MCFLS Catalog Cont Exp to MPL	$	285,532	$	285,532	$	271,255	$	(14,277)
84	Member Catalog Contract Exp.	$	149,846	$	149,846	$	163,716	$	13,870
85	MCFLS Collection Dev Tool	$	28,000	$	28,000	$	23,800	$	(4,200)
86	Internet Expense	$	20,500	$	20,500	$	20,500	$	-
87	Contingency Expense	$	29,029	$	34,334	$	29,451	$	(4,883)
88	Member Digital Content Exp	$	216,732	$	216,732	$	256,414	$	39,682
89	Marketing	$	10,000	$	10,000	$	10,000	$	-
90	Marketing Consultant/Contract Exp					$	40,500	$	40,500
91	MCFLS Strategic Planning Exp	$	4,800	$	6,166	$	-	$	(6,166)
92	Cooperative Purchasing Sub Exp	$	3,000	$	3,000	$	2,000	$	(1,000)
93	Member PC Management License Exp	$	1,875	$	1,875	$	1,875	$	-
94	LSTA Technology Grant Expense	$	-	$	17,107	$	11,200	$	(5,907)
95	Member MKE Mixer Expense	$	1,400	$	1,400	$	1,400	$	-
96	**Total General Expenditures**	$	2,914,932	$	2,995,006	$	3,007,606	$	12,600
97									
98	**Special Expenditures**								
99	W. Milwaukee Borrowing Expense	$	52,916	$	52,916	$	49,079	$	(3,837)
100	RB - MCFLS Payment Expense	$	1,034,610	$	1,034,610	$	1,085,020	$	50,410
101	Ecommerce Expense	$	200,000	$	200,000	$	200,000	$	-
102	Sierra Server Implementation	$	100,000	$	93,000	$	-	$	(93,000)
103	**Total Special Expenditures**	$	1,387,526	$	1,380,526	$	1,334,099	$	(46,427)
104									
105	**Total Expenditures**	$	4,302,458	$	4,375,532	$	4,341,705	$	(33,827)
106									
107									
108	**Revenue/Expenditures +/-**	**$**	**(0)**	**$**	**-**	**$**	**-**	$	-

October 21, 2019
To: MCFLS Board of Trustees
From: Steve Heser, MCFLS Director
Re: 2020 proposed MCFLS Budget

An explanation of some of the changes in 2020:

- Lines 4, 5—State and county revenue remain flat for 2020.
- Line 12—Member III Software Basic line reduced $21,571 due to elimination of unused staff logins and zero % maintenance starting 2020.
- Line 16—Member cataloging contract amount increasing from 2019.
- Line 54—Additional buying pool funding for hoopla increases $5,000.
- Line 55— Marketscope database likely discontinued.
- Lines 57-58— Additional funding required for CountyCat Mobile app through Communico.
- Lines 71, 73, 75—Lowering MCFLS Telecommunication, Computer Room and Equipment lines to help funding in other areas.
- Line 80—2020 Resource Library costs lowered by $7,139 and will remain at this level through 2024.
- Line 83—MCFLS cataloging contract expense lowered $14,277 for 2020.
- Line 88—Member library digital content expense higher to reflect increased costs for hoopla.
- Line 90—Marketing consultant and contract worker expense.
- Line 100—Reciprocal borrowing. Increase of over $50,000 reflects impact of overpayment in 2018 and raise in state aid in 2019.

Marketing and Advocacy Committee
Guidelines

A. Mission Statement.

Provide public awareness, voice and visibility for the Milwaukee County Federated Library
system, its member libraries, and shared services and resources to broadly communicate the
value and opportunities public libraries provide to our communities.

B. Purpose and Scope.

The Marketing and Advocacy Committee (MAC) shall oversee all marketing and advocacy
activities on behalf of the Milwaukee County Federated Library System (MCFLS). These activities
include, but are not limited to, data collection, planning, asset development, evaluation and
training. In addition, the MAC will assist in providing direction to any consultants or contract
workers hired by MCFLS for the express purpose of fulfilling these activities. The work of the
MAC will be informed by the MCFLS strategic plan, member libraries' needs, and topics and
trends related to public library service more generally.

C. Representation.

The MAC shall be comprised of the following members:

a. One representative from the MCFLS Board to act as a liaison for MCFLS trustees.
b. One representative from the Library Directors Advisory Council (LDAC). This member
    will serve as liaison between the MAC and LDAC committees.
c. One representative from the resource library (Milwaukee Public Library) to provide
    expertise and synergy with MPL marketing and advocacy activities.
d. MCFLS staff will be represented by the MCFLS Director, or their designee.
e. One representative from either the Youth Services or Adult and Reference Services
    committees to provide feedback on MAC activities from the staff perspective.
f. Two representatives with local marketing and sales expertise to provide guidance and
    connections to resources within the Milwaukee area.

D. Relationship of the MAC to the MCFLS Board.

The MAC will report directly to the MCFLS Director and advise the MCFLS Board on marketing
and advocacy activities. An annual report of the previous year's activities will be presented to
the MCFLS Board each year.

E. Meetings.

Meetings will be held initially on an ad hoc, flexible schedule or until a more regular schedule is
agreed upon by members in coordination with the MCFLS Board. A system staff member shall
record minutes.

F. Officers, Duties and Appointments.

Officers

An appointed Chair shall preside over all meetings of the MAC. They will develop and prepare agendas in consultation with the MCFLS Director. The Chair will also make reports and recommendations to the MCFLS Board upon request. The Chair will make one annual report to the MCFLS Board each year.

Appointment of Chair

Each MAC Chair will serve a term of at least one calendar year in that role. The Chair can serve multiple terms if approved by a simple majority of the committee. At the end of each year, the current Chair will solicit volunteers to act as incoming Chair for the next calendar year. The appointment of an incoming chair will be approved by a simple majority. If necessary, the current Chair will serve until a suitable replacement can be found.

G. Resources

Staff resources

The MAC will advise MCFLS staff in selecting a consultant to assist in data collection and marketing/advocacy plan development. The consultant will be hired by MCFLS. The MAC will assist the system in providing direction to this consultant.

Additionally, the system has put aside funding to hire a contract worker to assist in system marketing and advocacy activities. The MAC will assist the system in providing direction to this contract worker.

Budget resources

The system has a current annual budget line devoted to marketing and advocacy activities. The current amount allocated is $10,000 per year. This budget line is separate from the budget line addressing staff resources.

H. Evaluation.

Members will evaluate the viability of the MAC committee after three years, on or shortly after December 31st, 2022. A report will be submitted to the MCFLS Board with a recommendation to either continue activities or sunset the MAC committee on a specific date.

Privacy Policy

Effective date: December 16th, 2019

Milwaukee County Federated Library System ("us", "we", or "our") operates the https://www.mcfls.org and https://countycat.mcfls.org websites (the "Service").

This page informs you of our policies regarding the collection, use, and disclosure of personal data when you use our Service and the choices you have associated with that data. Our Privacy Policy for Milwaukee County Federated Library System is based on the Free Privacy Policy Template Website.

