

### Notice

Milwaukee County  
Federated Library System  
Library Directors Advisory Council

Regular Meeting  
Thursday, June 4<sup>th</sup>, 2020  
9:00 – 11:30 AM

This meeting will be held online using Zoom meeting room software:

Meeting URL: <https://us02web.zoom.us/j/84227183715>

Download Zoom: <https://zoom.us/download>

Instructions: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>

### Agenda

The LDAC reserves the right to take action on any of the items listed below.

1. Call to order
2. Additional agenda items/adoption of agenda
3. Approval of minutes for the May 7<sup>th</sup>, 2020 LDAC meeting

Action [Attachment A](#)

Topics Requiring Action or Discussion

4. Discussion: Sharing Current COVID-19 Response
  - a. Current state updates
    - i. DPI guidelines
  - b. Current updates from your library
    - i. Services to the public
    - ii. Staffing
    - iii. Administration
    - iv. Facilities
    - v. Delivery
  - c. Tabled motion: Limit max patron holds to 15 until July 1<sup>st</sup> and evaluate at that time
  - d. Staff assisted holds
  - e. Requests resume June 8<sup>th</sup>
    - i. Pickup notifications
    - ii. CountyCat messaging
  - f. Future weekly updates: same day/time

Technology.

5. MCFLS 2019/20 technology report

Action [Attachment B](#)

6. 2021 Advantage proposal

[Attachment C](#)Informational reports.

7. MCFLS staff work procedures

[Attachment D](#)Additional BusinessMember Library UpdatesSub-committee agendas and minutesCirculation Services—Agenda and minutes available at <https://mcfls.libguides.com/circulation/meetings>Youth Services—Agenda and minutes available at <https://mcfls.libguides.com/youth/meetings>Young Adult Services—Agenda and minutes available at <https://mcfls.libguides.com/youth/yameetings>Adult and Reference Services—Agenda and minutes available at <https://mcfls.libguides.com/adult/meetings>Next MeetingTentatively scheduled for Thursday, August 6th, at the Shorewood Public Library, 3920 N. Murray Ave.  
Shorewood, WI 53211

Milwaukee County Federated Library System  
Library Directors Advisory Council  
Regular Monthly Meeting held Thursday, May 7, 2020  
Online Zoom Meeting

Present: Rachel Arndt, Co-Chair, Milwaukee Public Library  
Judy Pinger, Co-Chair, Milwaukee Public Library  
Rachel Collins, Shorewood Public Library  
Susan Draeger-Anderson, North Shore Library  
Michael Koszalka, West Allis Public Library  
Amy Krahn, St. Francis Public Library  
Jill Lininger, Oak Creek Public Library  
Jennifer Loeffel, Franklin Public Library  
Peter Loeffel, Wauwatosa Public Library  
Kathy Manning, South Milwaukee Public Library  
Sheila O'Brien, Greenfield Public Library  
Pat Laughlin, Hales Corners Library  
Rebecca Roepke, Cudahy Family Library  
Brian Van Klooster, Greendale Public Library

Excused: Dana Andersen-Kopczyk, Brown Deer Public Library  
Nyama Reed, Whitefish Bay Public Library

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

Others: Jenny Davies, Oak Creek Public Library  
Sarah Gold, WILS  
Lisa Reinke, Greendale Public Library

Call to Order. Chair Arndt called the regularly scheduled monthly meeting of the Milwaukee County Federated Library System Board of Trustees Library Directors Advisory Council to order at 9:01 a.m.

Additional agenda items/adoption of agenda. Chair Arndt inquired whether there were any additions to the agenda. None were noted at this time. Sheila O'Brien moved and Judy Pinger seconded a motion to approve the agenda as presented. Unanimously approved.

Approval of minutes for the April 2, 2020 LDAC meeting. Chair Arndt referred to the minutes of the April 2, 2020 meeting which are shown as Attachment A of the agenda packet. Sheila O'Brien noted one correction on page two, g. i.—second line, the word expend should be extend. Rachel Collins moved and Kathy Manning seconded a motion to approve the minutes as modified. Unanimously approved.

GUEST AND/OR PRESENTATION

Cooperative Purchasing Program (Sara Gold, WiLS). Chair Arndt welcomed Sara Gold, of WiLS. Sara expressed her happiness that MCFLS is a member of the Cooperative Purchasing Program and reviewed a visual presentation of the membership benefits (same information was distributed via email prior to this meeting) calling attention to members using either Direct Order methods to secure products or having the ability to order through WiLS to save time, money and having consolidated billing on e-content, apps, platforms and events such as conferences. Benefits of MyWiLS are email discussion lists and the ability to use the coop price quote and renewal form. A few other library systems are members; South Central for 8-9 years already. Sara recommended exploring the WiLS website for further information.

## TOPICS REQUIRING ACTION OR DISCUSSION

### Discussion: Sharing Current COVID-19 Response.

Current state updates. Steve Heser reported that the DPI five-person writing teams are now in place to begin Badger Bounce Back Service Level three planning; teams will be meeting weekly. A few topics Steve noted are setting rules for wearing masks and possible fallout associated with that, child care issues for staff, Supreme Court opinion regarding rescinding Governor's extended Safer at Home order vs. allowing each community to develop their own plans and referred to a Channel 12 news story saying the ICC has been meeting with local health officials and their coordinated effort/plans could be very similar to the Governor's order if rescinded. Discussion ensued.

### Current updates from your library.

#### Services to the public.

Curbside delivery. Most libraries are offering this service which is being modified as experience warrants; rewarding and very labor intensive with few staff to guarantee social distancing, however much appreciated by patrons

Staffing. Many are not working on-site at this time due to social distancing requirement.

#### Administration.

Library Board. Nothing to report.

Municipality. Nothing to report.

#### Facilities.

Preparing for reopening. Concerns were expressed regarding adequate availability of cleaning supplies due to increasing cleaning and the ability to provide enough masks as necessary.

Delivery. All suburban libraries are receiving once a week deliveries now but it would be good to get the MPL branches in the rotation, however that is not currently the plan anytime soon due to staffing concerns. It is felt that once a week delivery will suffice until MPL branch bookdrops open. Most other library systems are also only offering once a week delivery at this time too.

Days Closed/Extending due dates. Steve Heser explained that after May 11 the due dates for three week materials will either need to be extended or be allowed to naturally do its job by picking June 2, etc. moving forward. After discussion, Sheila O'Brien moved and Pat Laughlin seconded a motion to set the due date and closed dates to June 14 and to discuss this topic each week moving forward. Unanimously approved by roll call vote.

SRP virtual performers and costs. Steve Heser noted that Lisa Reinke was present to share what the Youth Services Committee has been working on regarding this topic. Lisa reported that the time period being discussed is late June the earliest and she has ten names of performers in the price range of \$300+ range; she is finding that her leads are somewhat technology challenged. Suggestions of seeking input from Bridges and DPI were offered and Steve Heser added that MCFLS has a Zoom account which could be used if performers don't have their own means to offer their programs virtually. It was mentioned

that Bridges staff will be closed captioning virtual programs that they can get a copy of in advance so that is one way to address accessibility issues.

#### TECHNOLOGY

Revised hoopla projections. Steve Heser referred to Attachment B of the agenda packet shown for informational purposes and noted that this topic will be discussed again further next week to develop a plan of action for moving forward.

#### WPLC Report.

2021 buying pool. Steve Heser reported that OverDrive usage is seeing large increases and he has notified WPLC that MCFLS does not desire a 5% increase in their cost. Judy Pinger reported that the WPLC Board did approve that 5% funding increase; Steve Heser noted he voted no as did two other systems.

Advantage funds. Steve Heser referred to materials that he sent via email (25 pages) which contains a proposal to using funds going forward: 80% adult and 20% juvenile/young adult to address increases in wait times for materials. A WPLC Peer report shows how other like sized library systems are cutting wait times—which is costing more than MCFLS has in its funding account. Milwaukee has pledged to contribute \$15,000 toward this effort and any other libraries are welcome to add funds if desired. Steve Heser will bring to the next meeting a 2021 funding proposal for discussion based on percentage of patron usage; Rebecca Roepke also asked for a number of patrons served.

LSTA funding for cybersecurity training. Steve Heser reported that the current KnowB4 cybersecurity training being provided for by LSTA funding will end mid-year and it will not be renewed since a cheaper option is available through the State which will be fully state-funded; a few local communities already use INFOSEC.

#### INFORMATIONAL REPORTS

DPI Compliance Plan for Annual report. Steve Heser referred to Attachment C of the agenda packet which is shown for informational purposes. One of the reports were submitted to MCFLS on time and the other two were just two days late so that is being addressed and a response sent to DPI. This situation may impact LSTA funding but the details are not known at this time. The funds for the MEVO cameras for virtual programming will be provided to MCFLS but other monies are in question.

#### ADDITIONAL BUSINESS.

Chair Arndt noted that a sympathy card and gift will be forwarded to Nyama Reed on the death of her sister.

Jen Schmidt noted that if staggering library card expiration dates are of interest, reach out to her if you would like batch renewal extensions.

#### MEMBER LIBRARY UPDATES.

St. Francis – Amy Krahn reported that effective June 1, 2020 youth materials will be fine-free.

Shorewood – Rachel Collins reported that a draft RFP is being worked on for a renovation plan for their 20-year old building. It is hoped that the RFP will be posted next Friday and she would welcome any contact information for architects.

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

NEXT MEETING. Currently scheduled for Thursday, June 4, 2020 at the North Shore Library, 6800 N. Port Washington Road, Glendale, WI 53217 or if needed, virtually via Zoom.

ADJORNMENT. There being no further business to be addressed, Rachel Collins moved and Susan Draeger-Anderson a motion to adjourn the meeting at 11:19 a.m. Unanimously approved.

## OverDrive Advantage Proposal

### Background

At the March 2020 LDAC meeting system staff were asked to retrieve more information regarding OverDrive use in collections with equivalent population and collection size. The idea was to help understand what similar sized collections are spending to meet the demands of patrons in a more reasonable time frame. WPLC has shared slides of an annual peer report that answer some of these questions that are available below as Appendix A.

Directors voiced continued frustration with wait times which sparked renewed interest in the Advantage account as a possible solution. System staff were asked to reach out to other library systems within the state to determine which systems have Advantage programs and inquire if they were meeting the needs of patrons. WPLC shared historic information regarding contributions to Advantage programs from 2015-2019 statewide (see Appendix B).

We reached out to system directors to get their feeling about the effectiveness of Advantage programs. Two responded and one system (Winnefox) stated that their holds to items ratio went from 20:1 (WPLC norm) to 10:1. Anecdotally they feel that wait times are shorter and patron needs are better met.

### Notes on the Data (including Peer Report)

- At the April 29<sup>th</sup> WPLC Annual meeting, WiLS staff shared that it would take over \$7 million to fulfill every current hold in the Wisconsin Digital Library collection.
- The peer report (Appendix A/page 6) provided information dated September 30, 2019 indicating the wait time for all materials in the WPLC averaged 44.5 days. WPLC made changes in 2018/19 that has shaved the current average wait time to 33 days. Additional funding from the DPI this year has also impacted wait times.
- The peer report (Appendix A) shows expenditures ran lower than the previous year in some areas. WPLC states some of this is due to the fact that expenditures took place at different times, but this could also be due to the types of materials being purchased.
- The peer report (Appendix A/page 15) shows Juvenile circ experienced a year over year circulation growth of 27% and an increase in YA circ of 23%, but expenditures for materials in this area were far lower. System staff ran reports for OverDrive usage locally and saw similar numbers for MCFLS. While increased spending by the WPLC can help meet the need for Juvenile/YA materials at the state level, Advantage spending may help meet these needs locally.

### Proposal

To address wait times and increased use of juvenile/YA resources, MCFLS staff recommend the following allocation of Advantage funds moving forward:

- Allocate 80% of Advantage funds to filling holds for Milwaukee County residents and reducing wait times.
- Allocate 20% of Advantage funds to purchasing additional juvenile/YA titles. LDAC would provide the Advantage selector, Jacki Potratz, discretion on the titles and formats chosen in this area provided the amount does not exceed 20% of available Advantage funds.

2020

Milwaukee Public Library recently made the decision to add \$15,000 to the MCFLS Advantage account. Other member libraries may choose to add funds to the Advantage account in any amount for the remainder of 2020. Please notify MCFLS staff if you are interested and at what amount.

