1)	Call to Order	
2)	Compliance with Open Meetings Laws: A quorum of the Village Board of Trustees may be in attendance but no formal Board action will be taken at these meetings.	
3)	Public Comments	
4)	Approval of the Minutes: September 18, 2019 meeting	ACTION
5)	Approval of Financial Reports:	ACTION
	a) Check Register: September 2019	
6)	Review of Financial Statements:	
	a) Expenditures to Actual Comparison: 09/19	INFORMATION
	b) Revenue to Actual Comparison: 09/19	INFORMATION
	c) Balance Sheet: 08/19	INFORMATION
7)	Unfinished Business:	
	a) Consider a motion to adopt the *2019-2022 Greendale Public Library Strategic Plan* SURVEY RESULTS	ACTION
	b) Consider a motion to renew the *MCFLS ILS/ Resource Sharing/ Technology Agreement* MEMO, ATTACHMENTS	ACTION
8)	New Business:	
	a) Student ID as Library Card report MEMO	DISCUSSION
	b) Review *MCFLS 2020 System Plan* MEMO, ATTACHMENTS	DISCUSSION
9)	Informational and Discussion Items:	
	a) Director's Report	
	b) Library Staff Reports	
	c) President's Report	
	d) Foundation/Friends Board Report	
10)	Correspondence	
11)	Adjournment	

President Amidzich called the Regular meeting of the Greendale Public Library Board of Trustees to order at 5:30 PM.

Trustees Present: Amidzich, Dombrowski, Genz, Jensen, Unger
Excused: Huberty, Kiltz
Also Present: Van Klooster- Library Director

Van Klooster stated that the Agenda for this meeting had been published in compliance with the Open Meetings Law.

PUBLC COMMENTS

NONE

APPROVAL OF THE MINUTES

Trustee Genz moved, Trustee Dombrowski seconded approval of the August 21, 2019 minutes as corrected.
Ayes: All
Noes: None
Motion to approve: Carried

APPROVAL OF FINANCIAL REPORTS

Check Register: August 2019
Trustee Dombrowski moved, Trustee Jensen seconded approval of the August 2019 expenditures in the total amount of $15,264.55
Ayes: All
Noes: None
Motion to approve: Carried

REVIEW OF FINANCIAL STATEMENTS
   a) Expenditures to Actual Comparison: August 2019
   b) Revenue to Actual Comparison: August 2019
   c) Balance Sheet: July 2019

UNFINISHED BUSINESS
   a) 2020 Greendale Library Budget

Trustee Dombrowski moved, Trustee Jensen seconded approving the 2020 Library Budget as presented, for submittal to the Village Manager. Van Klooster said the property tax revenue request is $8000 more than negotiated with Village Trustees in 2018, per Library Board direction. This request, along with personnel figure final revisions, materials budget reductions and non-recurring strategic plan expense, creates a nearly flat budget year over year and leaves 1.8% in fund balance. Trustee Genz inquired if a secondary budget was developed that did not include the additional $8000. Amidzich and Van Klooster said one had not. Possible budget scenarios were discussed. Amidzich said that services, staff retention and hours would be affected if the request is not approved.
Ayes: Amidzich, Dombrowski, Jensen, Unger
Noes: Genz
Motion to approve: Carried

NEW BUSINESS

a) Greendale Library fine/fee policy

Memo and attachments were discussed. President Amidzich said she liked the idea of linking fine forgiveness with young people timed with summer reading. Trustee Unger inquired about additional options for collecting outstanding debt. The wisdom of pursing a fine forgiveness program was noted in the context of the increased budget request.

INFORMATIONAL AND DISCUSSION ITEMS

a) Director's Report: Van Klooster highlighted several items
b) Library Staff Report: Summer reading results were highlighted
c) President's Report: none
d) Foundation/Friends Report: Unger reviewed meeting highlights

CORRESPONDENCE

None

ADJOURNMENT

The meeting adjourned at 6:25 PM.

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description
55872						
LUCK, KATHY						
09/19	07-51-75031	LIBRARY PROGRAMS	09/06/2019	50.00	AUG STORY TI	8/1/2019
09/19	07-51-75031	LIBRARY PROGRAMS	09/06/2019	400.00	FALL STORY TI	SEPT. 12,26 AND OCT. 3,10,17,24 AND NOV.1
	Total 55872:			450.00		
55873						
MICROMARKETING LLC						
09/19	07-51-75028	LIB DONATION PURCHASE	09/06/2019	32.00	780771	ADULT AUDIO BOOKS
09/19	07-51-56502	ADULT AUDIO BOOKS	09/06/2019	92.99	780911	ADULT AUDIO BOOKS
09/19	07-51-75028	LIB DONATION PURCHASE	09/06/2019	27.99	781348	ADULT AUDIOBOOKS
	Total 55873:			152.98		
55876						
OFFICE COPYING EQUIPMENT LTD						
09/19	07-51-55100	OFFICE SUPPLIES	09/06/2019	9.79	AR91821	TONER
09/19	07-51-55100	OFFICE SUPPLIES	09/06/2019	248.54	AR92027	JULY-AUG COPIES
	Total 55876:			258.33		
55880						
SYNCB/AMAZON						
09/19	07-51-55100	OFFICE SUPPLIES	09/06/2019	252.76	05/15-07/15/201	TAPE, CASH BOX, MISC
09/19	07-51-56500	ADULT BOOKS	09/06/2019	34.18	05/15-07/15/201	ADULT BOOKS NF/FIC
09/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	09/06/2019	637.76	05/15-07/15/201	ADULT MEDIA RECIP
09/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	09/06/2019	183.94	05/15-07/15/201	YOUTH MEDIA RECIP
09/19	07-51-75028	LIB DONATION PURCHASE	09/06/2019	106.12	05/15-07/15/201	YOUTH SRP PRIZES
09/19	07-51-75031	LIBRARY PROGRAMS	09/06/2019	257.72	05/15-07/15/201	PROGRAMMING
	Total 55880:			1,472.48		
55883						
UNI-COMM CORPORATION						
09/19	07-51-51200	OPERATING EQUIPMENT	09/06/2019	225.00	11919	PHONE LINE-LIBRARY REPAIR
	Total 55883:			225.00		