We use your data to provide and improve the Service. By using the Service, you agree to the collection and use of information in accordance with this policy.

Information Collection And Use

We collect and/or transfer several different types of information for various purposes to provide and improve our Service to you for the sole intent of improved access to the library resources available from our members.

Types of Data Collected

Personal Data

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you ("Personal Data"). Personally identifiable information may include, but is not limited to:

- Email address

- First name and last name

- Phone number

- Address, State, Province, ZIP/Postal code, City

- Cookies and Usage Data

Usage Data

We may also collect information how the Service is accessed and used ("Usage Data"). This Usage Data may include information such as your computer's Internet Protocol address (e.g. IP address), browser

type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data.

Tracking & Cookies Data

We use cookies and similar tracking technologies to track the activity on our Service and hold certain information.

Cookies are files with small amount of data which may include an anonymous unique identifier. Cookies are sent to your browser from a website and stored on your device. Tracking technologies also used are beacons, tags, and scripts to collect and track information and to improve and analyze our Service.

You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

Examples of Cookies we use:

- Session Cookies. We use Session Cookies to operate our Service.
- Preference Cookies. We use Preference Cookies to remember your preferences and various settings.
- Security Cookies. We use Security Cookies for security purposes.

Use of Data

The Milwaukee County Federated Library System uses the collected data for various purposes:

- To provide and maintain the Service
- To notify you about changes to our Service
- To allow you to participate in interactive features of our Service when you choose to do so
- To provide customer care and support
- To provide analysis or valuable information so that we can improve the Service
- To monitor the usage of the Service
- To detect, prevent and address technical issues

Transfer Of Data

Your information, including Personal Data, may be transferred to — and maintained on — computers located outside of your state, province, country or other governmental jurisdiction where the data protection laws may differ than those from your jurisdiction.

If you are located outside United States and choose to provide information to us, please note that we transfer the data, including Personal Data, to the United States and process it there.

Your consent to this Privacy Policy followed by your submission of such information represents your agreement to that transfer.

The Milwaukee County Federated Library System will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this Privacy Policy and no transfer of your Personal Data will take place to an organization or a country unless there are adequate controls in place including the security of your data and other personal information.

Disclosure Of Data

Legal Requirements

The Milwaukee County Federated Library System may disclose your Personal Data in the good faith belief that such action is necessary to:

- To comply with a legal obligation

- To protect and defend the rights or property of the Milwaukee County Federated Library System

- To prevent or investigate possible wrongdoing in connection with the Service

- To protect the personal safety of users of the Service or the public

- To protect against legal liability

Security Of Data

The security of your data is important to us, but remember that no method of transmission over the Internet, or method of electronic storage is 100% secure. While we strive to use commercially acceptable means to protect your Personal Data, we cannot guarantee its absolute security.

Service Providers

We may employ third party companies and individuals to facilitate our Service ("Service Providers"), to provide the Service on our behalf, to perform Service-related services or to assist us in analyzing how our Service is used.

These third parties have access to your Personal Data only to perform these tasks on our behalf and are obligated not to disclose or use it for any other purpose.

Analytics

We may use third-party Service Providers to monitor and analyze the use of our Service.

- Google Analytics

Google Analytics is a web analytics service offered by Google that tracks and reports website traffic. Google uses the data collected to track and monitor the use of our Service. This data is shared with other Google services. Google may use the collected data to contextualize and personalize the ads of its own advertising network.

You can opt-out of having made your activity on the Service available to Google Analytics by installing the Google Analytics opt-out browser add-on. The add-on prevents the Google Analytics JavaScript (ga.js, analytics.js, and dc.js) from sharing information with Google Analytics about visits activity.

For more information on the privacy practices of Google, please visit the Google Privacy & Terms web page: https://policies.google.com/privacy?hl=en

Links To Other Sites

Our Service may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the Privacy Policy of every site you visit.

We have no control over and assume no responsibility for the content, privacy policies or practices of any third party sites or services.

Children's Privacy

We do not knowingly collect personally identifiable information from anyone under the age of 18 ("Children") without express permission of their custodial parent(s) or guardians.

If you are a parent or guardian and you are aware that your Children have provided us with Personal Data, please contact us. If we become aware that we have collected Personal Data from children without verification of parental consent, we take steps to remove that information from our servers.

Changes To This Privacy Policy

We may update our Privacy Policy from time to time. We will notify you of any changes by posting the new Privacy Policy on this page.

We will let you know via email and/or a prominent notice on our Service, prior to the change becoming effective and update the "effective date" at the top of this Privacy Policy.

You are advised to review this Privacy Policy periodically for any changes. Changes to this Privacy Policy are effective when they are posted on this page.

Contact Us

If you have any questions about this Privacy Policy, please contact us:

- By email: helpdesk@mcfls.org
- By visiting our website: https://www.mcfls.org
- By phone number: 414-286-3210
- By mail: 709 N 8th Street, Milwaukee, WI 53233

The NAME Public Library Privacy Policy

Privacy Statement

Protecting library user privacy and keeping confidential information that identifies individuals or associates individuals with their use of library books, materials, equipment, programs, services, facilities, and/or staff assistance is an important principle of the Library. This policy affirms the Library's commitment to privacy, explains the information that the Library collects, and alerts visitors to Library facilities and users of remotely accessed Library services of the privacy choices available to them.

Definition of Terms

- Privacy is the right to seek information through Library resources without having the subject of interest known or examined by others.
- Confidentiality exists when the Library possesses personally identifiable information and keeps that information private on the patron's behalf.
- Personally identifiable information is information such as name, library card number, e-mail or mailing address, telephone number, or any financial information relating to a patron and his or her accounts.

Legal Protections and Exceptions

Wisconsin law has strong protections in place to assist the library in keeping records confidential. In certain circumstances, Library records may be subject to disclosure to law enforcement officials under provisions of state law or federal law under the provisions of the USA Patriot Act (Public Law 107-56). In accordance with the USA Patriot Act, public libraries must allow an immediate search and possible seizure of equipment or information if presented with a FBI National Security Letter or Foreign Intelligence Surveillance Act Warrant. Staff members are provided training in handling requests from law enforcement. The staff procedure can be found here (provide link).

The relevant Wisconsin laws concerning the confidentiality of library records are Wisconsin Statutes Section 43.30 and the Wisconsin Personal Information Practices Act (Sections 19.62 to 19.80). Library records include any record of use of library materials, resources, or services.

Wis. State Statute 43.30 requires that library records may only be disclosed under the following circumstances:

1. With the consent of the individual library user.
2. To a custodial parent or legal guardian of a juvenile under 16 years of age.

3. By court order.
4. Upon the request of a law enforcement officer who is investigating criminal conduct alleged to have occurred at the library. In this instance, the library shall disclose all records pertinent to the alleged criminal conduct that were produced by a surveillance device under the control of the library.
5. To persons acting within the scope of their duties in the administration of the library or library system.
6. To other libraries for interlibrary loan purposes in accordance with the standards set forth in Wisconsin Statute Sections 43.30(2) and (3).
7. To a qualifying third party[1] to assist with delinquent accounts. Under the provisions of the law, the library may only disclose the individual's name, contact information and the quantity, types and value of unreturned materials, not the titles of the items.