2021

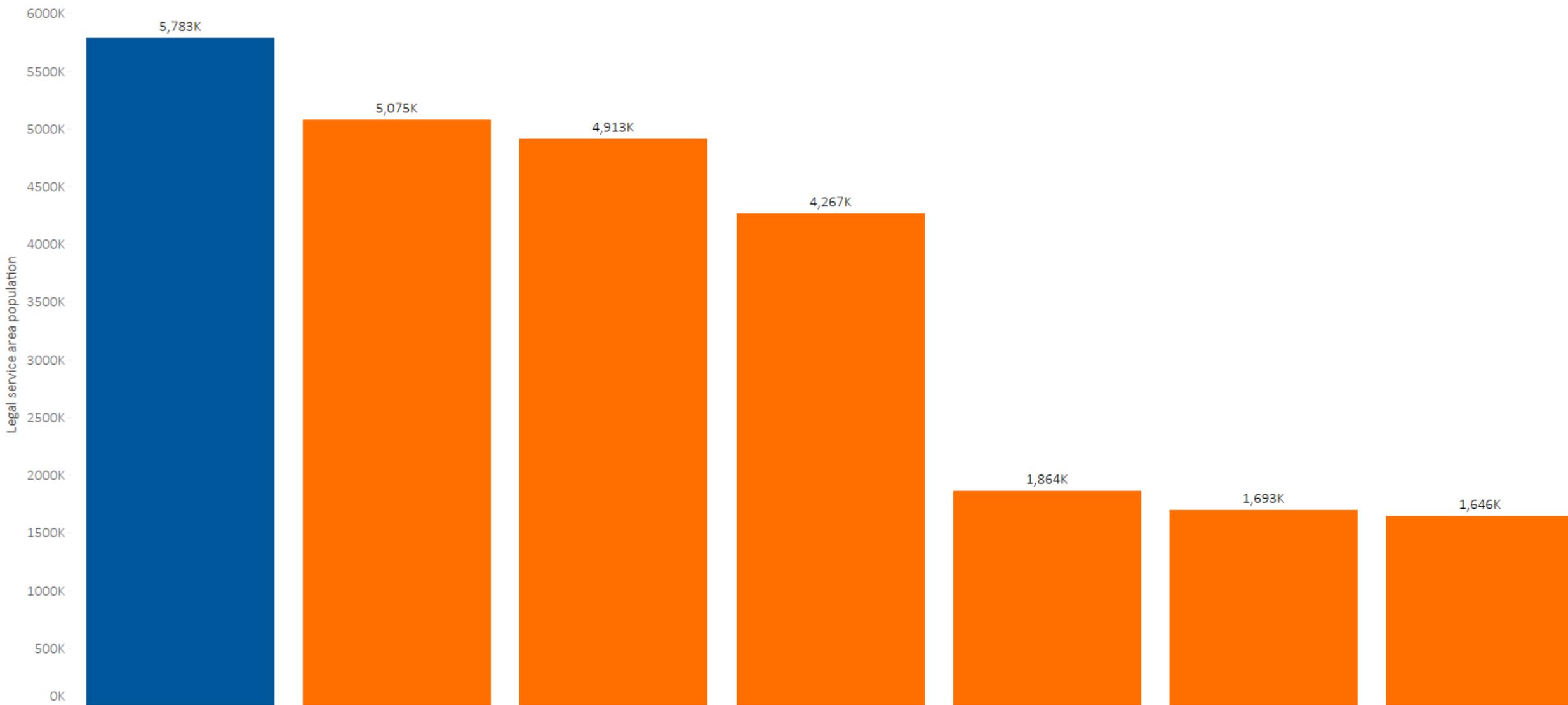
At the June 4<sup>th</sup> LDAC meeting, MCFLS will put together a budget proposal for OverDrive that includes the standard library contributions to the statewide collection and a proposed additional contribution to the Advantage collection. The proposed additional contribution to Advantage will be based on each library's usage of the collection (as a percentage).

In July of 2021, system staff will gather data to see the impact of Advantage spending and recommend changes to the LDAC for the following year.

# Wisconsin Public Library Consortium

## Partner Analysis Review

Daiva Madjar, Account Manager

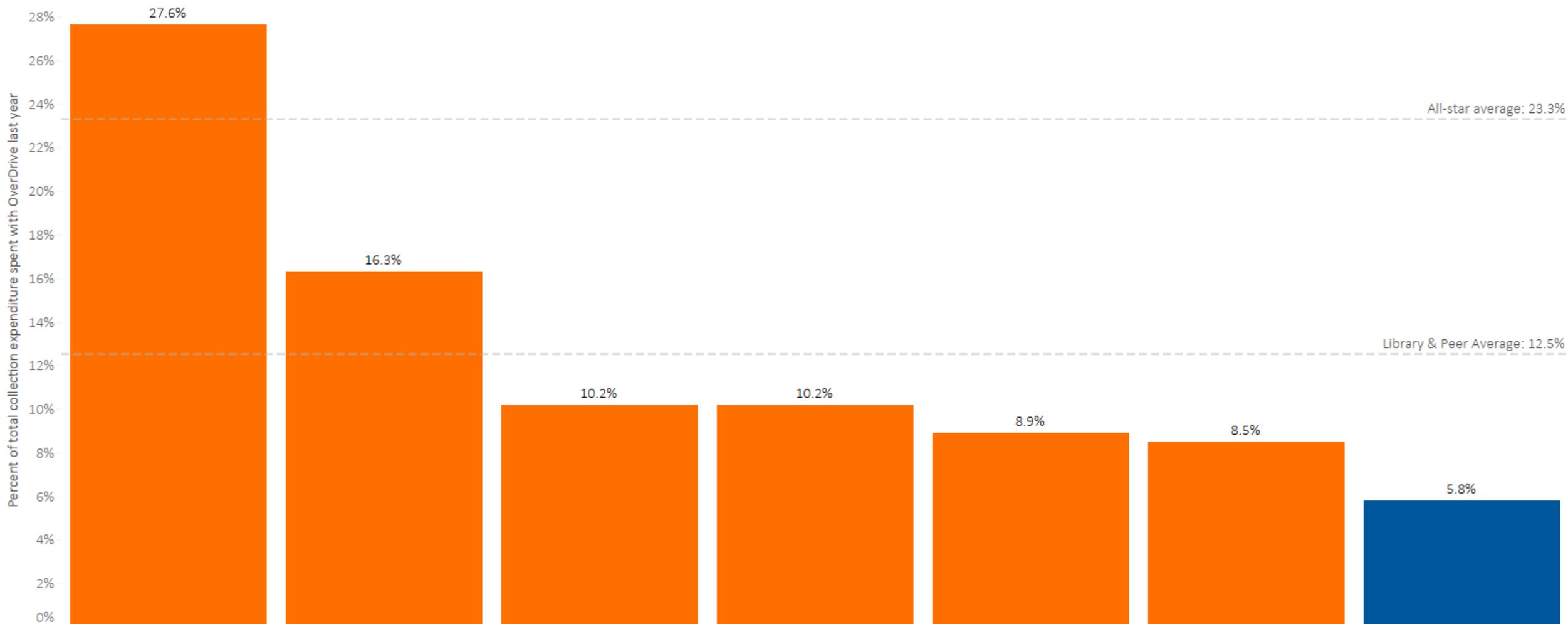


Legal service area population data from Institute of Museum and Library Services (IMLS) Public Library Survey, 2017.

Library Peer

## Percent of Total Collection Expenditures Allocated to OverDrive

Last year's values for library and peers



Total collection expenditure data from Institute of Museum and Library Services (IMLS) Public Library Survey, 2017.

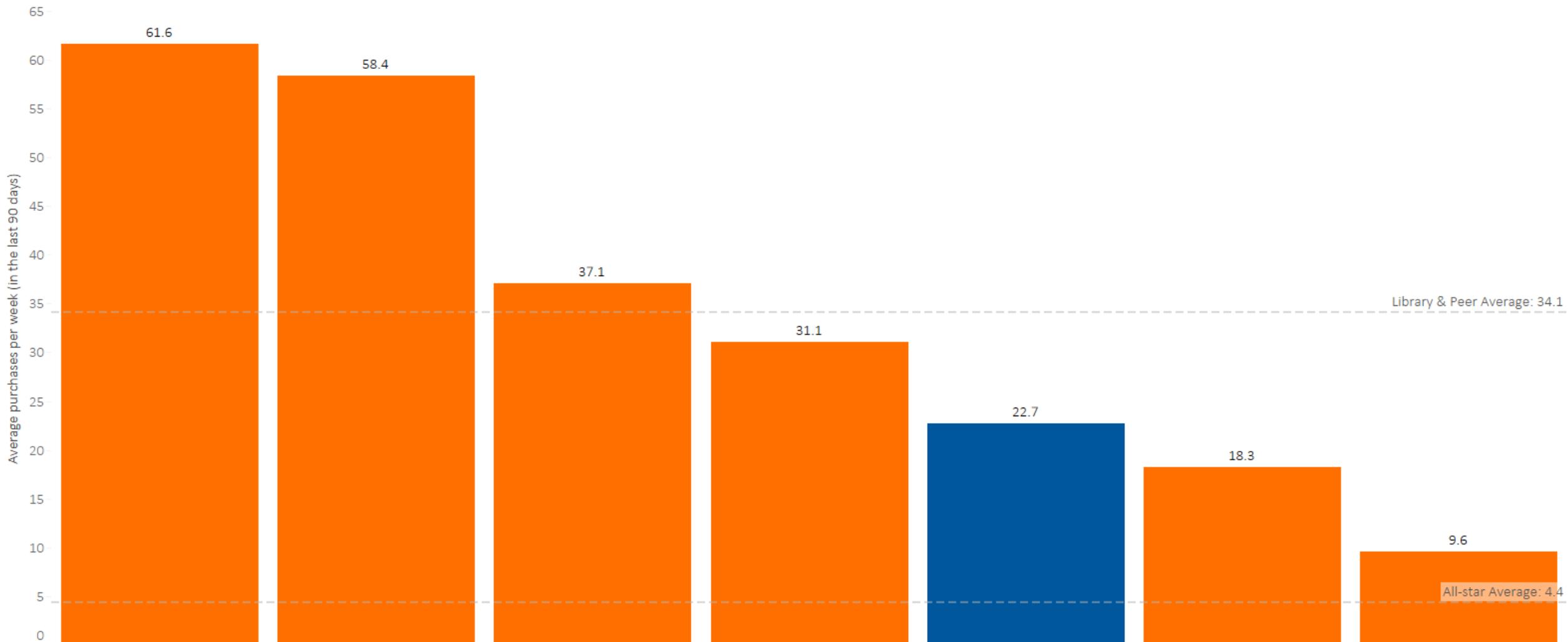
The All-Star average includes 5 Digital Collections from your territory.

All-Star libraries are committed to and consistently engaged with OverDrive, as evidenced by a high spend as percent of TCE and high percent of total checkouts with OverDrive last year, in addition to other factors.

Library Peer

### Purchases per Week

Average of the last 90 days for library and peers



Purchases include all purchase orders and simultaneous use plans where the order creation date falls within the last 90 days.

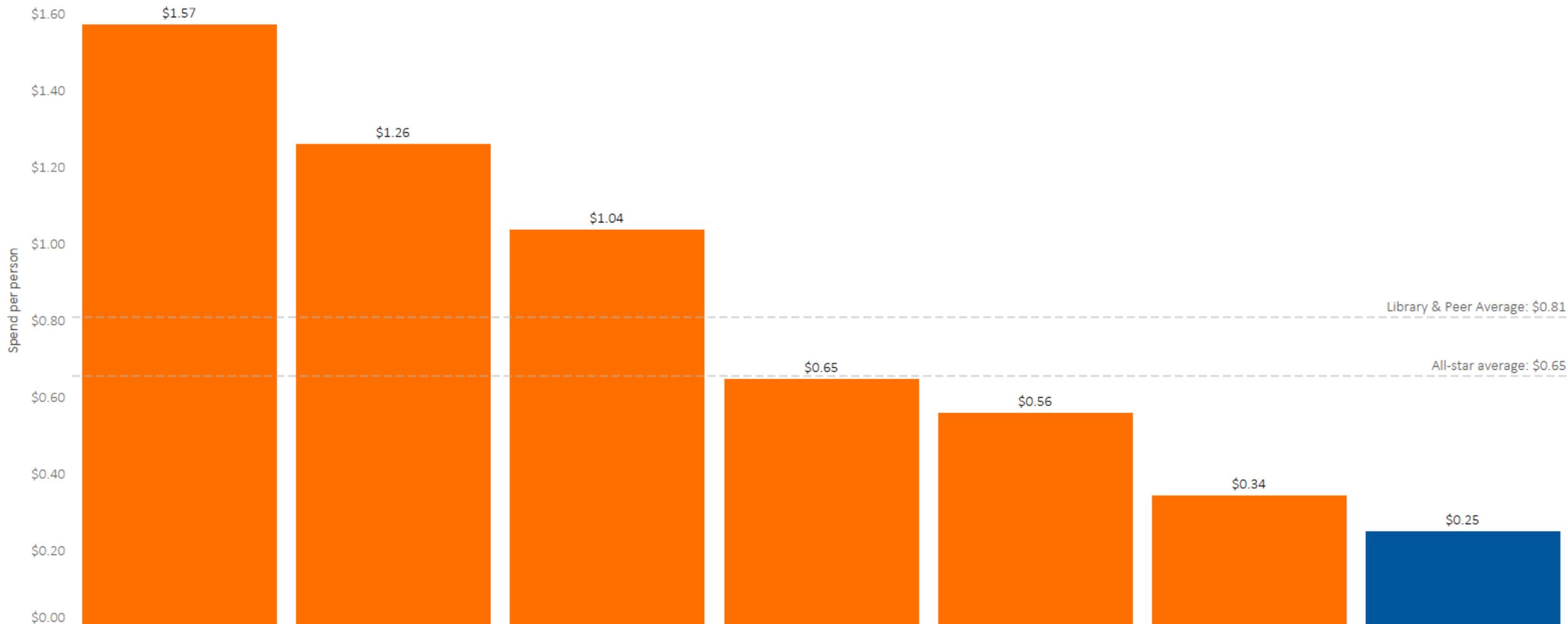
The All-Star average includes 5 Digital Collections from your territory.