M = Manual Check, V = Void Check

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description
55943						
JANI-KING OF MILWAUKEE						
09/19	07-51-61100	MAINT SUPPLIES-BUILDING	09/25/2019	165.05	MIL09190679	CLEANING SUPPLIES 49%
	Total 55943:			165.05		
122312738						
ACH WE ENERGIES						
09/19	07-51-57100	UTILITIES	09/25/2019	2,036.40	9132019	5647 Broad-5650 Parking St-Library
09/19	07-51-57100	UTILITIES	09/25/2019	8.12	9132019	5647 Broad-5650 Parking St Library
	Total 122312738:			2,044.52		
122312739						
US BANK						
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	23.14	08-JORDAN	Teen Summer Reading Program
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	40.00	08-JORDAN	Teen Summer Reading Prizes
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	47.61	08-JORDAN	Teen Summer Reading Program
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	5.28	08-JORDAN	Adult Summer Reading Program
09/19	07-51-56501	YOUNG ADULT BOOKS	09/27/2019	91.95	08-JORDAN	Teen Media
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	15.00	08-JORDAN	Teen SRP grand prize; receipt missing
09/19	07-51-75028	LIB DONATION PURCHASE	09/27/2019	143.65	08-JORDAN	Friends SRP Book Prizes
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	20.95	08-JORDAN	Teen Summer Reading Prize
09/19	07-51-61100	MAINT SUPPLIES-BUILDING	09/27/2019	65.28	08-JORDAN	KeyCopies
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	8.99	08-REINKE	SRP Program - Tweens
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	6.80	08-REINKE	SRP Program - Tweens
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	26.02	08-REINKE	SRP Program - Tweens
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	19.25	08-REINKE	SRP Program - Tweens
09/19	07-51-75028	LIB DONATION PURCHASE	09/27/2019	4.06	08-REINKE	Grandhaven Event - Village Days Supply
09/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	09/27/2019	42.19	08-REINKE	Youth Media-dvd
09/19	07-51-55100	OFFICE SUPPLIES	09/27/2019	8.93	08-REINKE	Youth Supplies
09/19	07-51-55100	OFFICE SUPPLIES	09/27/2019	46.98	08-REINKE	Youth Supplies
09/19	07-51-75028	LIB DONATION PURCHASE	09/27/2019	28.84	08-REINKE	1,000 Books Before Kindergarten
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	42.39	08-SCHNEI	Teen SRP
09/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	09/27/2019	186.28	08-SCHUMA	Media Cases
09/19	07-51-75028	LIB DONATION PURCHASE	09/27/2019	37.99	08-VANKLO	OutreachCanopyWeights
09/19	07-51-83000	CAPITAL OUTLAY-EQUIPMENT	09/27/2019	293.94	08-VANKLO	BrowsingStools additional
09/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	09/27/2019	64.93	08-VANKLO	Youth Media RECIP
09/19	07-51-75028	LIB DONATION PURCHASE	09/27/2019	85.00	08-VANKLO	Lucky Day media

M = Manual Check, V = Void Check

GL Period	GL Acct No	GL Account	Check Issue Date	Check Amount	Invoice Number	Description
09/19	07-51-75023	LIBRARY - MCFLS RECIP EXP	09/27/2019	433.15	08-VANKLO	Adult Media
09/19	07-51-56500	ADULT BOOKS	09/27/2019	732.37	08-VANKLO	Adult Fiction
09/19	07-51-56500	ADULT BOOKS	09/27/2019	1,595.84	08-VANKLO	Adult Fiction
09/19	07-51-56501	YOUNG ADULT BOOKS	09/27/2019	82.64	08-VANKLO	Teen Books
09/19	07-51-56500	ADULT BOOKS	09/27/2019	732.59	08-VANKLO	Adult Nonfiction
09/19	07-51-56503	ADULT LARGE PRINT	09/27/2019	16.24	08-VANKLO	LP books
09/19	07-51-57100	UTILITIES	09/27/2019	224.98	08-VICTOR	LIBRARY
09/19	07-51-92900	MISCELLANEOUS	09/27/2019	34.36	08-VICTOR	FLOOR MATS
09/19	07-51-92900	MISCELLANEOUS	09/27/2019	180.00	08-WEISHA	PRE-EMPLOYMENT PHYSICAL
09/19	07-51-55100	OFFICE SUPPLIES	09/27/2019	79.55	362455071	August Office Supplies- SCHUM
09/19	07-51-55100	OFFICE SUPPLIES	09/27/2019	118.87	362459878	August Office Supplies- SCHUM
09/19	07-51-55100	OFFICE SUPPLIES	09/27/2019	9.71	405150	August Office Supplies
09/19	07-51-75028	LIB DONATION PURCHASE	09/27/2019	111.98	461421	Friends Adult Audiobooks
09/19	07-51-75031	LIBRARY PROGRAMS	09/27/2019	40.99	461811	Friends Adult Audiobooks
09/19	07-51-56502	ADULT AUDIO BOOKS	09/27/2019	27.99	461811	Adult Audiobook

Total 122312739: 5,776.71

Grand Totals: 10,545.07

M = Manual Check, V = Void Check

Account Number	Account Title	Current Month Actual	2019 Current Budget	2019 Current year Actual	Remaining	% of Budget
07-51-42100	SALARIES - REGULAR	17,878.40	231,687.00	173,074.02	58,612.98	74.70%
07-51-42200	SALARIES - TEMPORARY	10,630.55	161,857.00	111,443.45	50,413.55	68.85%
07-51-42300	SALARIES - OVERTIME	5.96	.00	194.13	194.13-	.00
07-51-45100	HEALTH INSURANCE	4,970.26	60,400.00	43,134.76	17,265.24	71.42%
07-51-45200	LIFE INSURANCE	32.64	400.00	450.65	50.65-	112.66%
07-51-46100	SOCIAL SECURITY	1,219.74	18,457.00	12,627.66	5,829.34	68.42%
07-51-46200	WRS EMPE/EMPR	1,390.33	19,499.00	14,291.08	5,207.92	73.29%
07-51-46300	MEDICARE	383.03	5,707.00	3,845.66	1,861.34	67.38%
07-51-51200	OPERATING EQUIPMENT	225.00	21,320.00	12,773.24	8,546.76	59.91%
07-51-53920	MCFLS COMPUTER CONTRACT	.00	20,900.00	20,526.00	374.00	98.21%
07-51-55000	COMMUNICATIONS	.00	.00	.00	.00	.00
07-51-55100	OFFICE SUPPLIES	511.09	9,500.00	6,935.27	2,564.73	73.00%
07-51-56100	MEMBERSHIP DUES	.00	6,310.00	950.00	5,360.00	15.06%
07-51-56300	TRAINING	.00	2,500.00	2,551.03	51.03-	102.04%
07-51-56500	ADULT BOOKS	34.18	25,000.00	21,411.20	3,588.80	85.64%
07-51-56501	YOUNG ADULT BOOKS	.00	1,500.00	1,336.83	163.17	89.12%
07-51-56502	ADULT AUDIO BOOKS	92.99	600.00	500.91	99.09	83.49%
07-51-56503	ADULT LARGE PRINT	.00	1,000.00	293.37	706.63	29.34%
07-51-56504	YOUTH BOOKS	.00	21,000.00	24,787.59	3,787.59-	118.04%
07-51-56505	YOUTH MEDIA	.00	.00	.00	.00	.00
07-51-56506	SERIALS	.00	4,000.00	3,277.68	722.32	81.94%
07-51-56508	MCFLS DATABASES	.00	9,200.00	7,511.00	1,689.00	81.64%
07-51-57100	UTILITIES	2,044.52	26,250.00	17,658.34	8,591.66	67.27%
07-51-61100	MAINT SUPPLIES-BUILDING	165.05	8,150.00	4,450.36	3,699.64	54.61%
07-51-75023	LIBRARY - MCFLS RECIP EXP	821.70	9,300.00	8,621.46	678.54	92.70%
07-51-75028	LIB DONATION PURCHASE	166.11	13,000.00	7,798.54	5,201.46	59.99%
07-51-75031	LIBRARY PROGRAMS	707.72	10,000.00	7,254.00	2,746.00	72.54%
07-51-83000	CAPITAL OUTLAY-EQUIPMENT	.00	10,000.00	10,888.32	888.32-	108.88%
07-51-83100	LIBRARY RFID FUND	.00	.00	.00	.00	.00
07-51-83200	CLC JOINT EXPENSE	.00	.00	.00	.00	.00
07-51-83300	LB TO CLC CONTRIBUTION	.00	.00	.00	.00	.00
07-51-83400	LIBRARY LIGHTING	.00	.00	.00	.00	.00
07-51-83500	SERVICE AGREEMENT	.00	.00	.00	.00	.00
07-51-92900	MISCELLANEOUS	.00	1,000.00	574.36	425.64	57.44%
	Total LIBRARY:	41,279.27	698,537.00	519,160.91	179,376.09	74.32%
	Net Grand Totals:	41,279.27-	698,537.00-	519,160.91-	179,376.09-	74.32%