Library Records

The Library avoids creating unnecessary records and retaining records longer than needed for library business purposes.

1. To receive a library card, library users are required to provide identifying information such as name, birth date, picture ID, and physical as well as mailing address (if different). The identifying information is retained, as long as the library user continues to use the library card.

2. A library user's circulation record includes current identifying information, items currently checked out[2] or on hold, as well as overdue materials and fines.

3. The Library System software retains a rolling list of the last five patrons to check in material on each item record. This data is automatically removed once the patron's data goes beyond the five maximum entries.

4. The Library may also gather information necessary to provide a requested service to a library user including but not limited to the following examples:
  ❖ Records of electronic access information such as the library card or guest pass number used to log onto library public computers or search a library database
  ❖ Records for interlibrary loan requests or reference services
  ❖ Records needed to sign up for or participate in library classes and programs
  ❖ Records for use of meeting rooms
  ❖ Records for receiving emails and/or text messages about library services and programs

Once there is no longer a need for the information, personally identifying records are destroyed. Emails sent to Library staff may be subject to open records requirements.

5. The Library treats records as confidential in accordance with Wisconsin State Statute (43.30). The Library will not collect or retain private and personally identifiable information without the person's consent. If consent to provide personally identifiable information is given, the Library will keep it confidential and will not sell, license or disclose it to any third party, except for purposes described by the law.

Access to Accounts and Patron Responsibility

Protecting a Patron Account
It is the patron's responsibility to notify the Library immediately if a library card is lost or stolen or if he or she believes someone is using the card or card number without permission. The Library recommends these precautions:

- Log off systems after use
- Don't share the library card, user IDs, or passwords
- Select passwords which are easy to remember, but difficult for others to guess by including a mixture of numbers, symbols, and/or upper and lowercase letters

Keeping Account Information Up-To-Date
A patron may access his/her personally identifiable information held by the Library and is responsible for keeping the information accurate and up-to-date. The purpose of accessing and updating personally identifiable information is to ensure that library operations can function properly. A patron may view or update his/her personal information in person. He or she may be asked to provide some sort of verification or identification card to ensure verification of identity.

Parents and Children
For the protection of patrons, parents seeking records of their minor child, under age 16, may be asked to provide proof of their child's age as well as evidence they are the custodial parent. According to Wisconsin State Statute 3.30(1b)(1a) "Custodial parent" includes any parent other than a parent who has been denied periods of physical placement with a child under s.767.41(4).

Items on hold
Items placed on hold for library patrons are shelved for pick-up in the public areas of the Library. Patrons of any age may choose to have other people pick up their holds by filling out a permissions form available at the Library. Holds will be checked out on the library card presented at the time of check-out.

Public Computer Use and the Library's Automation Systems
The Library routinely and regularly purges information that may be linked to library users, such as information from web servers, mail servers, computer time management software, interlibrary loan requests, and other library information gathered or stored in electronic format.

The Library System maintains the online catalog and a number of databases. The Library System automatically collects and maintains statistical information about library users' visits to the library catalog and databases. This information includes the IP address of the visitor, the computer and web browser type, the pages used, the time and date, and any errors that occurred. This information is used for internal reporting purposes and individual users are not identified. Network traffic is monitored to identify unauthorized attempts to upload or otherwise damage the web service. If a library user chooses to pay fines and fees via credit card, the credit card number is not stored in the user's library account; it is simply passed through to the payment processor.

Websites

The Library's website contains links to other sites including third party vendor sites. The Library is not responsible for the privacy practices of other sites which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

The Library website does not collect personally identifying information from visitors to the website unless the patron requests a service via the Library website. The Library may collect non-personal information from visitors to the website for statistical analysis, site assessment, server performance, authentication, troubleshooting and other management purposes. Examples of non-personal information collected include Internet Protocol (IP) address of the computer, the type and version of browser and operating system the computer uses, geographical location of the network used to link to the Library's site, and time and date of the access. There is no link to personally identifiable information in computer communications, unless a patron has provided that information in the content of a transaction, for example, filling out an online form to request a service.

The Library uses temporary "cookies" to maintain authentication when a patron is logged in to the online catalog. A "cookie" is a small text file that is sent to a user's browser from a website. The cookie itself does not contain any personally identifiable information. Other electronic services offered by the Library through third party vendors may use "cookies" to help control browser sessions. Websites may use the record of "cookies" to see how the website is being accessed and when, but not by whom. To learn more about cookies and protecting privacy online visit OnGuard Online.

Library database users are asked for their library card number to ensure that only authorized users have access. Database vendors have controlled access to user information for the sole purpose of authentication to their resources.

The Library and the Library System work with a variety of partners to provide e-content (e.g. e-books, e-audios, e-music, e-videos, e-magazines) to users. Prior to checking out any of the Library's e-content users should read the privacy policy of the company that is providing the service. For example, users who check out e-books from the Wisconsin Digital Library for use on their Kindle (or via a Kindle app) will receive those e-books via Amazon. Amazon's privacy policy describes the kind of information that is collected and stored in connection with such transactions. However, all other e-book formats within the OverDrive collection do not collect this information.

Wireless Access

The Library offers free wireless access (Wi-Fi) for library patrons to use with their own personal notebooks, laptops and other mobile devices. These access points are unsecured. A patron's use of this service is governed by the Library's internet policy.

Due to the proliferation of Wi-Fi networks, library users may also be able to access other Wi-Fi networks within the building that are not provided by the Library. Use of these non-Library wireless networks within the Library's facilities is also governed by the Library's internet policy.

As with most public wireless "hotspots," the Library's wireless connection is not secure. Any information being transmitted could potentially be intercepted by another wireless user. Cautious and informed wireless users should choose not to transmit personal information (credit card numbers, passwords and any other sensitive information) while using any wireless "hotspot." Use of the Library's wireless network is entirely at the risk of the user. The Library disclaims all liability for loss of confidential information or damages resulting from that loss.

Other services

Some patrons may choose to take advantage of RSS feeds from the Library's website, hold and overdue notices via e-mail or text message, and similar services that send personally identifiable information related to library use via public communication networks. Patrons should also be aware that the Library has limited ability to protect the privacy of this information once it is outside the Library's control.

Radio Frequency Identification (RFID)

The Library uses RFID technology to secure and circulate its collection.
1. The only information stored on the RFID tag is the item barcode and a security bit that indicates if the item is in or out of the library.
2. RFID technology is not used in library cards.

Library Photos

The Library takes photos at library programs and they may be posted to the website

or used in promotions. Patrons are advised to step to the side or notify library staff members if they do not wish to be in photographs.

Video Surveillance

In order to maintain a safe and secure library, selected public areas of the Library premises are under continuous video surveillance and recording.