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Library Peer

### Average Spend Per Capita

Last year's spend per member of legal service area population



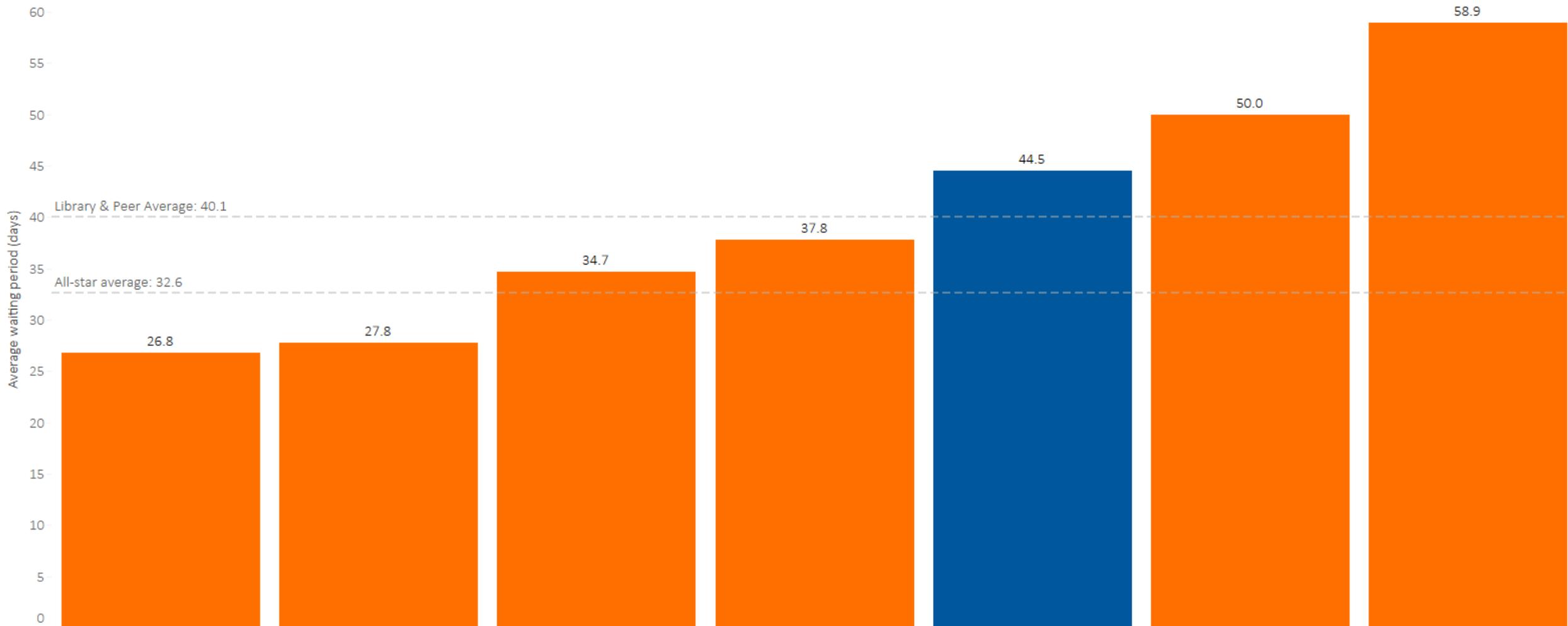
Legal service area population data from Institute of Museum and Library Services (IMLS) Public Library Survey, 2017.

The All-Star average includes 5 Digital Collections from your territory.

All-Star libraries are committed to and consistently engaged with OverDrive, as evidenced by a high spend as percent of TCE and high percent of total checkouts with OverDrive last year, in addition to other factors.

Library Peer





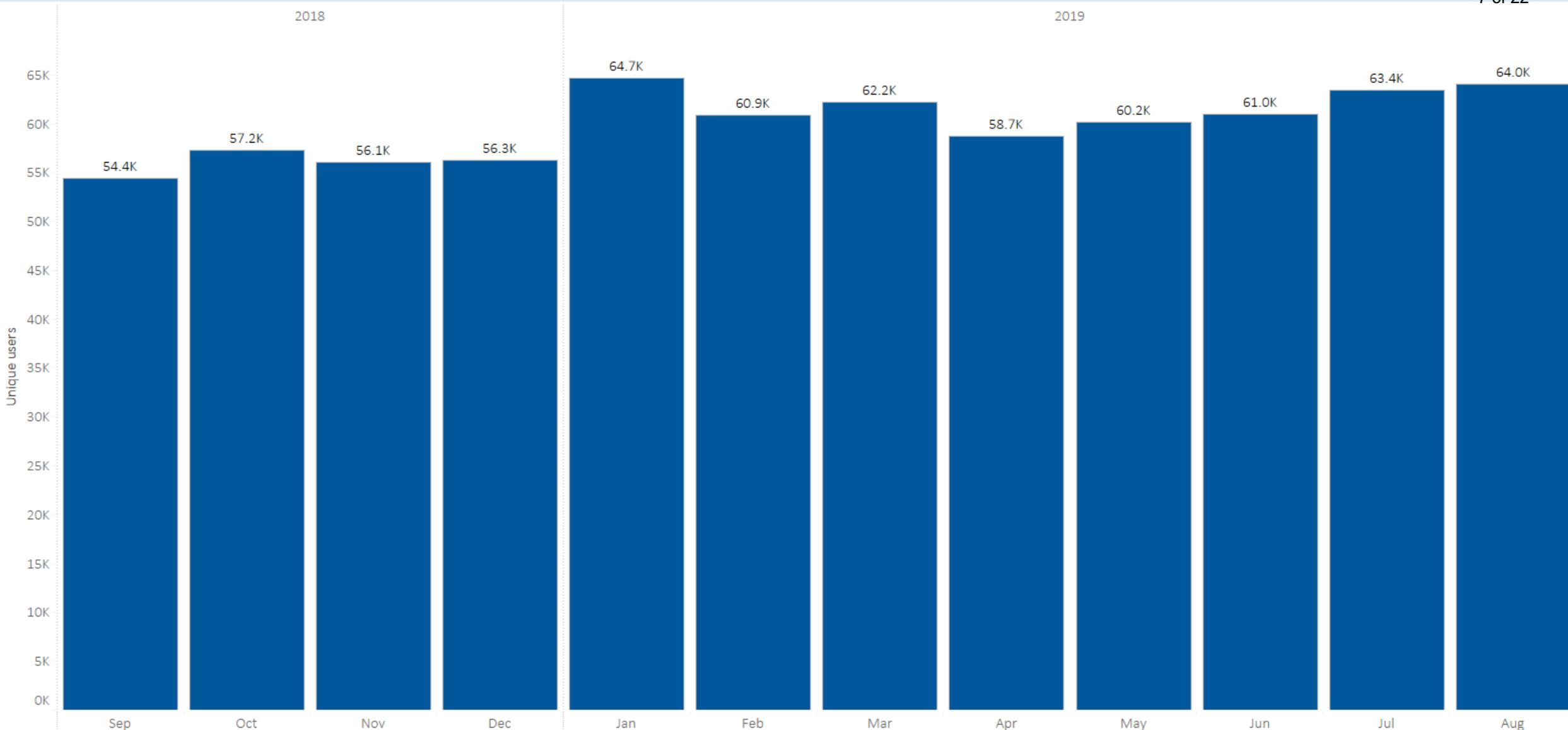
Typically, LOWER average waiting periods are associated with better user experience.

The All-Star average includes 5 Digital Collections from your territory.

All-Star libraries are committed to and consistently engaged with OverDrive, as evidenced by a high spend as percent of TCE and high percent of total checkouts with OverDrive last year, in addition to other factors.

Library Peer

### Unique Users with Holds September 1, 2018 - August 31, 2019

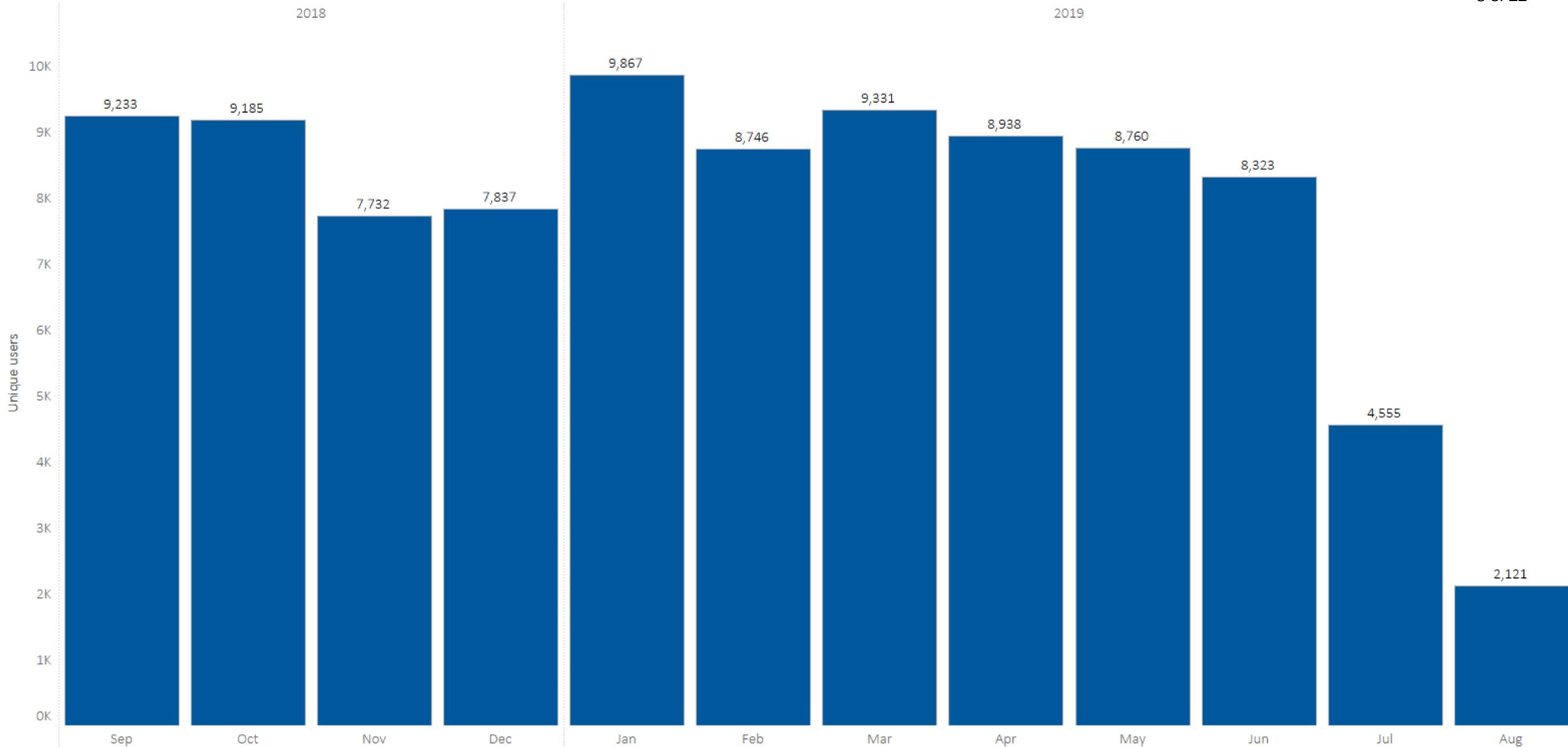


Unique users who added a hold in the month indicated. This does not reflect the number of users who had active holds each month.

For example, if a user placed a hold in May and the hold was still active in June (but they did not place another hold in June), then they would be counted towards unique users in May, but not in June.