Account Number	Account Title	09/19 Current Month Actual	2019 Current Budget	2019 Current year Actual	Remaining	% of Budget
LIBRARY FUND						
07-00-21102	PROPERTY TAX LEVY	.00	630,000.00	630,000.00	.00	100.00%
07-00-21123	LIBRARY - MCFLS RECIP	.00	9,300.00	10,833.44	1,533.44-	116.49%
07-00-22515	DONATIONS LIBRARY	4.75	13,000.00	10,256.73	2,743.27	78.90%
07-00-22958	LIBRARY COPIER SALES	.00	5,000.00	2,837.55	2,162.45	56.75%
07-00-22959	LIBRARY FINES	1,020.14	11,000.00	9,394.22	1,605.78	85.40%
07-00-22960	LIBRARY BOOK CHARGES	139.90	1,000.00	1,457.54	457.54-	145.75%
07-00-22965	CLC REVENUES	.00	.00	.00	.00	.00
07-00-22968	OTHER REVENUES	56.25	1,000.00	830.36	169.64	83.04%
07-00-29900	OPER TRANS IN/OUT	.00	.00	.00	.00	.00
Total 07:		1,221.04	670,300.00	665,609.84	4,690.16	99.30%
Net Total LIBRARY FUND:		1,221.04	670,300.00	665,609.84	4,690.16	99.30%
Net Grand Totals:		1,221.04	670,300.00	665,609.84	4,690.16	99.30%

VILLAGE OF GREENDALE
BALANCE SHEET
8/31/2019

ASSETS

07-00-111000	CASH DEPOSIT	$	236,063.27
07-00-111080	PETTY CASH	$	200.00

	TOTAL ASSETS	$	236,263.27

LIABILITIES AND EQUITY

LIABILITIES

07-00-151200	ACCRUED PAYROLL SALARIES	$	-
07-00-151210	ACCOUNTS PAYABLE	$	(3,676.03)
07-00-151260	DEFERRED REVENUES - TAX	$	0.00
07-00-151280	ACCUMULATED VACATION PAYABLE	$	-
07-00-151290	ACCUMULATED SICK LEAVE PAYABLE	$	-
07-00-172020	DUE TO/FROM 2 EQUIP REPL	$	-
07-00-172090	DUE TO/FROM 60 TRUST AGENCY	$	(0.00)
07-00-172200	DUE TO/FROM FOUNDATION	$	-
07-00-224000	ADVANCE FROM GENERAL FUND	$	0.00

	TOTAL LIABILITIES	$	(3,676.03)

FUND EQUITY

07-00-170000	FUND BALANCE	$	(46,080.08)
	REVENUES OVER EXPENDITURES- YTD	$	(186,507.16)
	TOTAL FUND EQUITY		
	TOTAL LIABILITIES AND EQUITY		
		$	(232,587.24)
		$	(236,263.27)

Timestamp	Please share your thoughts...
8/5/2019 8:45:36	Our family loves the Greendale Library!!! Since we moved into Greendale 10 years ago, our family (3 kids) have grown up with the library as a focal point in our community. We love reading books, magazines and checking out DVDs. The library has provided our children the opportunity to learn responsibility and awareness in the multiple outlets you give to patrons of the library. Love: summer reading program, free events in the community center for families (Galaxy Rick painting, UFO speaker, Bee pollinaters,etc.) Great comfortable seating area in the teen space-green bouncy chairs, sliding desk chair. By the way... I've always had great experiences with all staff in the library (kindness, smiles, helpful) . The library has always been presentable, clean, safe, and welcoming environment!!! (However: I wish the CLC wasn't located in the library because of the loud voices from the staff talking to each other :sometimes it's negative talk /and CLC staff talking with customers is very loud too....as you probably can tell, I visit the library frequently) Once again... we love our Greendale Library!!!
10/9/2019 12:34:54	great idea !!
	Library Strategic Plan draft - community feedback form (Responses)

GREENDALE
PUBLIC LIBRARY

Strategic Plan
2019-2022
[draft 6/18/19]

CONTENTS

Letter from the Library Director

Dear Greendale Community Members,

This report describes the strategic planning process that we engaged in as a community in order to set direction for the near future of the Greendale Public Library. We recognize that our library has many strengths and assets that make us an integral part of the Greendale community. However, we also face many challenges and opportunities to continue to improve and grow our services so that we can better meet the needs of our community. The strategic plan presented in this report will provide a roadmap for us to follow over the next three years as we work to achieve our shared vision – *an inspired and connected community of lifelong learners*.

Sincerely,

Brian Van Klooster
Library Director

The Strategic Planning Process

The role of libraries has evolved over time. As stated by the American Library Association President, Sari Feldman, "Today libraries are less about what we have then what we can do with and for our patrons. As community demands shift, libraries are transforming." In order to better meet the needs of the changing community, the Greendale Public Library began efforts to develop a strategic plan in November of 2017. The library contracted with a consultant from Ujima United, LLC who helped establish a timeline of activities, facilitate planning meetings, and develop the written report. The library director, library staff, library board, and library patrons were engaged throughout the process to ensure the plan was informed by a diverse group of key stakeholders.

WHERE YOU ARE → WHERE YOU WANT TO BE

HOW YOU GET THERE

Strategic Plan

A strategic plan helps an organization understand how to get from "where you are" to "where you want to be".

Timeline

The following table provides an overview of the timeline of activities that helped to inform the strategic plan. The original timeline was delayed due to library staff, board member, and library director turnover that occurred at various times throughout the process. As a result, it was important to revisit all activities in November 2018 and May 2019 in order to account for any changes that may have impacted the planning process prior to finalizing the strategic plan in June 2019.

Activity	Timeline	Description
Stakeholder analysis	November 2017	Identified key stakeholders and the type of influence each stakeholder has on the organization and/or the process and potential success of the effort. This was used to ensure appropriate stakeholder engagement throughout the process.
Develop mission, vision, and values	December 2017 – January 2018	Library staff and library board met to develop the mission, vision and values.
Environmental Scan	December 2017 – January 2018	An environmental scan was conducted to compile and analyze meaningful data and information to create a big-picture view of what is going on inside and outside the organization. This included a patron feedback exercise to better understand what they value about the library and what they would like to see improved.
SWOC (Strengths, Weaknesses, Opportunities, Challenges) analysis	December 2017 – January 2018	A SWOC analysis was conducted to identify the organization's internal strengths and weaknesses and the external opportunities and challenges. This analysis helps the organization clearly define the context, which is a critical step before the organization can identify and prioritize strategic issues.