Images from the library surveillance system are stored digitally on hardware in the library. It is the intent of the Library to retain all recorded images for a minimum of thirty days, or until image capacity of the system is reached. Then, the oldest stored images will be automatically deleted by system software to make room for new images. Typically, images will not be routinely monitored in real-time, nor reviewed by library staff, except when specifically authorized by the Library Director.

While it is recognized that video surveillance will not prevent all incidents, its potential deterrent effect, and resource as a means of identifying and prosecuting offenders is considered worthwhile.

Video surveillance data are considered to be protected public library records. State Statutes carefully define law enforcement officials' authority to view surveillance data, and the Library will cooperate with law enforcement officials as permitted by Wisconsin Statutes Chapter 43.30(5) in two specific circumstances:

1. Upon the request of a law enforcement officer who is investigating criminal conduct alleged to have occurred at a library supported in whole or in part by public funds, the library shall disclose to the law enforcement officer all records pertinent to the alleged criminal conduct that were produced by a surveillance device under the control of the library.

2. If a library requests the assistance of a law enforcement officer, and the director of the library determines that records produced by a surveillance device under the control of the library may assist the law enforcement officer to render the requested assistance, the library may disclose the records to the law enforcement.

Illegal activity prohibited and not protected

Patrons may conduct only legal activity while using library resources and services. Nothing in this policy prevents the Library from exercising its right to enforce its Rules of Behavior, protect its facilities, network and equipment from harm, or prevent the use of library facilities and equipment for illegal purposes. The Library can electronically log activity to monitor its public computers and external access to its network and reserves the right to review such logs when a violation of law or library

policy is suspected. Staff is authorized to take immediate action to protect the security of library patrons, staff, facilities, computers and the network. This includes contacting law enforcement authorities and providing information that may identify the individual(s) suspected of a violation.

Enforcement and redress

Patrons with questions, concerns, or complaints about the handling of his/her personally identifiable information or this policy may file written comments with the Director. A response will be sent in a timely manner and the Library may conduct an investigation or review of practices and procedures. The Library conducts such reviews as necessary to ensure compliance with the principles outlined in this policy.

The Director is custodian of library records and is authorized to receive or comply with public records requests or inquiries from law enforcement officers. The Director may delegate this authority to designated members of the library's management team. The Director confers with the Municipal Attorney before determining the proper response to any request for records. The Library will not make library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document is issued by a court of competent jurisdiction, showing good cause and in proper form. All library staff are trained to refer any law enforcement inquiries to the Director.

Policy Changes

This Privacy Policy may be revised to reflect changes in the Library's policies and practices or to reflect new services and content provided by the Library. Patrons are encouraged to check this document periodically to stay informed of the Library's current privacy guidelines.

Adopted By the Board of Trustees

DATE

[1]Qualifying third parties are:
- a collection agency
- a law enforcement agency, but only if the dollar value of the individual's delinquent account is at least $50.

[2]Patron records show current checkouts. When an item is returned, it is removed from the patron's checkout list. However, patrons who sign up for the reading history service will have their checkout history saved instead of purged. The user has the option to turn off the service and delete his/her reading history at any time.

Procedures for Complying with Law Enforcement Request for Information

The Library staff will comply with law enforcement when supplied with a legal subpoena or search warrant.

Staff Procedures:

- If anyone approaches staff alleging to be a law enforcement official requesting information, staff will *immediately* contact the Director. In the Director's absence, the highest ranking person on duty is responsible for working with the requestor.
- The Director or her/his representative will ask to see official identification and will photocopy the ID.
- If the law enforcement officer does not have a court order compelling the production of records, the director or her/his representative shall explain the state statute regarding confidentiality of library records under ss. 43.30. Staff will not disclose any information to law enforcement personnel without a court order.
- If the law enforcement official presents a subpoena, the Library Director or her/his representative will contact the Library System Director, or his/her designee, immediately. The Library System is the sole point of contact for any court-ordered or subpoenaed compilation and/or surrender of user information or borrowing data. It is desirable for legal counsel to also be present and/or be made aware when the subpoena is executed. In the event that the city attorney is not available, the assistant city attorney will be contacted.
- If the law enforcement official presents a search warrant, it is executable immediately. The Library Director or her/his representative will notify the Library System Director, or his/her designee, as well as the city attorney immediately. The city attorney and will attempt to have legal counsel present during the search to be sure that the search conforms to the terms of the warrant. If time does not allow for this, the search must be allowed to proceed. The Library Director or her/his representative will cooperate with the search to ensure that only the records identified in the warrant are produced and that no other users' records are viewed or scanned. Library staff should not interfere with the search and/or seizure of library property.
- The Library Director or her/his representative will inventory any items removed from the library as a result of the search warrant. The Library Director will send the court order (or a copy) along with a copy of the surrendered data to the Library System Director in a secured file.
- The Library will keep a record of all legal requests.

- The Library will keep a record of all costs incurred by any search and/or seizures, including time spent by library staff assisting in the search or the inventorying of items.
- If the court order is a search warrant issued under the Foreign Intelligence Surveillance Act (FISA) (USA Patriot Act amendment), the warrant also contains a "gag order" which means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced pursuant to the warrant. The Library and its staff must comply with this order. No information can be disclosed to any other party except legal counsel, including the patron whose records are the subject of the search warrant. Failure to comply exposes individuals to criminal and civil penalties under the USA Patriot Act. The gag order does not change the Library's right to legal representation during the search. An attorney should be called immediately, although the FBI does not have to wait until the Library receives legal counsel before acting on the court order. If the Library's legal counsel cannot be reached, the Library Director or her/his designee, will call the ALA Office for Intellectual Freedom (OIF) at 800-545-2433 x4223 and state only "I need to speak with an attorney." The OIF will put the caller in touch with an attorney familiar with FISA. The staff member should not inform OIF staff of the existence of the warrant.

Emergency Disclosures of Communication

If the Library staff observes what could reasonably be construed as a threat of imminent danger to life, the staff member is to immediately alert local law enforcement through the 9-1-1 emergency response system and then immediately inform the highest ranking person on duty. The highest ranking person on duty should then immediately contact the Library Director.