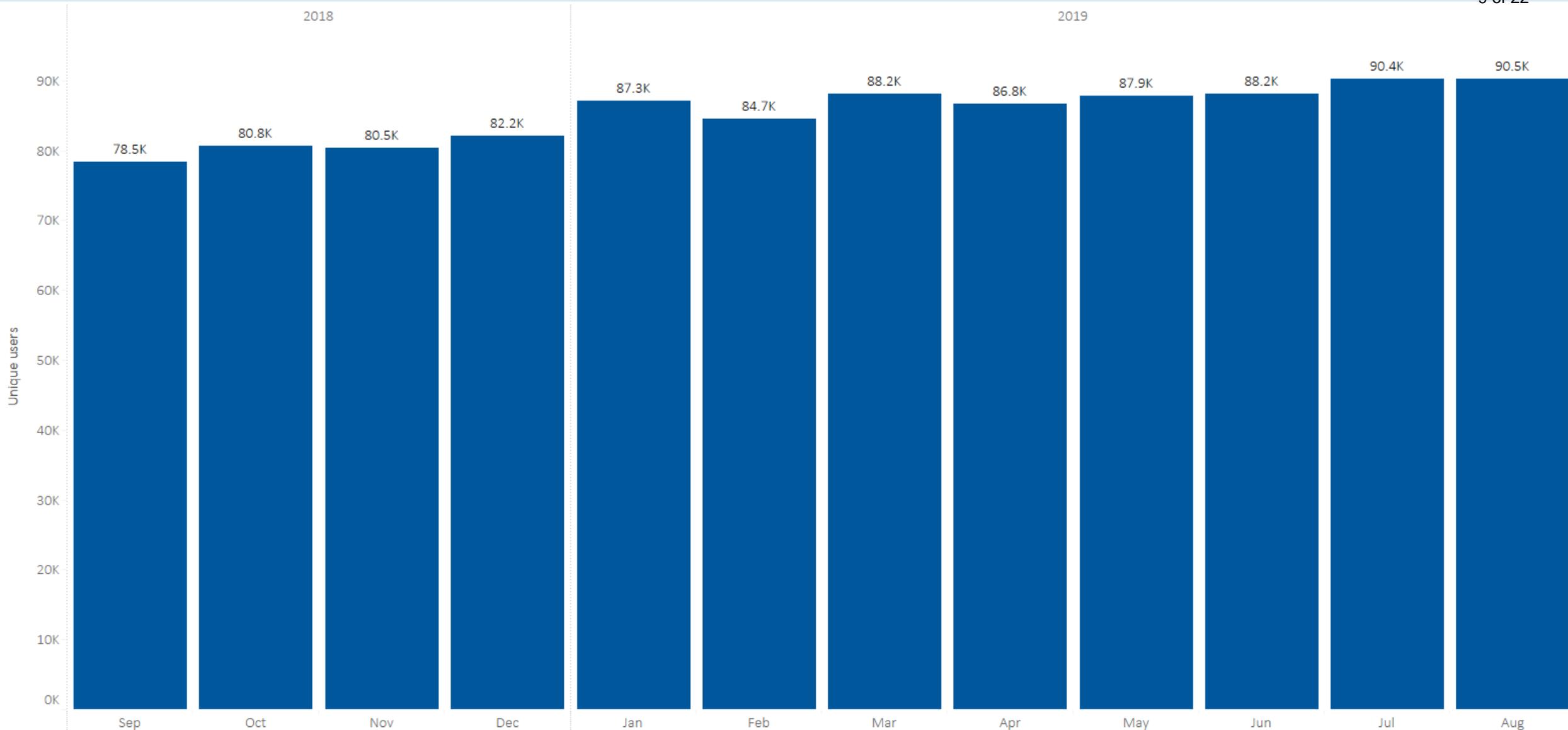
### Unique Users with Requests

September 1, 2018 - August 31, 2019



Unique users who submitted a request in the month indicated.

### Unique Users with Checkouts September 1, 2018 - August 31, 2019

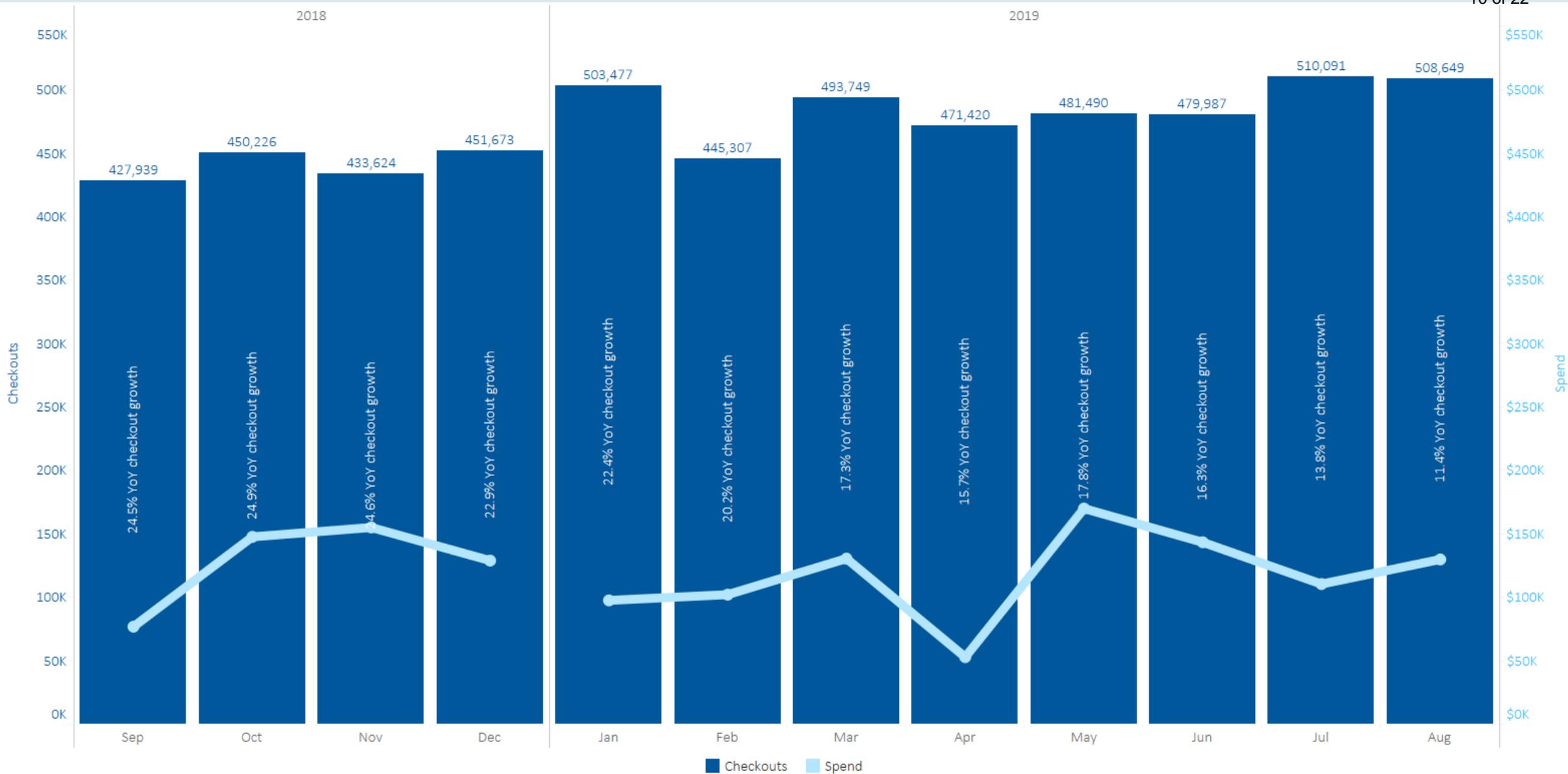


Unique users who completed a checkout in the month indicated. This does not reflect the number of users who had active checkouts each month.

For example, if a user made a checkout in May and the checkout was still active in June (but they did not make another checkout in June), then they would be counted towards unique users in May, but not in June.

### Checkouts and spend by month

Rolling 12 months



Checkouts Spend



## KEY TAKEAWAYS

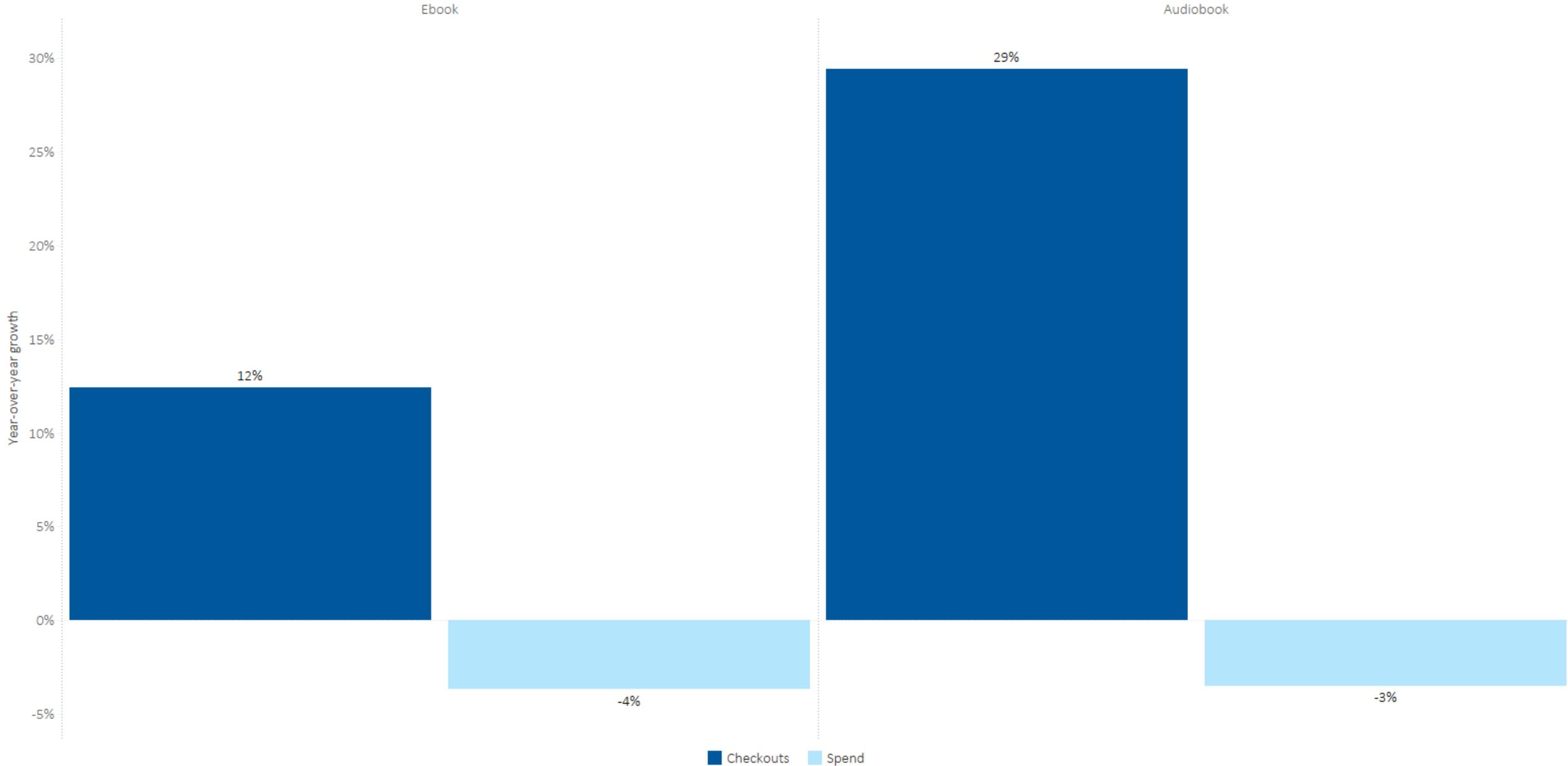


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Total circulations in the last 12 months increased by 19% over the prior 12 months.