Identify strategic issues	February 2018	Library staff and library board met to identify and prioritize strategic issues.
Develop goals and objectives	February 2018	Subcommittee comprised of library staff and library board members met to develop the goals and objectives for the identified strategic issues. The tearless logic model was used as a framework for this process.
Develop draft of written strategic plan report	May 2019	A draft of the written strategic plan report was developed based on input from stakeholders throughout the process.
Public comment period	Early July 2019	The draft strategic plan report was shared with the community for public comment through social media and in print at the library.
Finalize and disseminate strategic plan report	Late July 2019	The strategic plan report was revised and finalized based on feedback from stakeholders and broadly disseminated to the community through press releases, website, social media, and targeted messaging to key stakeholders.
Implement and continuously evaluate the plan	August 2019 – July 2022	Library staff, with support from the library board, will implement the 3-year plan. Both the process and outcomes of the plan will be evaluated and reported to the community on an annual basis.

Mission, Vision & Values

The following mission, vision, and values were developed during the strategic planning process.

Mission

We strive to transform lives and strengthen our community by creating a safe, welcoming, and inclusive home for information, learning, inspiration and connection.

Vision

An inspired and connected community of lifelong learners

Library staff working together at a strategic planning meeting

Values

- ❖ **Learning** – We provide equal access to resources and opportunities for life-long learning for all.
- ❖ **Curiosity** – We inspire curiosity, creativity and innovation.
- ❖ **Service** – We work together as a team to deliver superior customer service that is personal, respectful and meets the changing needs of our community.
- ❖ **Community** – We partner with our community to create connections and community engagement.

SWOC Analysis

A SWOC (Strengths, Weaknesses, Opportunities, and Challenges) analysis was conducted to identify the library's real and/or perceived internal strengths and weaknesses and the external opportunities and challenges. We want to maintain and leverage strengths, invest in opportunities, minimize weaknesses, and identify challenges and understand their potential impact. Below is a summary of some of the key points identified by the library staff and board members after reviewing the results of the environmental scan.

Strengths
- Good customer service
- Knowledgeable, adaptable staff
- Relationships/loyalty of patrons
- Great teamwork
- Good collection and technology
- Great programs that meet many needs

Weaknesses
- Budget/limited resources
- Insufficient space for library to meet all needs
- Increased number and needs of patrons (i.e. mental health)
- Insufficient staff training opportunities
- Insufficient voice in Village decision-making process
- Staff burnout/compassion fatigue

Opportunities
- Positive reputation in community
- Technology
- Location of library
- Lots of history in the community
- Increase in number of younger families
- Lots of partner organizations

Challenges
- Aging population
- Safety issues/patron mental health issues
- Too-high expectations for level of service
- Insufficient support and perceived value of library to community
- Targeted for criticism by public but insufficient control/decision-making

Strategic Issues

There are many things that could be done to improve the library and better meet the needs of the Greendale community. However, if everything is a priority, nothing is a priority. That is why it was critical to prioritize key strategic issues to address in the strategic plan. The following strategic issues are those that stakeholders felt were urgent, important, and able to be impacted given the current available resources.

Enhance community awareness of library role and services

Support staff capacity to meet the changing needs of the community

Build and strengthen community partnerships

Clarify the current understanding and functioning of the Community Learning Center and propose alternatives, as appropriate
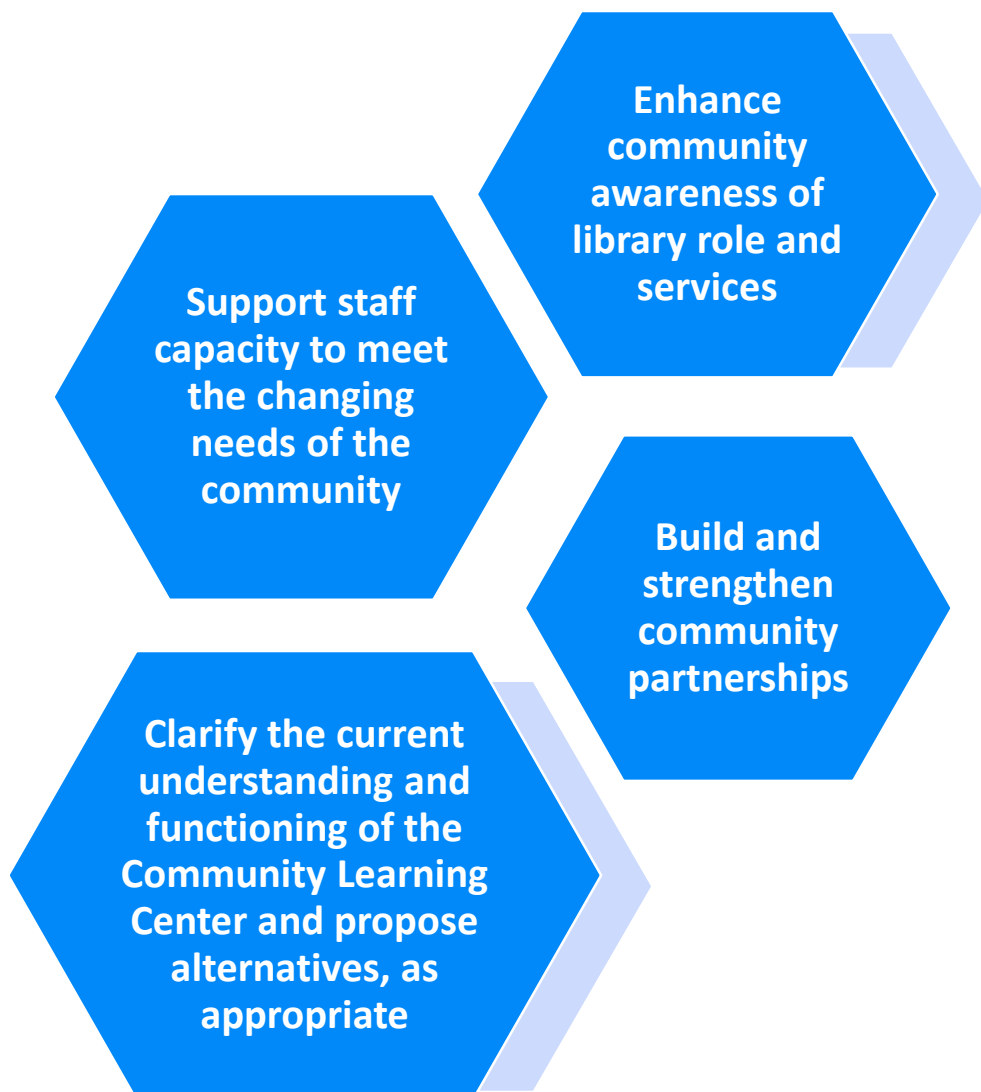
Goals & Objectives

The following table provides information about the specific objectives for each of the identified goals. It also describes who is responsible for ensuring that the objectives are achieved and the year in which they should be completed.