Adopted by the Library Board of Trustees
Date

2019 Replacement, Manual and Lost Materials Fines
As of 10/29/2019

COLLECTED BY

	BROWN DEER	CUDAHY	FRANKLIN	GREENDALE	GREENFIELD	HALES CORNERS	MILWAUKEE	NORTH SHORE	OAK CREEK	SHOREWOOD	SOUTH MILWAUKEE	ST. FRANCIS	WAUWATOSA	WEST ALLIS	WHITEFISH BAY	Grand Total
BROWN DEER	$ 37.00	$ 5.00	$ 2.00	$ 1.00		$ 186.25		$ 80.50	$ 55.00	$ 22.00		$ 58.50	$ 50.00	$ 49.00		$ 509.25
CUDAHY	$ 24.00	$ 25.00		$ 65.00	$ 47.00	$ 0.50	$ 97.00	$ 23.00	$ 29.00		$ 90.50	$ 0.75	$ 25.00	$ 13.00		$ 478.50
FRANKLIN	$ 5.00	$ 17.40	$ 25.00	$ 148.00	$ 12.00		$ 272.00	$ 21.00	$ 89.00	$ 15.00		$ 50.00	$ 30.00	$ 45.00		$ 812.00
GRENDALE	$ 5.00	$ 5.40	$ 17.40	$ 52.30	$ 81.00		$ 62.50	$ 18.00	$ 0.50				$ 97.00	$ 47.00		$ 371.74
GREENFIELD	$ 30.00	$ 15.00	$ 52.30	$ 88.90	$ 57.06	$ 68.36	$ 283.28	$ 13.12	$ 79.15		$ 1.00	$ 14.51	$ 625.82	$ 33.25		$ 1,313.67
HALES CORNERS							$ 27.95	$ 23.99					$ 120.83	$ 30.00		$ 458.32
MILWAUKEE	$ 358.14	$ 468.42	$ 562.83	$ 176.43	$ 105.98	$ 181.76		$ 202.61	$ 131.15	$ 321.50	$ 51.53	$ 1,361.55	$ 1,800.55	$ 242.54		$ 6,614.95
NORTH SHORE	$ 18.64	$ 6.49	$ 7.00	$ 4.00	$ 13.92	$ 0.50	$ 544.40		$ 2.50	$ 84.95		$ 39.98	$ 46.99	$ 83.96		$ 418.57
OAK CREEK		$ 36.00	$ 61.00	$ 46.00	$ 7.00		$ 249.04	$ 42.99			$ 56.00	$ 19.88		$ 0.50		$ 484.92
SHOREWOOD	$ 1.08	$ 31.00	$ 31.00	$ 28.95		$ 19.95	$ 340.40		$ 19.95			$ 46.99	$ 36.93	$ 50.70		$ 635.86
SOUTH MILWAUKEE		$ 90.00	$ 12.00	$ 21.00			$ 270.30	$ 20.00	$ 5.00	$ 15.00	$ 31.00	$ 31.00	$ 25.00	$ 61.00		$ 575.30
ST. FRANCIS	$ 13.49	$ 13.99		$ 12.99		$ 3.50	$ 195.80	$ 61.35	$ 84.85	$ 18.96	$ 5.00	$ 71.00	$ 0.50	$ 0.50		$ 313.19
WAUWATOSA		$ 66.94	$ 9.99	$ 81.91	$ 31.47	$ 21.00	$ 610.38	$ 66.96	$ 32.98	$ 77.94	$ 3.99	$ 52.94	$ 6.99	$ 200.16		$ 1,316.32
WEST ALLIS	$ 3.00	$ 22.97	$ 1.00	$ 1.00	$ 3.00	$ 32.97	$ 600.11		$ 32.98	$ 102.86	$ 82.45	$ 1.50	$ 158.42	$ 7.99		$ 1,105.55
WHITEFISH BAY		$ 8.00	$ 15.00		$ 15.00		$ 180.78	$ 161.88	$ 3.00		$ 66.96	$ 31.00	$ 63.94	$ 65.91		$ 636.37
Grand Total	$ 490.35	$ 751.15	$ 372.48	$ 688.83	$ 884.21	$ 424.52	$ 3,578.40	$ 1,077.19	$ 597.32	$ 740.66	$ 204.02	$ 588.10	$ 1,839.45	$ 3,139.26	$ 668.57	$ 16,044.51
	OWED	OWES	OWES	OWES	OWED	OWED	OWED	OWES	OWES	OWED	OWED	OWES	OWES	OWES	OWES	
AMT TOOK IN	$ 490.35	$ 751.15	$ 372.48	$ 688.83	$ 884.21	$ 424.52	$ 3,578.40	$ 1,077.19	$ 597.32	$ 740.66	$ 204.02	$ 588.10	$ 1,839.45	$ 3,139.26	$ 668.57	$ 16,044.51
AMT OWED	$ 509.25	$ 478.50	$ 812.00	$ 371.74	$ 1,313.67	$ 458.32	$ 6,614.95	$ 418.57	$ 484.92	$ 635.86	$ 575.30	$ 313.19	$ 1,316.32	$ 1,105.55	$ 636.37	$ 1,105.55
2018 AMT DUE	$ 18.90	$ (272.65)	$ 439.52	$ (317.09)	$ 429.46	$ 33.80	$ 3,036.55	$ (658.62)	$ (112.40)	$ (104.80)	$ 371.28	$ (274.91)	$ (523.13)	$ (2,033.71)	$ (32.20)	$ 636.37
	OWED	OWES	OWED	OWES	OWED	OWED	OWED	OWES	OWES	OWED	OWED	OWES	OWES	OWES	OWES	
NET	$ (0.00)															$ (0.00)

2019 ALL Fines Since 07/01/19

COLLECTED FOR (rows) × COLLECTED BY (columns)