### Checkouts and Spend by Format

Rolling 12-month year-over-year growth

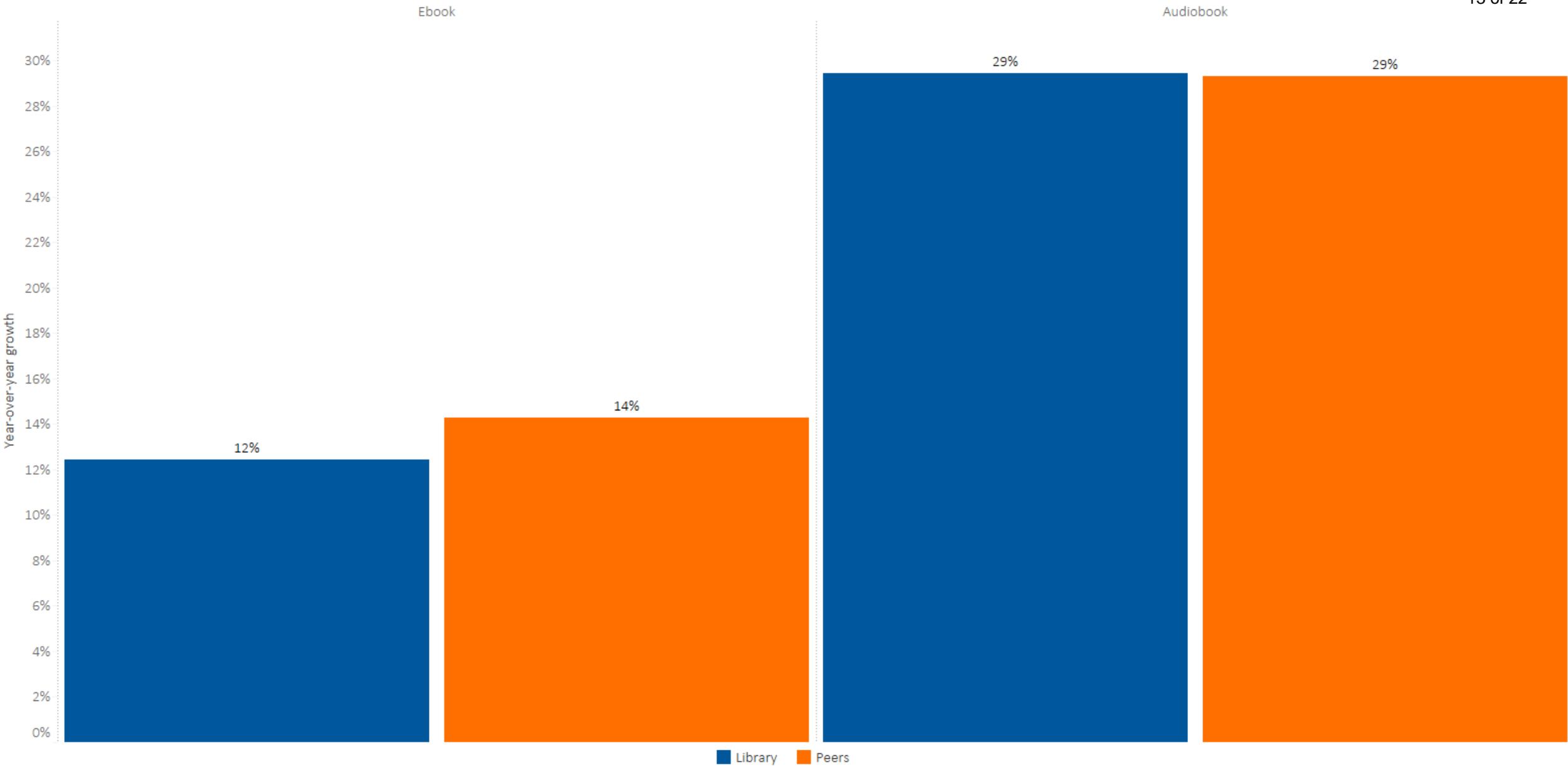


■ Checkouts ■ Spend



### Checkouts by Format

Rolling 12-month year-over-year growth for library and peers

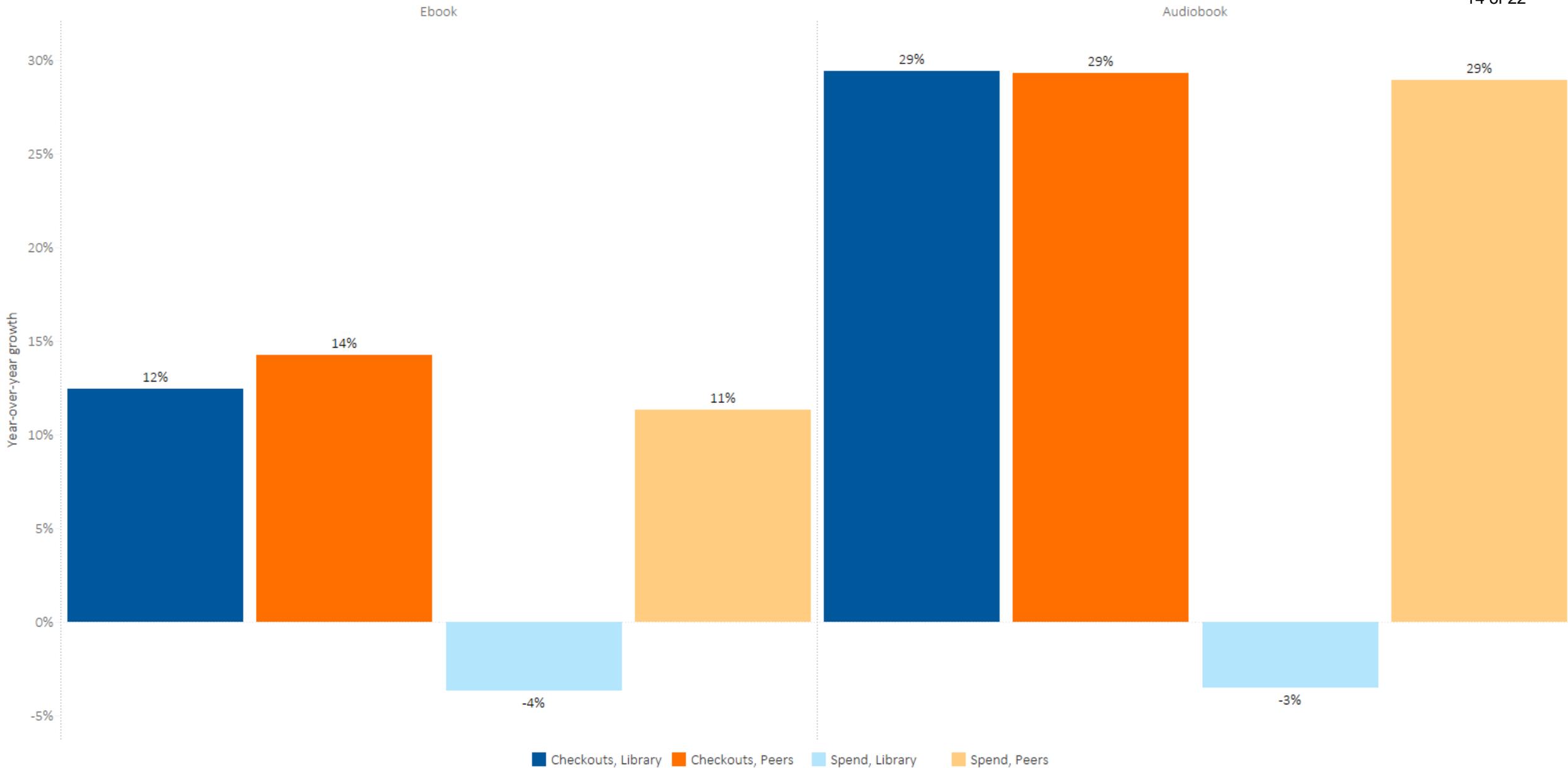


Library Peers



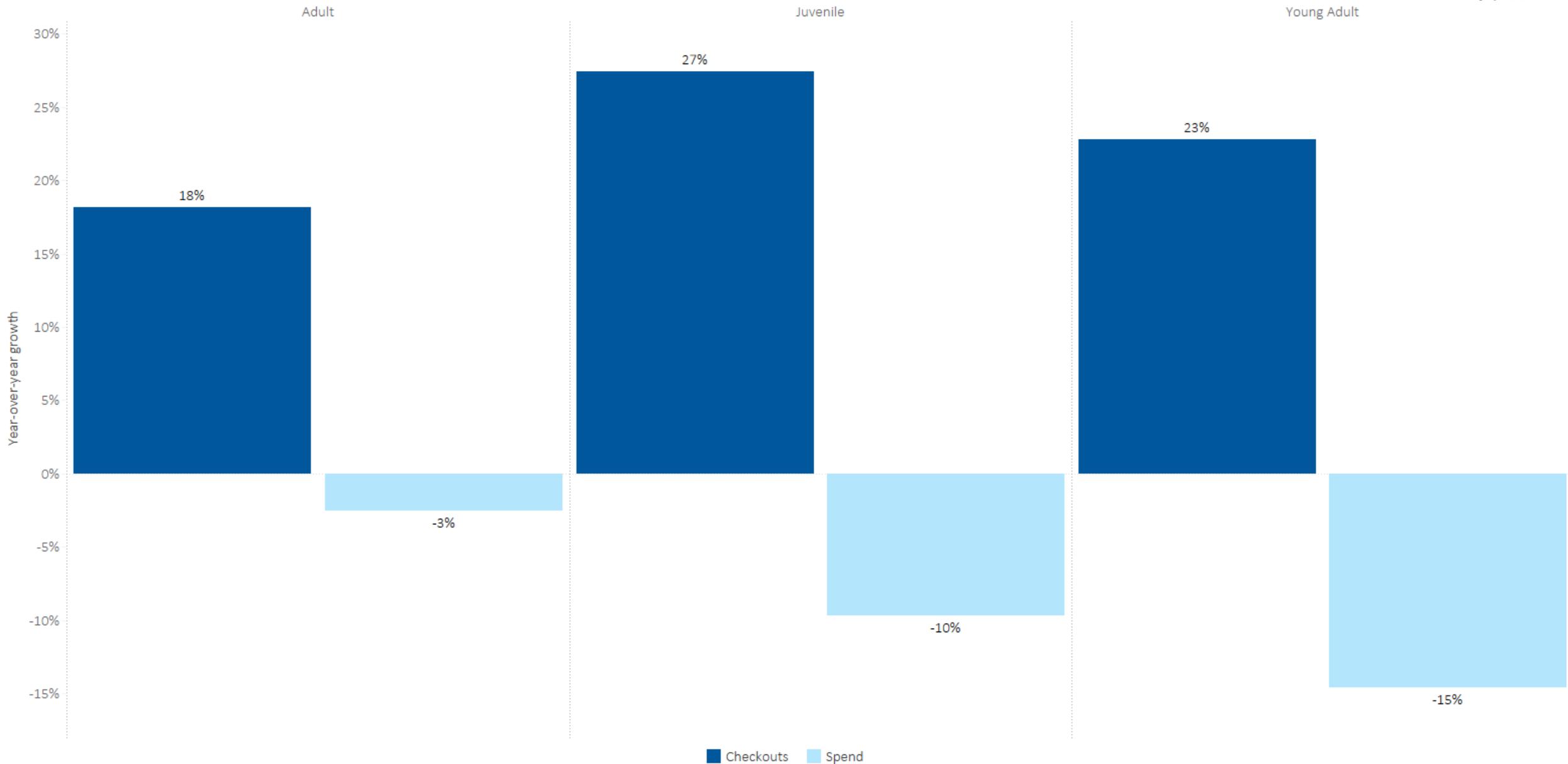
### Checkouts and Spend by Format

Rolling 12-month year-over-year growth for library and peers



### Checkouts and Spend by Audience

Rolling 12-month year-over-year growth



■ Checkouts ■ Spend



## KEY TAKEAWAYS

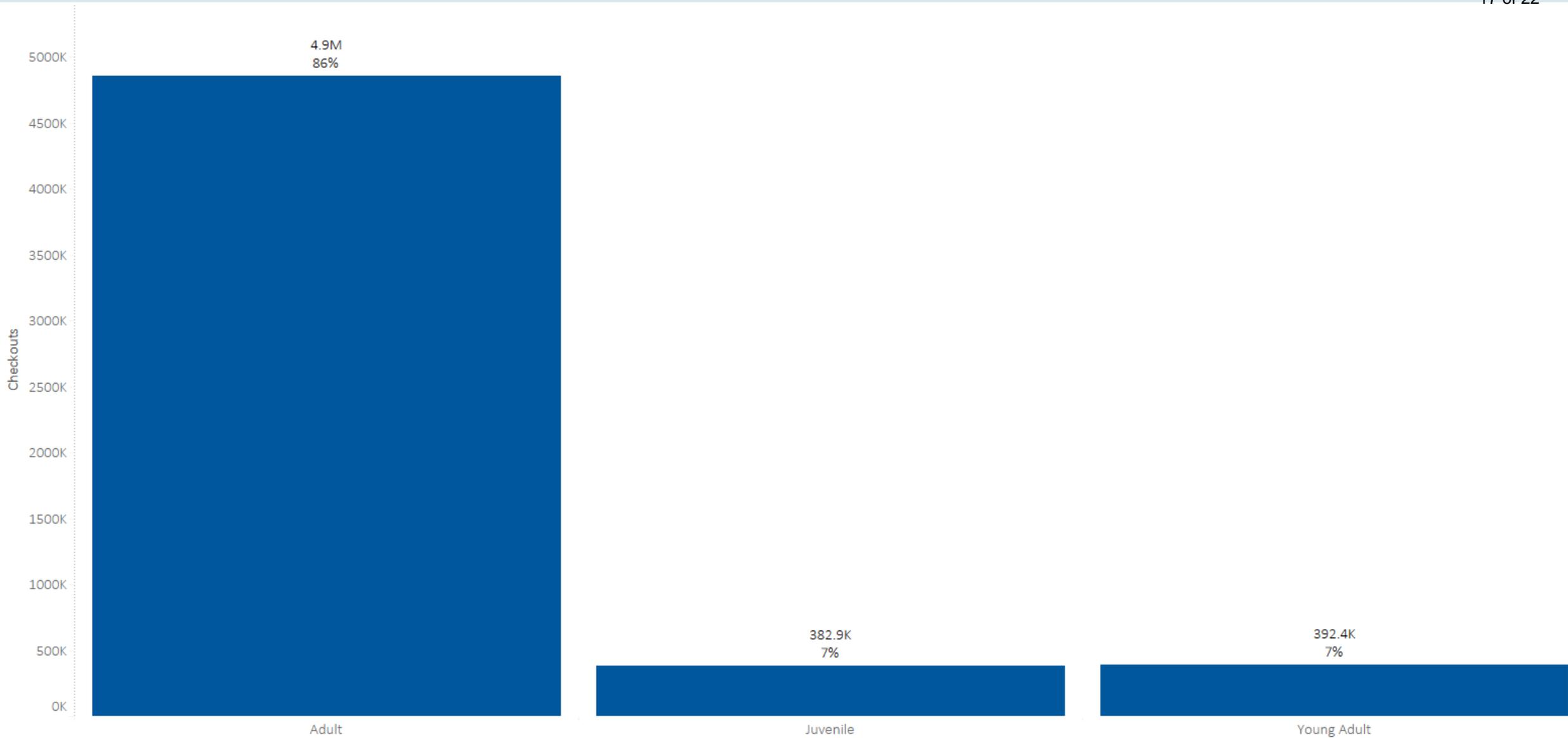


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Juvenile audience experienced  
27% year over year circulation growth