GOAL 1 Support staff capacity to meet the changing needs of the community		
Objectives	*Who?*	*When?*
1a. Identify changing needs of community through demographic analysis	Library staff, working with Village government	Year 1
1b. Review all training in the context of staff opportunities and learning needs	Library director, working with library staff	Year 1
1c. Prioritize revision or development of new training procedures based on demographic analysis, and staff opportunities and learning needs	Library director, working with library staff	Year 1
1d. Implement staff training to address opportunities and deficiencies	Library director	Year 2-3

GOAL 2
Enhance community awareness of library role and services

Objectives	Who?	When?
2a. Develop communication/marketing plan for both internal and external communications, as library and as CLC	Library director, working with library staff and CLC directors	Year 1
2b. Implement communication / marketing plan	Library director, working with library staff	Year 2-3

GOAL 3
Build and strengthen community partnerships

Objectives	Who?	When?
3a. Identify and develop inventory of current and potential community partners	Library director, working with library staff	Year 1
3b. Develop messaging to send to potential partners to establish and build relationships	Library director, working with library staff	Year 2 with marketing plan implementation
3c. Develop and implement plan to regularly communicate with all community partners	Library director, working with library staff	Year 2
3c. Host an annual partner meeting to provide updates and share information	Library director	Year 2-3

GOAL 4 **Clarify the current understanding and functioning of the Community Learning Center (CLC) and propose alternatives, as appropriate**		
Objectives	*Who?*	*When?*
4a. Identify barriers to communication among all Community Learning Center (CLC) functions	Library director, working with CLC directors	Year 1
4b. Develop shared understanding of roles, responsibilities and messaging among all CLC employees	Library director, working with CLC directors	Year 2-3
4c. Develop plan that enhances communication among all Community Learning Center (CLC) employees	Library director, working with CLC directors	Year 1
4d. Examine library role distinctly from CLC	Library director, working with CLC staff and public	Year 1
4e. Develop a community survey to better understand the current perception of and preferences for the CLC	Library director, working with CLC staff	Year 1
4f. Meet with CLC staff and key partners to discuss the results of the survey and address thematic concerns, as appropriate	Library director, working with CLC staff	Year 2
4g. Develop and disseminate messaging to partners and the public to enhance awareness of the CLC and clarify roles and responsibilities based on concerns	Library director, in partner with CLC staff	Year 2-3

Next Steps

Over the next three years, with leadership from the library director, the library staff will work together with the library board and community partners to implement the strategic plan. Both the process and outcomes of the plan will be evaluated and reported to the community on an annual basis. Together, with the strategic plan as a guide, we will work towards the shared vision of the Greendale Public Library …

…an inspired and connected community of lifelong learners!

GREENDALE PUBLIC LIBRARY
BOARD MEMO

Date: 10/6/19
To: Library Board
From: Brian Van Klooster, Library Director
Re: Agenda item #7b : MCFLS ILS/Resource Sharing/Technology Agreement renewal

Attachments:

- *MCFLS ILS, Resource Sharing, Technology Agreement 2020-2024*
- MCFLS document: *Summary of Proposed Changes to MCFLS Agreements 2020-2024*

Discussion:
The *MCFLS ILS/Resource Sharing/Technology Agreement* is due for renewal by each member library, by the close of 2019.

Major themes:

- State Aid to MCFLS predicted to remain flat at 2018/2019 level;
- Lengthen coverage of *Agreement* to 5 years from 3;
- *MCFLS Strategic Plan 2020-2024* includes new or increased county-wide member service benefits that will increase costs to MCFLS, to be covered by reduced member Reciprocal Borrowing payments as codified in the *Agreement*

Fiscal implication:
What we will lose:

- Reciprocal Borrowing revenue guaranteed overall decline of 5% as distributed among members over 5 years. Reciprocal Borrowing revenue has covered nearly all media materials expenditures for at least the last 18 years (per *Library Board Alerts 2011-5, 2014-12, 2015-5*).

What we will gain:

- county-wide shared services we couldn't afford to pay a representative share of otherwise, such as new or increased digital materials resources;
- reduced Member costs for existing digital materials resources (like ebooks, digital magazines, streaming audio);
- representation by professional marketing of county-wide shared services;
- increased funding for improved in-demand services like a better mobile app, or discovery layer.

The MCFLS Strategic Plan seeks to lay the groundwork for county-based funding of digital materials. This will require MCFLS to gradually retain more and more State Aid rather than pass those digital materials costs off to member libraries. In this scenario our Reciprocal Borrowing payment may be reduced, but our costs for county-wide shared resources will also be reduced.

Library Director's recommendation:
- Approve the *Agreement* without modification.
- Plan for absorbing into the tax levy budget those materials purchases that were once funded fully by Reciprocal Borrowing revenues

Summary of Proposed Changes to MCFLS Agreements 2020-2024

The MCFLS Strategic Plan 2020-2024 identified several areas that will require additional funding to implement:

- Purchase of a new CountyCat Mobile app

  - Addresses strategic plan directive for technology to improve the user experience. Members currently pay $16,000/year for the Boopsie for Libraries app. The replacement would provide an updated and modern app that provides better searching and features over the current obsolete version.

  - Cost: $36,500/year for Communico. (Base cost split in half by member libraries and MCFLS)

  - Value proposition: MCFLS would pay half the base cost of the new app and any initial installation fees (@$7,300 for Communico). Members together would pay roughly $4,000 more each year to get a vastly improved mobile application. Provides a way to enhance buy-in and continuity of system resources for all Milwaukee County residents.

- MCFLS increases amount paid into the system electronic resources buying pool

  - Addresses strategic plan directive for technology to improve the user experience and shift financial resources to increase continuity of online resources across the system.

  - Estimated cost: Additional $25,000-$45,000/year from 2020-2024. Current funding is $110,000.

  - Value proposition: The electronic resources buying pool is currently used to purchase popular streaming content through hoopla and needs additional funding to be sustainable. Libraries would save costs over providing these resources on their own and with hoopla only pay for those titles that their patrons use.

- Additional staff capacity and consulting services for data collection and marketing/advocacy plan development. Additional marketing and advocacy resources.

  - Addresses strategic plan directive for communication to provide improved and consistent marketing and advocacy for member libraries and system resources.

  - Additional assistance required through outside expertise for marketing and advocacy plan development and implementation, including data collection.
    Estimated cost: $25,000/year for three years.

  - Recruit a half-time marketing intern to assist with implementation of the system marketing plan and library marketing support development.
    Estimated cost: $16,793/year (20 hours/week at $15/hour)

  - Value proposition: Member libraries expressed a strong desire during strategic plan discussions to get assistance with marketing for both resources shared by all libraries as well as help in developing their own marketing plans. Advocacy for libraries was also deemed a high priority.

The MCFLS Board is proposing changes to agreements over a five year period from 2020-2024 to support strategic planning initiatives over the same period. Please note: The MCFLS Board met in June and July and reached consensus on each of these three areas, but have not yet formally voted on the proposed changes to the MCFLS agreements.