| 2019 ALL Fines Since 07/01/19	BROWN DEER	CUDAHY	FRANKLIN	GREENDALE	GREENFIELD	HALES CORNERS	MILWAUKEE	NORTH SHORE	OAK CREEK	SHOREWOOD	SOUTH MILWAUKEE	ST. FRANCIS	WAUWATOSA	WEST ALLIS	WHITEFISH BAY	Grand Total
BROWN DEER		$ 35.95	$ 23.65	$ 18.15	$ 27.90	$ 9.60	$ 591.79	$ 142.80	$ 40.80	$ 73.00	$ 10.85	$ 10.25	$ 86.20	$ 109.05	$ 67.30	$ 1,247.29
CUDAHY	$ 32.30		$ 30.10	$ 48.30	$ 52.20	$ 5.40	$ 573.25	$ 45.10	$ 26.40	$ 102.80	$ 121.20	$ 63.95	$ 72.44	$ 13.10	$ 109.65	$ 1,296.19
FRANKLIN	$ 41.00	$ 78.70		$ 326.50	$ 245.90	$ 48.00	$ 714.05	$ 313.10	$ 252.30	$ 48.00	$ 35.10	$ 29.40	$ 200.35	$ 190.65	$ 167.80	$ 2,690.85
GREENDALE	$ 8.40	$ 42.25	$ 129.40		$ 191.96	$ 42.13	$ 228.70	$ 48.00	$ 38.85	$ 22.00	$ 26.40	$ 9.90	$ 58.15	$ 48.80	$ 101.35	$ 995.29
GREENFIELD	$ 46.75	$ 82.75	$ 157.35	$ 287.15		$ 173.30	$ 748.20	$ 61.32	$ 51.75	$ 28.65	$ 45.80	$ 15.45	$ 117.83	$ 401.06	$ 84.51	$ 2,431.42
HALES CORNERS	$ 9.90	$ 12.20	$ 50.45	$ 69.68	$ 141.89		$ 122.40	$ 30.79	$ 12.70	$ 15.60	$ 2.70	$ 3.90	$ 61.59	$ 7.00	$ 78.90	$ 619.70
MILWAUKEE	$ 699.53	$ 601.82	$ 267.25	$ 454.97	$ 830.84	$ 257.01		$ 1,132.80	$ 431.94	$ 890.50	$ 239.25	$ 413.28	$ 2,188.31	$ 1,981.11	$ 589.18	$ 10,977.79
NORTH SHORE	$ 226.69	$ 29.40	$ 33.49	$ 44.80	$ 51.52	$ 23.10	$ 744.78		$ 51.40	$ 317.30	$ 30.80	$ 7.20	$ 161.35	$ 97.63	$ 335.27	$ 2,154.73
OAK CREEK	$ 23.30	$ 92.70	$ 123.00	$ 102.30	$ 67.00	$ 8.40	$ 331.35	$ 29.50		$ 29.40	$ 122.10	$ 4.80	$ 43.70	$ 34.30	$ 30.10	$ 1,041.95
SHOREWOOD	$ 42.05	$ 57.30	$ 20.90	$ 22.00	$ 28.65	$ 15.50	$ 1,216.97	$ 121.50	$ 15.90		$ 6.30	$ 17.80	$ 148.28	$ 266.56	$ 101.60	$ 2,121.21
SOUTH MILWAUKEE	$ 10.20	$ 146.10	$ 29.50	$ 32.40	$ 33.50	$ 7.20	$ 288.60	$ 9.50	$ 55.80	$ 71.66		$ 40.50	$ 49.90	$ 20.15	$ 22.80	$ 788.81
ST. FRANCIS	$ 6.40	$ 156.10	$ 25.70	$ 28.70	$ 20.00	$ 3.90	$ 449.67	$ 24.55	$ 16.70	$ 34.90	$ 76.08		$ 47.05	$ 45.39	$ 17.40	$ 964.54
WAUWATOSA	$ 111.59	$ 40.35	$ 70.59	$ 115.56	$ 220.90	$ 76.20	$ 2,049.20	$ 215.75	$ 162.35	$ 120.40	$ 34.60	$ 54.70		$ 586.05	$ 135.75	$ 3,997.43
WEST ALLIS	$ 43.60	$ 115.35	$ 141.35	$ 71.80	$ 33.35	$ 62.80	$ 1,170.19	$ 220.90	$ 143.08	$ 62.80	$ 26.50	$ 26.50	$ 429.18		$ 35.00	$ 2,622.30
WHITEFISH BAY	$ 55.50	$ 34.10	$ 19.55	$ 26.70	$ 120.40	$ 10.75	$ 471.80	$ 403.18	$ 24.60	$ 396.91	$ 11.05	$ 39.25	$ 197.60	$ 90.96		$ 1,815.30
Grand Total	$ 1,357.21	$ 1,525.07	$ 1,122.28	$ 1,649.01	$ 2,066.01	$ 959.59	$ 9,700.95	$ 2,108.34	$ 1,729.41	$ 2,512.80	$ 719.40	$ 799.83	$ 3,853.44	$ 3,918.59	$ 1,742.87	$ 35,764.80
AMT TOOK IN	$ 1,357.21	$ 1,525.07	$ 1,122.28	$ 1,649.01	$ 2,066.01	$ 959.59	$ 9,700.95	$ 2,108.34	$ 1,729.41	$ 2,512.80	$ 719.40	$ 799.83	$ 3,853.44	$ 3,918.59	$ 1,742.87	$ 35,764.80
AMT OWED	$ 1,247.29	$ 1,296.19	$ 2,690.85	$ 995.29	$ 2,431.42	$ 619.70	$ 10,977.79	$ 2,154.73	$ 1,041.95	$ 2,121.21	$ 788.81	$ 964.54	$ 3,997.43	$ 2,622.30	$ 1,815.30	$ 35,764.80
2019 AMT DUE	$ (109.92) OWES	$ (228.88) OWES	$ 1,568.57 OWED	$ (653.72) OWES	$ 365.41 OWED	$ (339.89) OWES	$ 1,276.84 OWED	$ 46.39 OWED	$ (687.46) OWES	$ (391.59) OWES	$ 69.41 OWED	$ 164.71 OWED	$ 143.99 OWED	$ (1,296.29) OWES	$ 72.43 OWED	$ (0.00) NET

THINGS TO KNOW ABOUT THE TRANSITION TO A NEW COUNTYCAT MOBILE APP

The public libraries of Milwaukee County are getting a new mobile catalog app.

Here are things to know:

- MCFLS is getting a new, improved app and moving away from the current one (Boopsie).

- The existing app subscription ends October 24, 2019 but the new app will not go live at that time. The new app will go live in November 2019 with a go live date coming the first week of November.

- There is a message at the top of our current app stating a **new app** is coming.

- The new app will have the **same name CountyCat Mobile** but patrons should search in app stores using "CountyCat Mobile app."

- The public is receiving promotional information several ways **via text, email, social media, through the CountyCat site**, and **digital signage in-house**.
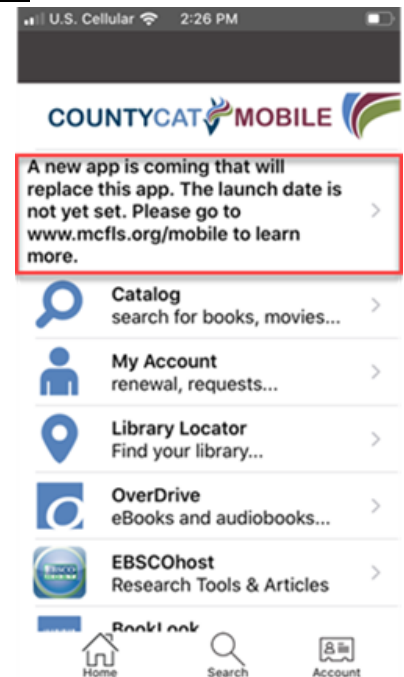
FOR PATRONS
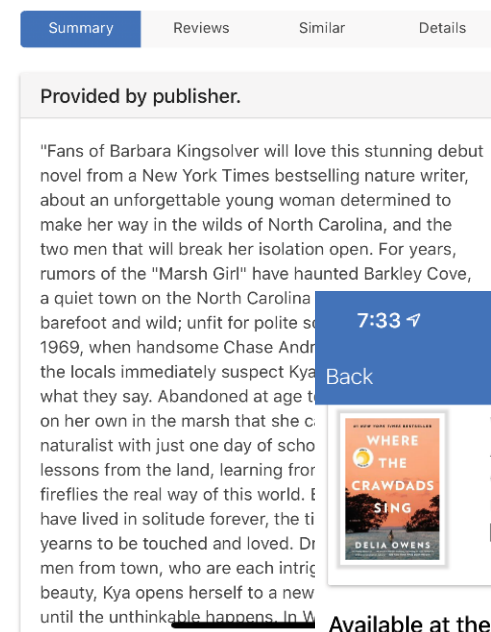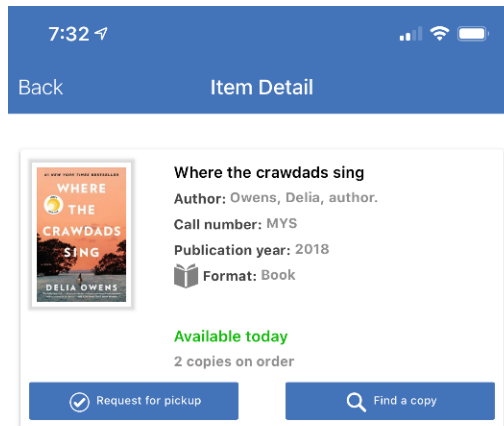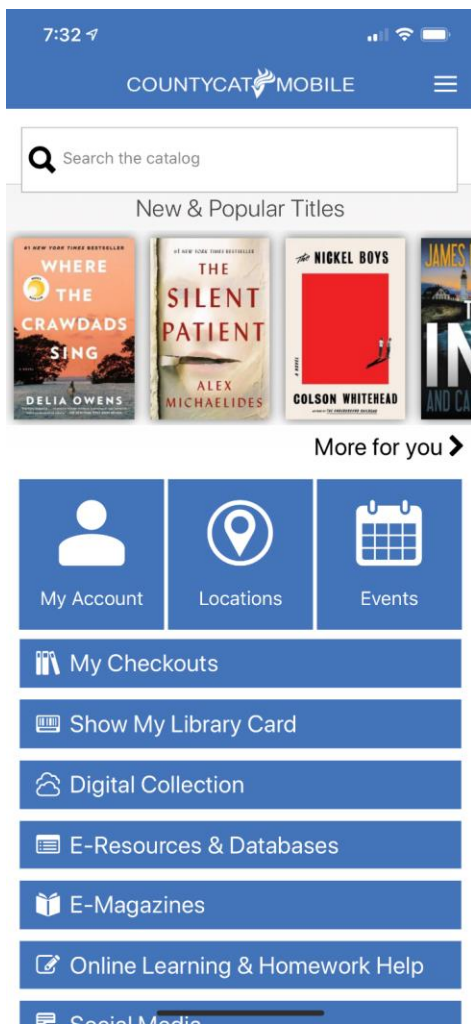**Tell them to keep checking:** www.mcfls.org/mobile