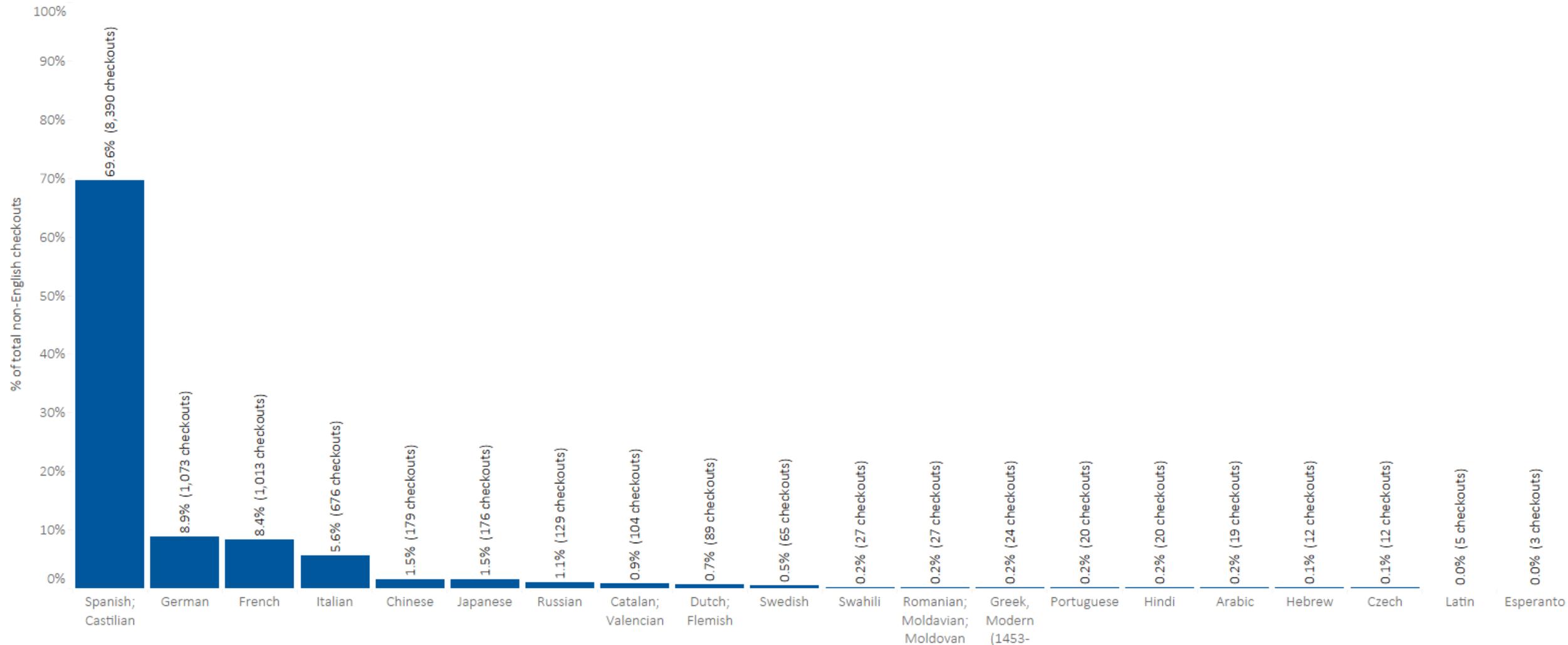
### Checkouts by Audience

Rolling 12 months



Total checkouts on this slide may differ slightly from total checkouts shown for the same period in Marketplace because some content is not assigned an audience (especially videos).

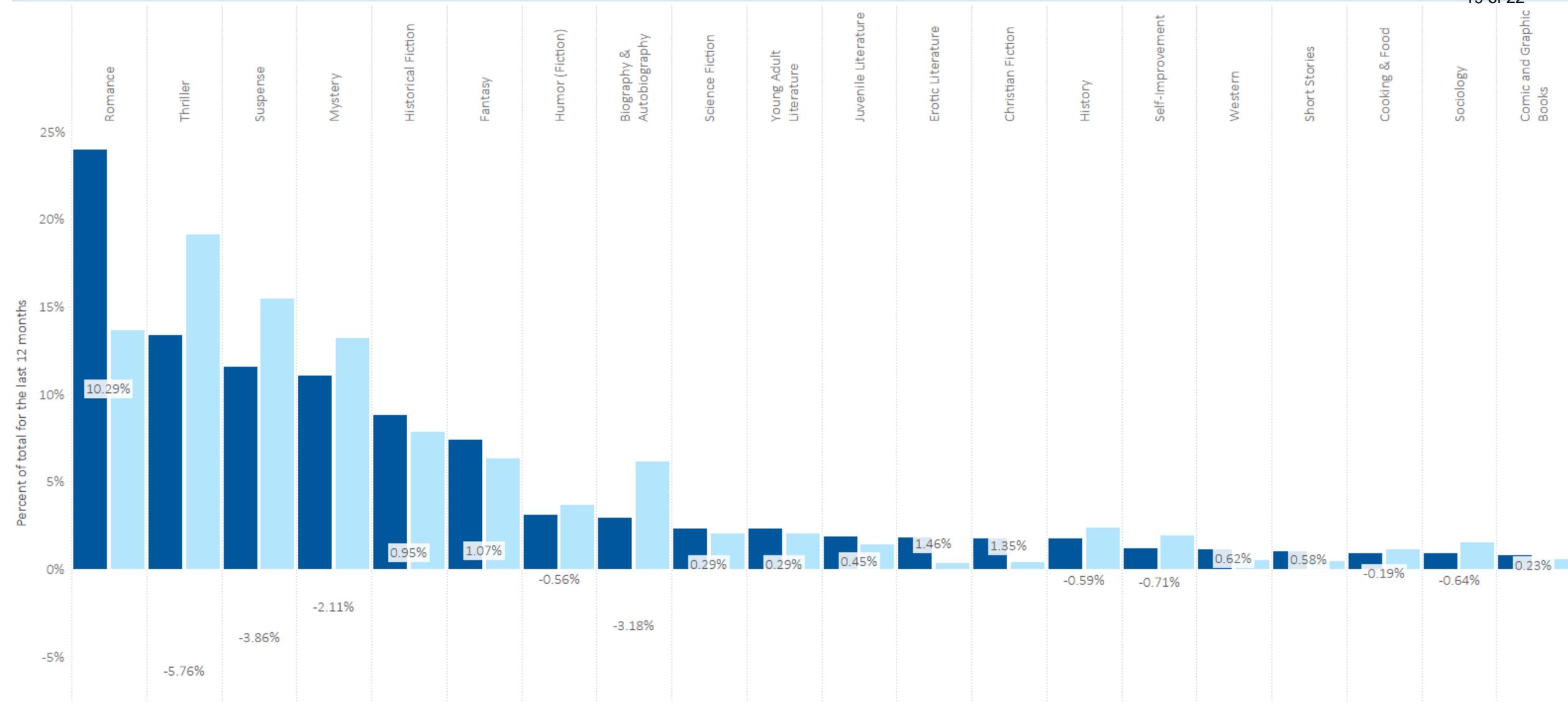
### Non-English Checkouts by Language Rolling 12 months



Non-English content made up 0.21% of total checkouts in the last 12 months.

### Top 20 Subjects by Checkouts: Ebook

Rolling 12-month checkouts and spend

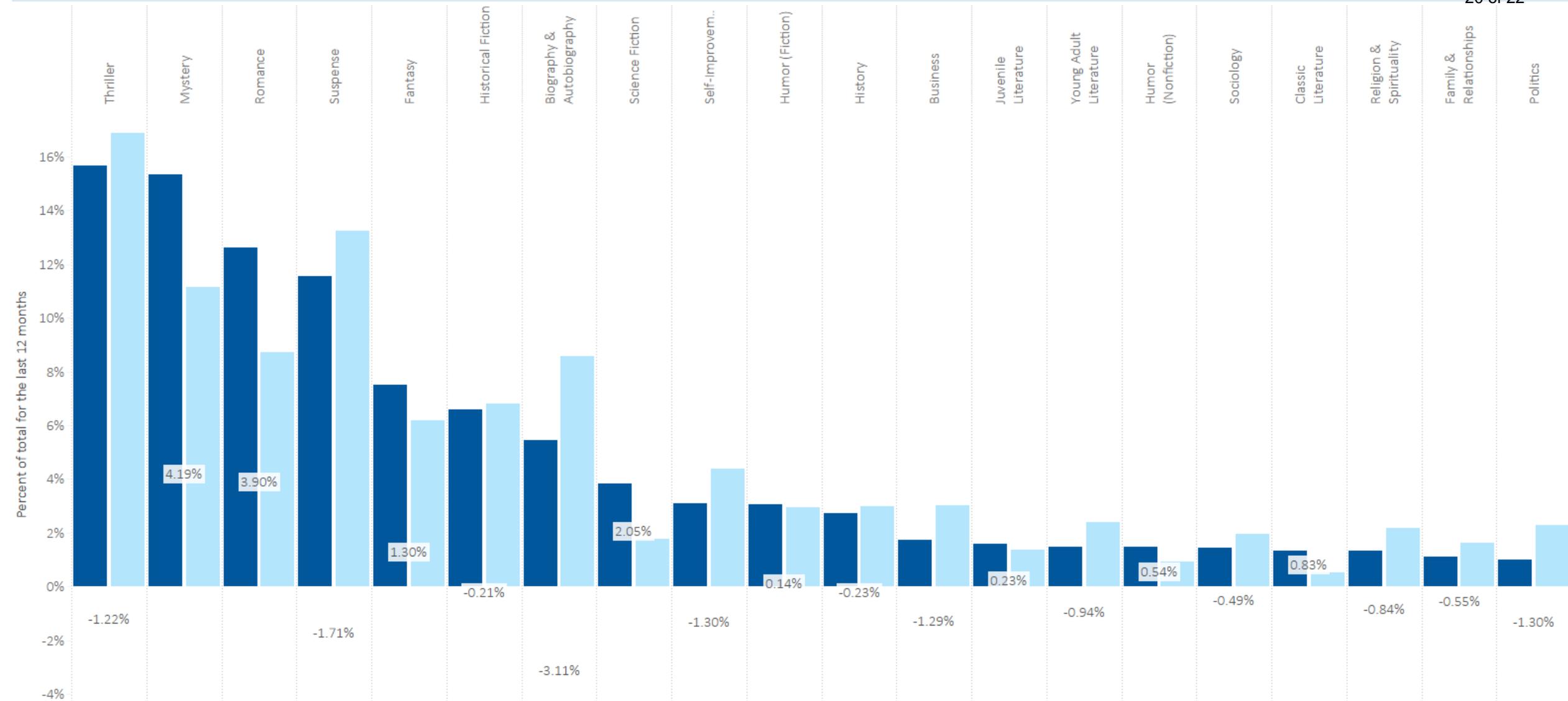


Checkout-spend efficiency is the difference between the percent of total checkouts that came from a subject and the percent of total spend allocated to that subject in the last 12 months.

■ Percent of checkouts (last 12 months) ■ Percent of spend (last 12 months) □ Checkout-spend efficiency

### Top 20 Subjects by Checkouts: Audiobook

Rolling 12-month checkouts and spend

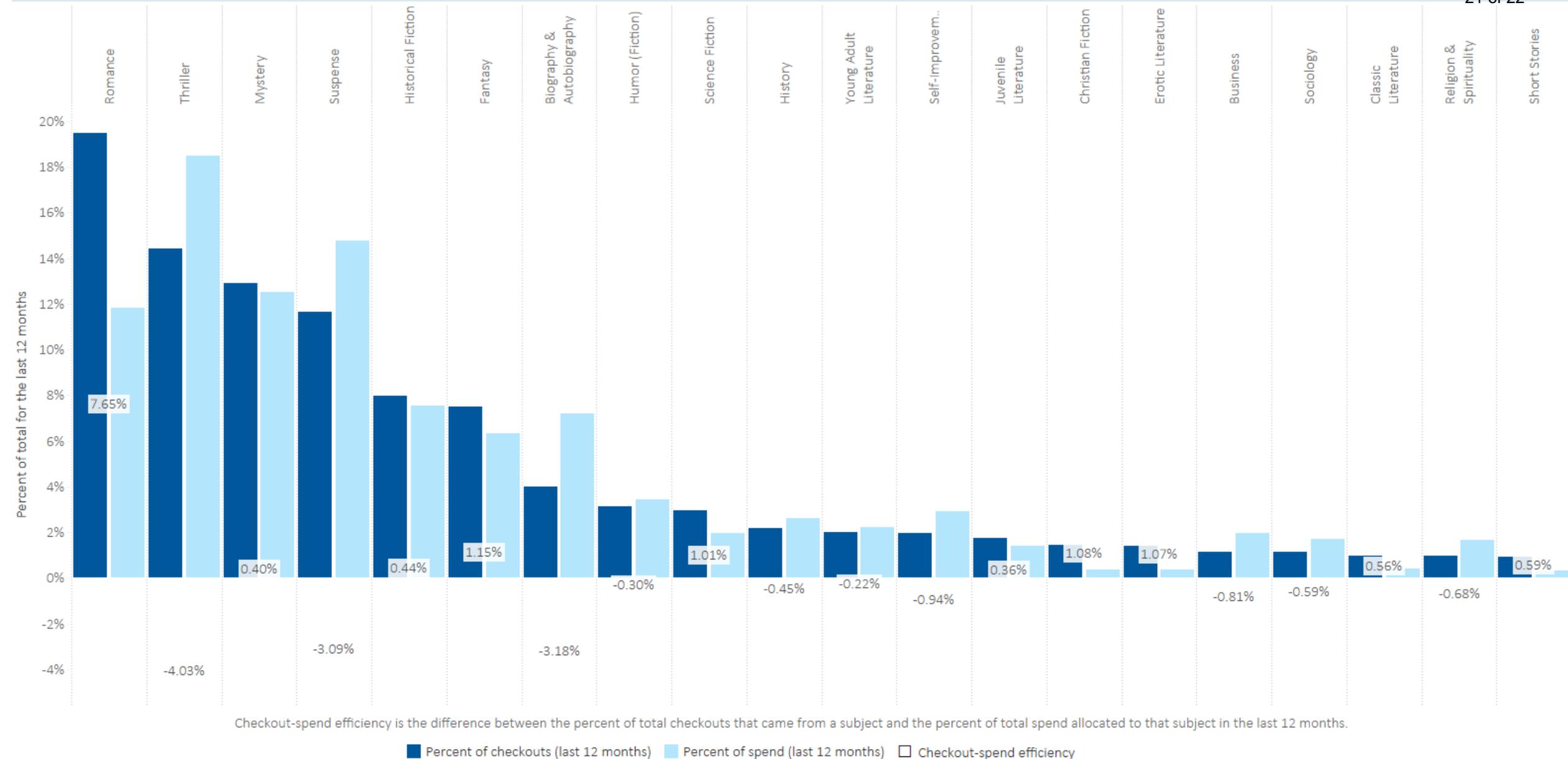


Checkout-spend efficiency is the difference between the percent of total checkouts that came from a subject and the percent of total spend allocated to that subject in the last 12 months.