- Cataloging Contract.
    - o Current contract: MCFLS contributes 10% of state aid toward payment of the contract. Of the total remainder, each library pays 1%. The remaining 85% owed is billed back to members based on their percentage of titles added in the previous year.
    - o New contract: MCFLS contributes 9.5% of state aid in 2020 and 9% in 2021-2024 toward payment of the contract. The remaining difference is paid by member libraries as in the current contract.

- Resource Library.
    - o Current agreement: MCFLS pays 6.5% of state aid toward resource contract in 2019.
    - o New agreement: MCFLS will pay resource contract at a rate of 6.25% of state aid for all five years. This is a 4% reduction compared to continuing the resource contract at the current level, or $35,690 over five years.

- Reciprocal Borrowing.
    - o Current agreement: MCFLS will pay 38% of state aid toward reciprocal borrowing in 2020.
    - o New agreement: Percentage of state aid will be 37% (2021 and 2022), 36% (2023 and 2024) and 35% (2025).

State Aid Percentage	State Aid Year	Distribution
37%, estimated to be $1,056,467	2020	Feb. 2021
37%, estimated to be $1,056,467	2021	Feb. 2022
36%, estimated to be $1,027,914	2022	Feb. 2023
36%, estimated to be $1,027,914	2023	Feb. 2024
35%, estimated to be $999,361	2024	Feb. 2025

The ILS, Resource Sharing and Technology agreement will include language to guarantee net lenders would not see a $10,000 increase or decrease year to year to allow for more annual budget certainty. Members will see a 5% decrease over five years.

October 1st, 2019

Kimberly Amidzich, Board President
c/o Brian Van Klooster, Director
Greendale Public Library
5647 Broad Street
Greendale, WI 53129

Dear Ms. Amidzich,

Enclosed please find two copies of the Milwaukee County Federated Library System 2020-2024 MCFLS ILS, Resource Sharing, and Technology Agreement. The agreement was approved by the MCFLS Board on September 30th, 2019, and is hereby submitted for your Board's consideration. We ask that, upon approval, you sign and return both copies of the agreement to the MCFLS office by November 30th, 2019. Upon receipt of both copies of the signed agreement, MCFLS signatures will be executed and one copy of the Agreement returned to you for your files.

MCFLS Staff, the MCFLS Board, and member library directors worked together to develop a MCFLS Strategic Plan earlier in 2019. The new agreement reflects this work. The agreement proposes some reasonable changes that, together, on balance, will help all MCFLS member libraries become better able to serve the citizens of Milwaukee County.

I, other MCFLS Board members and/or Steve Heser, MCFLS Director, would be happy to attend your local board and/or council meetings to address any questions or concerns you may have regarding the Agreement or System membership.

Sincerely,

Paul M. Ziehler, President
MCFLS Board of Trustees

RECITALS

WHEREAS, MCFLS is organized, exists, and maintains a public library system pursuant to the provisions of Chapter 43, Wisconsin Statutes; and

WHEREAS, the Greendale Public Library is organized under Sections 43.52 or 43.53, Wis. Stats, is a member in good standing of MCFLS and agrees to share resources in accordance with the requirements of Chapter 43, and

WHEREAS, the Greendale Public Library has signed the agreement to be a member of MCFLS, and

WHEREAS, the Greendale Public Library and System have determined that cooperative efforts to provide a fully functioning library catalog will permit more efficient library service and will provide great and lasting benefits to its patrons; and

WHEREAS, the Greendale Public Library and System have determined that with a shared library come additional rights and responsibilities for both Library and System in order to ensure the maximum benefit of technological cooperation, these additional rights and responsibilities in relation to well-organized lending of materials and sharing with other libraries in the system; and

WHEREAS, the Greendale Public Library and System are partners in providing library service and, as such, have a shared responsibility to maximize the effectiveness and integrity of the various technology systems;

NOW, THEREFORE, BE IT RESOLVED that MCFLS and the Greendale Public Library, for and in consideration of mutual covenants and undertakings herein contained, do agree to the provision of library services in accordance with the following:

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1. Integrated Library System (ILS)

MCFLS shall provide, troubleshoot, and manage an integrated library system for member libraries through Basic and Add-on Software products, catalog enhancements, and new interfaces. Member libraries benefit from and pay for maintenance on different categories of software, as follows.

A.   Basic: Items in this category are products related to the basic functions of the integrated library system that are available to all members and used by most, if not all, members. Ongoing maintenance costs are prorated back to all members based on the percentage of overall MCFLS-

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wide circulation attributable to the residents of each member community. During the term of this Agreement, new items or items from other service categories may be moved into the Basic category only by agreement of MCFLS and of all members. A listing of all products and associated maintenance charges is distributed each year on or before May 15 as part of projected automation costs.

B.   Add-On Software: Items in this category are products related to additional functions of the integrated library system that are available only to and used by one or more specific members. Initial purchase costs and ongoing maintenance costs are the responsibility of members that use the products. (Examples include Third Party Self-Check, Accounting Interface, Teleforms System Messages, Fines Payment API, SIP2 License). A listing of all products and associated maintenance charges is distributed each year on or before May 15 as part of projected automation costs.

C.   Catalog Enhancements and new interfaces: From time to time MCFLS or member libraries may suggest the enhancement of the library catalog or a different interface for the staff or public to access the ILS. Examples include, CountyCat Mobile, Shoutbomb, Encore, and Novelist Select. These services will be budgeted through consultations between and among MCFLS and member libraries.

Note: In addition to the integrated library system services above, MCFLS, in consultation with the members, may also assist members in providing new services and programs that the members may define as particularly needed to satisfy their communities and which cannot be as practicably satisfied by the members individually. Unless State regulations or the Wisconsin Statutes require these new services and programs, they are voluntary. Members that participate in these "New Services" will enter into a mutual agreement for such services. Any member that subsequently agrees to participate in "New Services" must enter into the same agreement on the same terms. If a shared cost formula will be part of the agreement it likely will include reimbursement for original participants. An example of a New Service is the MyPC public computer management software.

Charges
A.   Integrated Library System Costs. Members shall pay for all software maintenance costs associated with the integrated library system.

B.   Calculation of Integrated Library System Costs.
      Each member library shall pay 1% of total ILS maintenance (15% of total maintenance costs). The remaining 85% of maintenance costs shall be calculated based upon the total number of circulation transactions attributable to the member's residents, regardless of the library in which said transactions occur, as a percentage of the total number of circulation transactions of members. The circulation period for each contract year shall be two years previous.

C.   Reimbursement Payment Schedule. Such reimbursements to MCFLS to be paid by the members as follows: 100% of applicable costs. Notwithstanding the foregoing statement, under no circumstances will costs begin to accrue to members prior to the actual date upon which the costs begin to accrue to MCFLS.

D.   Annual Statement of Automation Costs: To facilitate local budgeting, on or before May 15 of each year MCFLS shall provide to each member a statement of all applicable costs for the following year.

E.   Add-On Software Maintenance. Maintenance costs related to additional functions purchased by and available only to and used by one or more specific members. Under no circumstances will maintenance costs begin to accrue to a member prior to the actual date upon which the costs begin to accrue to MCFLS.