- **On October 24, 2019, the current CountyCat Mobile app will no longer be available. Demco is disabling the functionality and removing it from the app store. Patrons will be able to open the app but it will not function. Please refer them to CountyCat for their materials management and ask them to uninstall the app from their device. Refer them to the above web page for links to download the new app in November.**

- Patrons will need to install a new app in the manner as the old one: **with a library card number and PIN**. Please suggest to patrons that they write down or **take a picture** of their barcode number for use with the NEW app.

- Patrons can go to the iTunes, Google Play and iTunes for Microsoft app stores and **search for CountyCat Mobile** to find and install the new app.
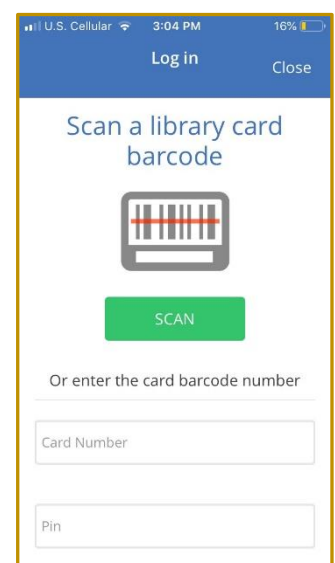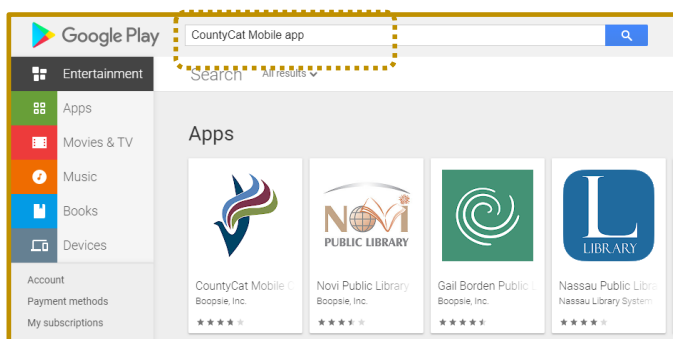
- No information will transfer over from one app to the other but **after they log into the new app, it will identify their existing CountyCat account**.

- After patrons login into the app with their library barcode and PIN, patrons will have an eCard to present at libraries for checkout purposes.

FOR YOU

- Refer to https://mcfls.libguides.com/admin/mobile for training info and to access marketing materials in different formats.

- A staff training is available at the MPL Mitchell Street Branch from 10:30-Noon, Nov 8th.

COUNTYCAT MOBILE

Search the catalog

New & Popular Titles

More for you >

My Account

Locations

Events

My Checkouts

Show My Library Card

Digital Collection

E-Resources & Databases

E-Magazines

Online Learning & Homework Help

Social Media

Back   **Item Detail**

Where the crawdads sing
Author: Owens, Delia, author.
Call number: MYS
Publication year: 2018
Format: Book

Available today
2 copies on order

Request for pickup   Find a copy

| Summary | Reviews | Similar | Details |

Provided by publisher.

"Fans of Barbara Kingsolver will love this stunning debut novel from a New York Times bestselling nature writer, about an unforgettable young woman determined to make her way in the wilds of North Carolina, and the two men that will break her isolation open. For years, rumors of the "Marsh Girl" have haunted Barkley Cove, a quiet town on the North Carolina barefoot and wild; unfit for polite s 1969, when handsome Chase Andr the locals immediately suspect Kya what they say. Abandoned at age t on her own in the marsh that she c naturalist with just one day of scho lessons from the land, learning fro fireflies the real way of this world. E have lived in solitude forever, the ti yearns to be touched and loved. Dr men from town, who are each intrig beauty, Kya opens herself to a new until the unthinkable happens. In W

Back

Where the crawdads sing
Author: Owens, Delia, author.
Call number: MYS
Publication year: 2018
Format: Book

Available at these branches

Atkinson Branch Adult Fiction (2 copies)

Call number: MYS OWENS
DUE 10-30-19 +1 HOLD

Call number: MYS OWENS
ON HOLDSHELF

Bay View Branch Adult Fiction (4 copies)

Call number: MYS OWENS
ON HOLDSHELF

Call number: MYS OWENS
DUE 11-11-19

Call number: MYS OWENS
DUE 11-11-19

Call number: MYS OWENS
DUE 10-28-19

Brown Deer Adult Fiction (3 copies)

Call number: F OWENS Delia
DUE 11-12-19 +1 HOLD

Call number: F OWENS Delia

7:34

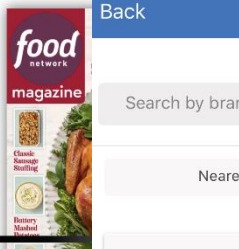**Back**   **Magazines**   ☰

| A-M | N-Z | Architecture | Art photo | Aut |

7:33

Cancel   **Filter search**   **Apply**

| Search by | Filter by |

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○ Audiobook CD

○ Audiobook MP3 CD

○ Blu-ray DVD

○ Book

○ CD ROM

○ DVD

○ DVD ROM

○ DVD/Blu-Ray Combo

○ E-Audiobook

Reset all

7:33

Back   **Locations**   ☰

Search by branch

| Nearest | Alphabetical |

Brown Deer Public Library   ›

We are open today 10:00AM to 7:00PM

5600 West Bradley Road
WI 53223

414-357-0106   775.5 miles

Cudahy Family Library   ›

We are open today 10:00AM to 8:00PM

414-769-2244   768.6 miles

Franklin Public Library   ›

We are open today 10:00AM to 8:30PM

414-425-8214   776.7 miles

Extending the Hold Pick Up Date using Modify Hold for Individual Item Level Holds