■ Percent of checkouts (last 12 months) ■ Percent of spend (last 12 months) □ Checkout-spend efficiency

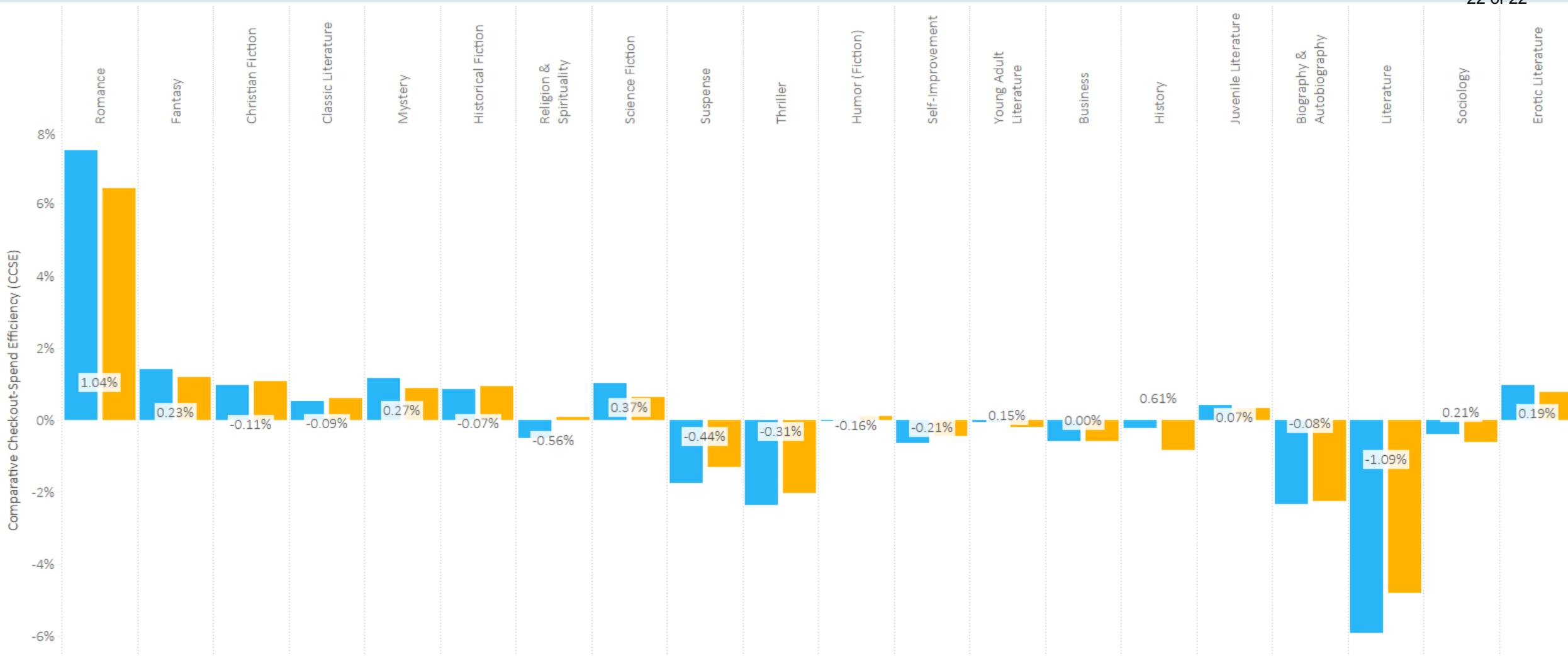
### Top 20 Subjects by Checkouts: All Formats

Rolling 12-month checkouts and spend



## Peer Group Comparative Checkout-Spend Efficiency (CCSE)

Rolling 12-month checkout-spend efficiencies for library and peers



Checkout-spend efficiency is the difference between the percent of total checkouts that came from a subject and the percent of total spend allocated to that subject in the last 12 months.  
The comparative checkout-spend efficiency (CCSE) is the difference between the checkout-spend efficiencies of your library and your peer libraries for the same subject.

This chart shows the checkout-spend efficiencies for library and peers, and their comparative checkout-spend efficiencies for the 20 subjects with the most checkouts at your library in the last 12 months.

■ Library checkout-spend efficiency    
 ■ Peer group checkout-spend efficiency    
 □ Comparative checkout-spend efficiency

WPLC Advantage Spending, 2015-2019

Billing Account	2015	2016	2017	2018	2019
Arrowhead Library System	\$5,647.98	3579.33	6828.4	5005.95	5535.2
Bridges Library system	12,274.48	61,645.13	69,199.84	102,312.82	107,728.50
Eastern Shores Library System	12,534.21				7,678.80
Indianhead Federated Library System	13,366.67	24,599.47	24,645.55	44,942.61	59,247.85
InfoSoup Libraries	38,248.23	64,485.96	46,874.00	46,494.29	58,885.56
Lakeshores Library System	6,589.81	17,730.16	24,151.00	42,254.69	28,841.39
Mid-Wisconsin Federated Library System	16,815.22	12,637.99			
Milwaukee County Federated Library System	27,063.50	24,766.86		17,133.92	15,193.04
Monarch Library System			710.20	14,452.41	14,547.12
Northern Waters Library Service	16,905.36	23,738.73	26,903.56	27,161.59	30,423.68
South Central Library System	30,472.48	27,017.50	20,680.73	52,436.84	70,341.41
Southwest Wisconsin Library System	3,372.20	3,796.25	5,161.21	2,811.22	2,900.34
Winding Rivers Library System		4,605.55	5,153.58	12,126.37	15,173.08
Winnefox Library System	64,529.34	87,191	108,095.08	97,375.74	114,567.39
Wisconsin Valley Library Service			5,734.35	13,830.39	11,919.14

## MCFLS Technology Report

### July 2019 – June 2020

#### Purpose

The purpose of this report is to provide member libraries and the MCFLS Board a summary and assessment of technology activities led by the system. The intent is not to focus on what the system has accomplished in the past year, but rather demonstrate how MCFLS is fulfilling its mission to provide support for high-quality resources and services for member libraries and their communities.

#### Connection to Strategic Plan objectives

The need for this report was identified through the strategic planning process in 2019 and included in the MCFLS Strategic Plan 2020 – 2024. Activities covered by this plan include:

- Identifying and sharing best practices in establishing a library technology plan
- Developing and sharing equipment replacement schedules
- Developing and sharing recommended hardware lists
- Developing and sharing recommended browser, PC, and printer settings

#### Timeline

This report will be updated annually with new information per the current ILS, Resource Sharing and Technology agreement. The report will be submitted to member libraries and the MCFLS Board no later than June 30<sup>th</sup> each year.

#### Contents

[Summary of Activities, July 2019 – June 2020](#)

[Technology Goals, 2020 – 2021](#)

[Library Technology Plan Development](#)

[Equipment Replacement Schedules](#)

[Supplemental Information](#)

[Recommended Hardware Lists](#)

[Recommended Browser, PC and Printer Settings for Public Workstations](#)

## Summary of Activities

### July 2019 – June 2020

Ten member libraries currently rely on MCFLS to purchase, implement and maintain technology hardware and services. MCFLS system staff use their experience and leverage statewide connections to seek out and implemented tailored and cost-effective solutions that meet the needs of members.

Over the past year MCFLS system staff have selected hardware equipment and software apps and developed and implemented computer configurations at local libraries to achieve reliable performance and reduce troubleshooting time. System staff have also maintained an up-to-date inventory for the libraries we serve, including hardware warranty and software licensing of each supported library to assist in time of replacement or renewal.

#### CountyCat Mobile App

During discussions and preparations for the 2020-2024 MCFLS Strategic Plan, it became apparent that the system needed to find a replacement for the current mobile app. By working with member libraries and shifting financial resources, MCFLS was able to enter into a contract with Communico to purchase their Engage platform in late 2019. System staff expedited the process to get the new platform in place and on December 16<sup>th</sup>, 2019 the new CountyCat Mobile app was released to the public. The new app is much more reliable, offers better searching capabilities and integrates with already available electronic resources like OverDrive, hoopla and RBDigital magazines.

#### DELL Premier Purchasing

In 2019, MCFLS joined 13 other library systems in Wisconsin to participate in an expanded DELL equipment group purchase. Up to that time, systems relied on separate accounts and coordinated purchasing in small groups. By joining our collective purchasing power, the current statewide purchasing model allows our member libraries to realize significant cost savings. The model and the standard configuration of each computer, laptop, and monitor selected by the collaborative group was negotiated with DELL for the lowest pricing. MCFLS system staff tested and recommended a list of DELL computer models and a selection of reliable peripherals (barcode scanner, receipt printer, label printer, signature capture pad, and patron photo capture camera) to implement at local libraries:

[https://milwcofedlibsys.sharepoint.com/:f:/s/ITInfo/EvAL5KoEO1VCovQxShZbNYoBtdzktDr-HfxVtWUKTnX\\_fg](https://milwcofedlibsys.sharepoint.com/:f:/s/ITInfo/EvAL5KoEO1VCovQxShZbNYoBtdzktDr-HfxVtWUKTnX_fg)

#### System Hardware and Backup Purchases

In 2019, the system invested heavily in hardware to replace aging servers that provide critical services for member libraries, including two servers to support the Sierra ILS system as well as the Encore server that provides access to the online catalog. Because backup tapes were no longer an option with the new servers, MCFLS also purchased a Unitrends backup appliance to provide daily backups of these critical servers and other centralized hardware. The Unitrends appliance represents a significant upgrade in system backups which for years could only be done five times a week. The new appliance performs daily backups seven days a week, allows for a physical off-site transfer of the latest backup to a

remote site and offers a cloud-based backup to provide additional redundancy.

### Cybersecurity Awareness Training

In 2019, MCFLS sponsored and acted as fiscal agent for an LSTA grant to purchase a cybersecurity training subscription through a company called KnowBe4. The grant involved collaboration among four library systems, although MCFLS provided leadership throughout the project. Cybersecurity training involves educating staff to recognize malicious phishing emails and modify behavior to minimize risks to the library and system. By all accounts the training has been a success. Reports indicate that our system percentage of phish-prone users (those more likely to click on a suspicious link) went from around 30% to less than 3% in the space of 9 months. The cost of this training for all four systems exceeded \$17,000, but our member libraries received this training at no cost. MCFLS has already secured a cheaper alternative through a statewide contract that will reduce costs to less than \$900 per year.

### Software Licensing

To save cost on essential software licensing (Microsoft, Symantec, Reboot Restore, Cisco Meraki), MCFLS system staff have researched options and typically referred local libraries to TechSoup for acquiring a donation or discount pricing.

In the transition to Windows 10, MCFLS system staff have developed and implemented a new series of cost saving measures for use on library public use computers:

- Utilizing user-specific local group policies to eliminate the cost of renewing WinSelect software.
- Replacing DeepFreeze with Reboot Restore software that can be acquired from TechSoup with low discount pricing.

### Public PC Time Management System

MCFLS has assisted member libraries in acquiring the MyPC time and print management software to replace the outdated system that had been in place for nearly 20 years. The MyPC system is a vast improvement over the old system and has received high marks from members. By maintaining a centralized licensed MyPC server, MCFLS is helping each MyPC library realize a significant cost savings. If each library had to purchase a license for a local server, the cost would be \$1,875 on top of the cost of a local server, conservatively estimated at \$3000. For the nine current MyPC libraries, this represents a savings of around \$40,000.

### Consultation and Support

Equipped with a good source of low cost but high performance and multi-year hardware warranty computers, a solid selection of reliable peripherals, a well-developed and uniform computer configuration, and low onsite service charges, MCFLS can successfully provide cost-effective services to local libraries.