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2. Bibliographic Database Development and Maintenance

In order to most effectively utilize the ILS, MCFLS shall provide directly or contract with a vendor all activities and functions deemed to be essential to the creation and oversight of a clean and consistent system-wide collection of title level records.

MCFLS shall:
- Provide accurate and complete MARC bibliographic records.
- Provide full MARC cataloging for all new titles in the following materials formats:
  - Adult, children, and young adult fiction and non-fiction hardcover books except, optionally, board books;
  - Large print books;
  - Fiction and non-fiction paperbacks;
  - Sound recordings except LPs and ephemeral CDs and cassettes;
  - Book and cassette kits;
  - Scores;
  - Maps except those designated Pamphlet File (PF) material;
  - Government documents except those designated PF and except, optionally, local government documents such as minutes, annual reports, etc;
  - Software;
  - Video recordings except those designated ephemeral;
  - Serials.
- Create new formats as they become available and members add them to their collections, as requested by the Member.
- Construct MARC records according to national standards, Format Guidelines and Bibliographic Input Standards, and Library of Congress Rules Interpretations.
- Download MARC records into the local Innovative database from the Cataloging Utility by means of a bibliographic interface.
- Set MCFLS holdings in the Cataloging Utility.
- Provide original cataloging if a record is unavailable from the Cataloging Utility for any member-held title that requires a full MARC record.

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- Include appropriate and liberal use of access points for MARC records added to the local database.
- Provide full MARC records for short bibliographic entries, which have been entered into MCFLS and flagged for full MARC cataloging by the member.
- Not flag material types, which are mutually agreed upon to receive brief cataloging, for full MARC cataloging.
- Provide ongoing Bibliographic Database Maintenance for records in the MCFLS database including:
  o Merging of duplicate bibliographic records.
  o Moving copies inappropriately placed on a bibliographic record to an appropriate bibliographic record.
  o Acting upon requests for additional access points and bibliographic information; e.g., uniform titles, added author entries, added title or serials tracings, added subject headings, contents notes, etc.
  o Acting upon requests for corrections of errors or discrepancies of a bibliographic nature.
  o Generating periodic reports of bibliographic records with no item holdings and evaluating the records for suppression or deletion.
  o Performing delete transactions on both the System Innovative database and cataloging utility in order to remove those items marked for deletion.
  o Establishing and maintaining the database of Library of Congress Authority controlled headings with related cross references for personal/corporate names; uniform titles; subject headings (name, topical, and geographic); and series headings.
  o Processing and taking appropriate action on system reports of new headings and heading to effectively maintain the authority control module of the System database.
  o Utilizing the Library of Congress and other authority files as new headings are added to the System database during the cataloging procedure in order to locate an established authority record and download the authority record into the System database.
  o Acting on requests for needed additional cross references.
  o Making appropriate changes to bibliographic headings and the authority records as headings change notifications are received from the Library of Congress Cataloging Distribution Service or an authority vendor.
- Provide access to an online cataloging utility vendor for the contract period.
- Contribute to the fulfilment of the contract through the use of State Aid for library systems.

The Member Library shall:
- Respond in a reasonable amount of time to requests for information for specific bibliographic records.
- Maintain all item level records for items owned by the library, including the accurate provision of location codes, call numbers, and other item-level data.
- Reimburse MCFLS for Bibliographic Database Development and Maintenance Charges as described below.

Under no circumstances will costs begin to accrue to a member prior to the actual date upon which the costs begin to accrue to the System.

Charges
Cataloging Utility (e.g. OCLC) charges:
- Invoiced amount in any contract year shall be based on the "titles added" two years previously (i.e. 2020 invoice will be based on 2018 titles added) as a percentage of total titles added by all members, and applied to MCFLS calendar year cataloging utility costs.

Bibliographic Database Development and Maintenance Charges
- Members will pay any charges that exceed the MCFLS contribution toward the contractual cost of this service.
- Each member's individual cost will be determined in the same manner as costs for the cataloging utility (percentage of titles added).
- Invoiced amount in any contract year shall be based on the "titles added" two years previously (i.e. 2020 invoice will be based on 2018 titles added) as a percentage of total titles added by all members.
- In 2020, MCFLS will contribute 9.5% of State Aid toward the contract. Each member library will pay 1% of the amount remaining after the MCFLS contribution. The remaining 85% of the contract amount will be determined by the number of titles added by a member library as a percentage of all titles added in a calendar year.
- From 2021-2024 MCFLS will contribute 9% of State Aid toward the contract. Each member library will pay 1% of the amount remaining after the MCFLS contribution. The remaining 85% of the contract amount will be determined by the number of titles added by a member library as a percentage of all titles added in a calendar year.

Such reimbursements to MCFLS are to be made, in the form of a cash payment, by July 1 of the calendar year in which they are invoiced.

3. Circulation

MCFLS encourages member libraries to develop strong collections and make them readily available to all Milwaukee county residents. MCFLS embraces the following goals aimed at facilitating the development and sharing of strong materials collections:
- To encourage MCFLS member libraries to develop collections that directly serve local clientele with material that meets their demand for particular subjects, titles, authors, and formats in a timely manner.
- To allow member libraries full latitude—within the technical limitations of the CountyCat system—to determine loan periods, fines, fees, etc., as the member library determines best meet local needs.
- To have all holdings included in the CountyCat database.
- To have member libraries lend materials to other member libraries without restriction.
- To provide all residents of the MCFLS area the same opportunity to access the resources of member libraries, e.g., view holdings or place holds.

- To increase standardization of policies, procedures, and practices among member libraries reducing the need for patrons and library staff to learn and remember variations.

In providing for the interlibrary loan of library resources, members will observe loan rule policies of the owning library.

In providing interlibrary loan of library resources among member libraries, libraries may make some copies of titles non-holdable to be used as "browsing" or "lucky day" collections. Libraries agree to interloan a reasonable portion of copies of total library copies. The only exceptions to the interloan requirement are those material types, as determined by consensus of the Library Directors Advisory Council, considered inappropriate for delivery, such as electronic devices, puzzles, toys, magazines, puppets, etc.

Member libraries shall:
- Share circulating materials freely with other member libraries.
- Accept system-wide holds for all circulating and holdable materials.
- Process the paging list (holds) as quickly as practical. Paging lists should be processed at least daily on days the library is open.
- Run the "clear the holds" process daily on days the library is open.
- Route items trapped at check-in to the pickup point on the next available delivery.

Borrower's Card: Library cards should include some indication that the library is a member of the Milwaukee County Federated Library System either through the inclusion of the MCFLS logo or language to that effect.

Loan Period:
Loan periods and fines are determined solely at the discretion of the member library. Where possible, member libraries should strive for commonality in loan periods and fines to provide a uniform experience for the public. MCFLS shall implement loan rules as determined by the member up to the limits of the CountyCat system. The borrowing library shall observe the loan period of the owning library. (See the Circulation Periods and Fines MCFLS Libguides page for an updated list of loan periods and fines.)