Proposal: Effective Dec 2019, MCFLS circulation staff with Sierra permission 45 (Holds Management) are permitted to extend the Hold Pick Up By date for an individual patron in cases where the item is already on the holdshelf for that patron and there is not another bib level hold for the given title by another patron. The staffer is to follow the instructions listed below to extend the hold pick up date for the patron within the Sierra Item Level Hold summary display using the Individually Modify Holds pop up button. Staff are to only extend the hold pick up day/time up to 24 hours into the future from the current day the patron reaches out to the library. Staff should not alter any other element from the Individual Modify Holds box.

Instructions:

1. Go to the appropriate Sierra record (title) either from the Sierra Check Out (Circ Desk) mode > patron record > Holds tab, OR, from the Sierra This may Sierra Search/Holds module > title search > Item Hold tab. See the screen shots below:
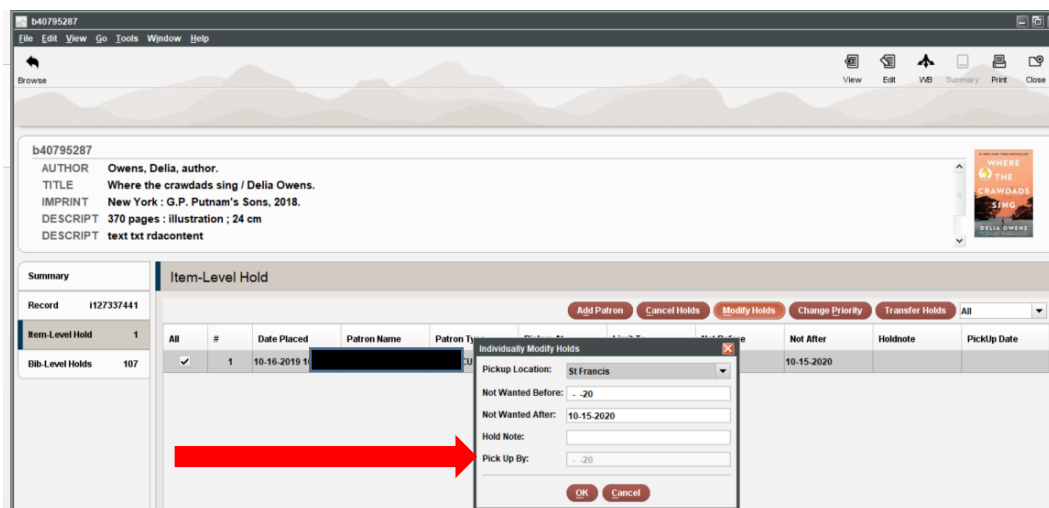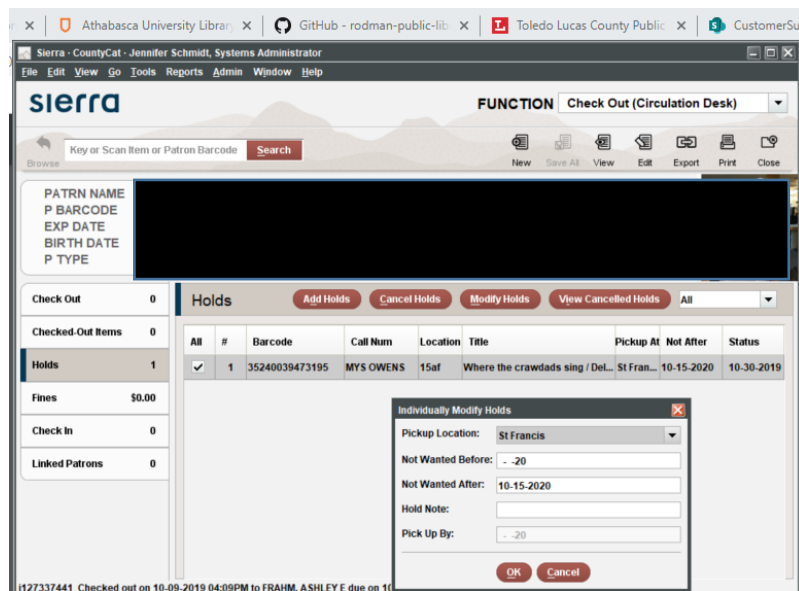
2. Click the Modify Hold button and alter **only** the Pick Up By element. Staff may extend the Hold Pick Up date up to 1 day into the future of the day the patron contacted the library. Set the date by double-clicking to bring up a calendar, by clicking "c" for calendar or manually entering in the calendar day.

Background Information: The Circulation Services Committee is looking for LDAC consensus on whether or not staff may extend the hold pickup date for individual patrons who have an item level hold already on the hold shelf and want to come in the next day to pick it up. Below is information about a Sierra feature that is not turned on but could be. It would then be available system wide to any staff login having permission 45 (holds mgmt). Circulation staff would ideally like explicit information on whether or not it is okay for libraries to do this on a case by case scenario because some libraries are taking steps to accommodate it in a more complicated way now. If it is deemed not ideal to do, that will be accepted by the group, but then MCFLS would write up a policy as none currently exists.

SPECIFICS TO NOTE:

- This is a system-wide feature tied to any login having permission 45 for Holds Management. That permission allows staff to create, modify, cancel holds. It is a fairly common permission given to circulation staff. Currently, MCFLS has 570 staff logins with this permission. Anyone with that permission is able to modify this date.

- This feature is only for ITEM LEVEL HOLDS and not for bib level holds. All items currently held **on the holdshelf are considered item-level holds**.

- Staff can only extend such a date for ONE hold. There is no batch functionality for all items on a holdshelf for example.

- Currently many staff/libraries are trying to accommodate patrons with this to some extent as it is seen as good customer service. Use of this feature assumes no other patrons are waiting for the item in question. This was discussed at the Sept 2019 Circ Services meeting by the group.

- There is only the option to fill in a date which is done by the staff by entering a calendar date or typing 'c' to bring up a calendar and select a date. **There is no way to tack on a set of hours into the future by our Sierra system. It has to be a calendar date.**

- **If there is another bib-level hold on the given title** and the staffer is asked to extend the hold pickup date, the system does **NOT** display any pop-up or alert message indicating that, which might hinder the staff continuing. That is not available. A staffer would need to look at the other tabs at the Summary display and make a decision based on information there. The group is aware of this.

- Some libraries do not extend the hold pickup by date but check out the item to the patron. The extension of time to pickup is then on the loan period.