A good recent example of how MCFLS can serve members can be seen with the Whitefish Bay Public Library. In late 2019 Whitefish Bay reached out to MCFLS after years of residing on their village's network to seek better support and help with lowering costs. After consulting with MCFLS system staff, they decided to use MCFLS for computer services support, moved off the village network and back to the MCFLS WAN, implemented a new LAN File Server, and upgraded all library computers to Windows 10 at a significant cost savings.

2019/2020 Special Projects

<u>Project Start Date</u>	<u>Library Site</u>	<u>Project Description</u>	<u>Total Hours</u>
7/9/2019	S. MILWAUKEE	Install and configure new Gigabit LAN Switch - Patching network cables	2
7/15/2019	CUDAHY	Convert all Staff PCs to Windows 10: Install and configure 9 new Windows 10 replacement Staff computers Upgrade 5 existing Staff computers to Windows 10 Reconfigure 7 old Staff computers to replace all Catalog PCs, Local History Room PC & Video Display PC	35
9/4/2019	FRANKLIN	Convert all Library computers and laptops to Windows 10: Install and configure 5 new Windows 10 replacement Staff computers Upgrade 5 existing Staff computers to Windows 10 Upgrade Local History Room PC & Public Scan Station to Windows 10 Upgrade 12 Adult Public PCs & 6 Children Public PCs to Windows 10 Upgrade 2 Library Use laptops & 10 Tech Lab laptops to Windows 10	54
11/14/2019	ST. FRANCIS	Convert all Public PCs to Windows 10: Install and configure 3 new Windows 10 replacement Adult Lab PCs Upgrade 6 existing Adult Lab PCs to Windows 10 Upgrade 2 existing Youth PCs & 6 existing Kid PCs to Windows 10	17

1/2/2020	WHITEFISH BAY	Move Library off Village Network and back to MCFLS WAN:	21
		Create new Library network (new IP address range & network domain)	
		Install & configure new LAN Server - Reconfig Staff PCs to join new domain	
		Reconfigure all Catalog PCs & Express Internet PC	
		Convert all Library computers and laptops to Windows 10:	49
		Upgrade all Staff computers to Windows 10	
		Upgrade all Adult & Youth Public computers to Windows 10	
		Upgrade all Public Laptops to Windows 10	
2/5/2020	ST. FRANCIS	Convert all Public Laptops to Windows 10:	6
		Upgrade 6 existing Lab Laptops to Windows 10	
2/7/2020	CUDAHY	Convert all Public PCs to Windows 10:	16
		Install and configure 16 new Windows 10 replacement Public computers	
2/11/2020	SHOREWOOD	Upgrade Public PCs:	16
		Install and configure 6 new Windows 10 replacement Adult Public PCs	
		Perform Windows Update on all Public PCs & Public Laptops	
4/30/2020	HALES CORNERS	Convert all Staff & Public PCs to Windows 10:	20
		Install and configure 3 new Windows 10 replacement Staff computers	
		Upgrade 3 existing Circulation Desk computers to Windows 10	
		Upgrade 6 existing Public Kiosk PCs & 2 Study Room PCs to Windows 10	

2019/2020 Total Hours: 236.

The MCFLS current service rate is \$72/hour. Using a conservative estimate of \$100/hour to separately contract for computer services, MCFLS member libraries collectively saved \$6,600 in 2019/2020. This amount does not include the savings realized through the DELL statewide purchasing plan.

## System Technology Goals 2020 - 2021

MCFLS technology goals are informed by the 2020-2024 MCFLS Strategic Plan and 2020-2024 Technology Plans. Alterations to these goals may be informed by changing priorities and needs as identified by the MCFLS Board, system staff and member libraries.

- **Focus on a better user experience and interface for system web presence**  
This goal is taken from the strategic plan activities centered on improving the user experience for our patrons and staff for websites maintained by the system, including the system website and the CountyCat/Encore catalog interface. A part of this effort has already been achieved through implementation of the new CountyCat mobile app, but a renewed focus on the user experience runs throughout the strategic and technology plans for the system.
- **Begin process of ILS assessment**  
The system has been using Sierra since 2014 and Innovative products since the mid-1990s. The MCFLS Board and strategic plan have called for an assessment of our current ILS and survey of the vendor landscape to see if it makes sense to switch vendors for our service. This process is due to start in 2021.
- **Router replacement**  
The MCFLS network has assessed that current gateway routers (routers that act as the connector between libraries and the MCFLS network) are due to be replaced. MCFLS will start the process in 2020 of budgeting for and replacing three gateway routers a year for five years to ensure libraries have up-to-date equipment and prepare them for additional bandwidth if the opportunity arises.
- **Annual system technology plan assessment**  
In past years, the system had not done an annual assessment of the technology plan submitted to DPI. The plan is required to be submitted every five years, but starting October 2020 MCFLS staff will review the plan and focus on assessing existing goals, adding new ones and making changes where necessary.

## Library Technology Plan Development

The following information on best practices for developing a library technology plan are based on documents published by Tech Soup with contributions from libraries and organizations across the country as well as information collected on the Technology Planning site on [Webjunction](#). That site has many examples of technology plans that you can use as a guide in developing your own plan.

### Six-Step Technology Planning Tool

KEY ACTIONS (OR DECISIONS) RESOURCES	RESOURCES
Step 1: Find the real IT decision-makers in your community and schedule meetings with them.	For MCFLS member libraries, consult with experts within your municipality. The MCFLS Network Administrator is also available to talk about preliminary technology plan development. <a href="#">Click here for more information.</a>
Step 2: Do an assessment to determine your technology needs.	The MCFLS Network Administrator can assist with a technology inventory for your library.  Use the <a href="#">checklists here</a> and <a href="#">here</a> to help ask the right questions about assessing your library's technology needs.
Step 3: Look at your library's strategic plan or long-range plan and think about how it will affect your technology plan.	For more discussion about the importance of using your strategic or long range plans to develop your technology plan, <a href="#">click here</a> .
Step 4: Pull together a technology team and schedule your first meeting to discuss the information you've collected in steps 1 through 3.	For many MCFLS members, this may mean internal or municipal staff. The MCFLS Network Administrator can also help consult in this area.  Click <a href="#">here</a> and <a href="#">here</a> for more information on building an advisory group to direct your plan.
Step 5: Write the technology plan.	Webjunction has guidance on developing goals and objectives for a technology plan <a href="#">available here</a> .  Also consider <a href="#">total cost of ownership (TCO)</a> when putting your budget together.
Step 6: Revisit and evaluate your technology. Plan on a regular basis (every 6 to 12 months).	<a href="#">Resources</a> to help with evaluation of your plan are available on Webjunction.

## MCFLS Recommended Equipment Replacement Schedules

All computer equipment (such as desktop computers, servers, peripherals) has a limited usable lifespan. Member libraries are advised to consult their technology plan and schedule replacements on a regular basis.

- Keeping hardware longer than the recommended life-cycle is rarely cost effective due to increased repair costs. Also, manufacturer’s warranties usually do not extend past three years. It is recommended that libraries avoid replacing all equipment in a single year, but space out replacements to avoid single year budget jumps.
- Include expected annual costs for software using a software inventory, noting licensing expirations and expected needs to upgrade software. MCFLS staff can help in this area.
- Some equipment should be used until it breaks. Some of these items are relatively inexpensive to replace, such as keyboards and mice. Other pieces, such as scanners, thermal receipt printers, and monitors, can be more expensive. Libraries should plan for unexpected replacement costs and/or keep spare equipment available for these situations.

### MCFLS Recommended Replacement Schedules

Equipment	Replace Every
Laptop computer	3 years
Desktop computer	4 years
Server	5 years
Networking equipment	5 years
Monitor	8 years

## Supplemental Information

- [MCFLS List of Recommended Hardware and Peripherals](#)
  
- [MCFLS List of Recommended Browser, PC and Printer Settings for Public Use Workstations](#)

2021 Advantage Proposal

Library	OverDrive 2020 Contribution	Proposed Advantage Collection -- \$35,000 level	Proposed Advantage Collection -- \$40,000 level	Proposed Advantage Collection -- \$45,000 level	2019 Overdrive Circ	Percent of Overdrive Circ	2019 Unique OverDrive Users
Brown Deer	\$ 2,088	\$ 506	\$ 579	\$ 651	7,626	1.4%	230
Cudahy	\$ 2,796	\$ 711	\$ 813	\$ 914	10,709	2.0%	359
Franklin	\$ 8,361	\$ 1,962	\$ 2,242	\$ 2,522	29,542	5.6%	1162
Greendale	\$ 3,763	\$ 946	\$ 1,081	\$ 1,216	14,242	2.7%	506
Greenfield	\$ 5,570	\$ 1,349	\$ 1,542	\$ 1,735	20,318	3.9%	716
Hales Corners	\$ 1,543	\$ 327	\$ 374	\$ 421	4,931	0.9%	229
Milwaukee	\$ 59,413	\$ 15,694	\$ 17,936	\$ 20,178	236,316	44.8%	9956
North Shore	\$ 8,086	\$ 2,108	\$ 2,409	\$ 2,710	31,741	6.0%	1219
Oak Creek	\$ 6,149	\$ 1,623	\$ 1,855	\$ 2,087	24,437	4.6%	997
Shorewood	\$ 5,734	\$ 1,440	\$ 1,645	\$ 1,851	21,676	4.1%	916
South Milwaukee	\$ 3,188	\$ 722	\$ 826	\$ 929	10,877	2.1%	384
St. Francis	\$ 2,007	\$ 477	\$ 546	\$ 614	7,189	1.4%	250
Wauwatosa	\$ 13,243	\$ 3,745	\$ 4,280	\$ 4,815	56,388	10.7%	2211
West Allis	\$ 7,658	\$ 2,031	\$ 2,322	\$ 2,612	30,589	5.8%	1044
Whitefish Bay	\$ 5,309	\$ 1,357	\$ 1,551	\$ 1,745	20,437	3.9%	875
<b>Total</b>	<b>\$ 134,908</b>	<b>\$ 35,000</b>	<b>\$ 40,000</b>	<b>\$ 45,000</b>	<b>527,018</b>	<b>100.00%</b>	<b>21054</b>

- Proposed contribution levels are based on average statewide advantage contribution of \$39,000 in 2019.
- If members opt to contribute, they can do so at any one of the three levels for 2021 or contribute more if they wish.

## MCFLS Pandemic Work Procedures

### Purpose

System staff need guidance on how their work will proceed during the pandemic. The health and safety of our staff is of paramount importance, particularly given our small size and impact on system services if any person were to fall ill. These procedures are a work in progress and may change based on direction from the MCFLS Board and environmental circumstances, such as state guidelines and directives from the Milwaukee Public Library who owns our leased space.

### Effective Date

These procedures will remain in place until further notice from the MCFLS system director.

### Procedures

#### Remote Work and Schedules

- System staff are encouraged to continue working at home until further notice. System phone extensions should be forwarded to phones available at your residence.
- Work your normal weekday shifts. We want to provide flexible work schedules, but any major departures from the 8 am - 5 pm schedule must be approved by Steve in advance. Member libraries need to be able to get in contact with system staff during those regular hours.
- Please talk with Steve or Judy if you have any questions about your weekday schedule, FFCRA or any other related issues.

#### Working at System Offices

- Stay home if you are ill and notify Steve or Judy so your tasks can be covered. Do not enter the system offices. We have enough cross-training in place to cover for one another.
- As libraries open, there are more tasks that will require office access such as printing and filling supply orders, so staff may go in without prior permission on assigned days (see below).
- Staff should only go in to complete necessary tasks and should not stay longer than they need to complete those tasks.
- Keep office doors closed while working.
- Wear masks while not in your office workspace. If you do not have a mask, please notify Steve or Judy and we will provide them for you. MPL restrictions require staff to wear masks while working in any library building.
- Follow social distancing guidelines wherever possible. Remain 6 feet away from other individuals while walking through the building.
- Wash hands or use sanitizer provided regularly throughout the day.
- Sanitizing wipes or disinfectant will be provided. Before leaving the offices for the day, please wipe down high touch surfaces including the kitchenette area, door handles and keypads. Wipe down your own office workspace.

Staff will be divided into two groups and assigned days when they may go in. This process is in place to keep staff from falling ill and separating us enough to that if one gets sick other staff can still perform functions and cover for each other.

Group 1: Judy, Jen: Allowed in the offices on Mondays and Thursdays.

Group 2: Steve, Hieu, Kate: Allowed in the offices on Tuesdays and Wednesdays.

- Staff should sign in with the date and time they arrived and sign out upon leaving. A sheet will be available at the receptionist desk for this purpose.
- Staff should avoid the offices Fridays – Sundays. The exception is Kate, who will need to run overdues and statements at some point in June or July.
- If you need to go into the office on an unassigned day, please email all of us the day before to see if anyone else plans to be there. If no one will be there, you can go in.

### Vacation/Time off

Staff should use the Microsoft Teams calendar to record vacation time and time off to coordinate schedules.

### Working at Member Libraries

- Attempt to accomplish as much work remotely as possible before entering the library to minimize contact.
- When working at member libraries, consult with member library staff to arrive on a day when social distancing measures can be used and low contact with the public/staff can be accomplished.
- Wear masks while working within the library and practice social distancing wherever possible.
- Use hand sanitizer or wash hands regularly. Disinfect high touch surfaces when leaving the area.

### Other Procedures

- Until further notice attendance at meetings and conferences will be done virtually. No travel either in-state or out of state will be allowed.