Member libraries are encouraged to strive for common circulation policies. The majority of libraries currently use the following circulation loan periods:

a)	General Collection	3 Weeks
b)	New Books/Non-Fiction	3 Weeks
c)	New Books/Fiction	7 Days or 3 Weeks
d)	Music CDs	7 Days or 3 Weeks
e)	Entertainment DVDs	3 or 7 Days
f)	Educational DVDs	7 Days
g)	Periodicals	7 Days
h)	Audio Books (CD or Cassette)	3 Weeks
i)	Pamphlets/Vertical File	3 Weeks
j)	Kits	3 Weeks
k)	CD-ROM & Computer Software	7 Days

Loan Period Changes: Members wishing to change their loan periods must notify MCFLS of intent and may be required to observe a minimum waiting period of 1 month. Other members are notified of change no less than seven days prior to change.

Fines and Fees: Members cannot waive fines for material or fees from other member libraries. Under extenuating circumstances, libraries can call the owning libraries to seek the waiving of a fine for a patron. Member libraries act as agents for the rest of the member libraries and library policies should be defended.

Grace Period: The standard grace period shall be three (3) days.

New Borrower Limit: A member library may establish its own New Borrower Limit for its own material.

Renewals:
a) Two renewals shall be allowed for all 3 week material.
b) At the discretion of the owning library, up to two renewals may be allowed for 7 day material.
c) No renewals are allowed for 3 day materials.

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4. Reciprocal Borrowing

Membership Requirement
A MCFLS library who is a recipient of a reciprocal borrowing payment will have signed the MCFLS Membership Agreement and the ILS, Resource Sharing, and Technology Agreement before any payment is made.

Reciprocal Borrowing Payments
MCFLS will contribute a base amount equal to the following percentages of State Aid for the life of this agreement as the sum of all Reciprocal Borrowing payments. Distribution schedule is based upon the timeline below.

State Aid Percentage	State Aid Year	Distribution	Circulation Period
37%, estimated to be $1,056,467	2020	Feb. 2021	10/1/18-9/30/19
37%, estimated to be $1,056,467	2021	Feb. 2022	10/1/19-9/30/20
36%, estimated to be $1,027,914	2022	Feb. 2023	10/1/20-9/30/21
36%, estimated to be $1,027,914	2023	Feb. 2024	10/1/21-9/30/22

35%, estimated to be $999,361	2024	Feb. 2025	10/1/22-9/30/23

Circulation Time Periods Used as Basis for Reciprocal Borrowing Payments

In order to allow advance time for local budget cycles, the annual determination of payment is based on a 12-month time period as shown in the table above. The integrated automation system's report that calculates netted transactions, Innovative Interfaces "Owning Library/Home Library Net Circulation" report is the current source used to calculate net circulation among all member libraries.

Reciprocal Borrowing Payments—Compensation for Net Lending Libraries Only

An annual payment will be distributed to net lending libraries only. The actual amount of the payment for each net lending library will be determined by the percentage (%) of positive transactions each of the net lenders accumulates as a percentage of 100% of net positive transactions distributed among all net lending libraries based on the circulation time periods above.

Payment Reductions if Library Does Not Sign Agreements

If a member library does not sign the MCFLS Membership Agreement and the MCFLS ILS, Resource Sharing, and Technology Agreement as stated above, said library forfeits any rights to the reciprocal borrowing payments beginning with year 1 distribution (distributed in February, 2021).

The sum total of MCFLS reciprocal borrowing payments for all libraries who will have signed these Agreements would be decreased by 37% (payable in 2021 and 2022), 36% (2023 and 2024), and 35% (2025) of any actual reduction in state aid that the System experiences due to the library(ies) non-signing of the MCFLS Member Agreement.

Payment Schedule

Reciprocal borrowing payments shall be made by MCFLS no later than February 28 of the year of distribution as indicated in the chart above.

5. Delivery Services

MCFLS shall:
- Provide physical delivery of library materials via pickup, sorting, and delivery five days per week exclusive of the following 11 holidays : New Year's Eve, New Year's Day, Martin Luther King Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving, Friday after Thanksgiving, Christmas Eve and Christmas Day. (Holidays are scheduled on the day designated by common business practice). Delivery service will not occur when at least 22 of 28 library locations are unable to accept delivery.
- Provide physical delivery free of charge for member libraries.

- Act as intermediary between member libraries and the contracted delivery service, as necessary, in situations such as:
  - Materials damaged in delivery.
  - Personnel issues with contracted delivery staff.

Member libraries shall:
- Provide consistent location for drop off and pick up of delivery bins.
- Communicate with contracted delivery service or MCFLS Offices when a situation would prevent or change scheduled delivery service.

Charges
MCFLS pays for 100% of delivery charges.

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6. Non-member No Library (West Milwaukee)

Non-Member Community That Does Not Operate a Public Library (West Milwaukee) – Borrowing. Each circulation transaction attributable to residents of a non-member community that does not operate a public library (West Milwaukee) shall be calculated as a net negative transaction. Reimbursement for these transactions shall be made to the System by the non-member community that does not operate a public library (West Milwaukee) under terms specified in a separate agreement between that community and the System. Said reimbursement at actual cost per transaction - Per Unit Circulation Rate Worksheet, (see below) shall be paid by the System to the relevant lending member libraries based upon the timeline noted in the Payment Schedule section below.

Per Unit Circulation Rate Worksheet: For the purpose of calculating the actual cost of service rendered to citizens of a non-member community, each member library shall calculate its per-circulation rate. The per unit circulation rate is derived based upon the total expenditures by the member library for personnel and fringe benefits (exclusive of maintenance personnel), library materials (books, AV, and periodicals), supplies, circulation related postage, and telephone notification service (TNS) costs, divided by the total circulation of the member library. In the tabulation of the per unit circulation rate, the personnel and fringe benefits, as well as library materials expenditures associated with the reference services of the Resource Library, which is the Milwaukee Public Library's Central Library, shall be excluded. No other expenditures shall be included. All expenditures shall be based upon the previous calendar year period. Per unit circulation rate shall be calculated annually.

Payment Schedule
Payment to member libraries shall be made by MCFLS no later than February 28.

Member Services to Adjacent Systems

Neither party, System Board nor Member Board, will enter into any contracts with adjacent systems which obligates the other party to provide services, without the prior approval of the other party.

Member Services to Non-Adjacent Systems

At its discretion, the System Board may enter into agreements with non-adjacent systems. However, if said agreement obligates the Member to provide services, the System assumes the financial obligation to compensate the Member for those services, at a rate that is mutually agreed upon prior to the initiation of service provision. Also, if any compensation is owed to the non-adjacent system for services provided to Milwaukee County residents, the System assumes the financial obligation to compensate the non-adjacent systems for those services.

7. Court-ordered or Subpoenaed Data

Because of the cross-jurisdictional nature of library use in Milwaukee County and because of the proprietary role that MCFLS has traditionally played in the retention and custody of borrower records and commitment to database integrity, the System shall be the sole point of contact for any court-ordered or subpoenaed compilation and/or surrender of user information or borrowing data. Such single point of contact shall ensure consistency in the collection, preparation, and packaging of said information and data. In fulfilling this obligation, the System shall provide a mutually agreeable procedure that ensures that the retention and custody of all borrower records and system collection database integrity is maintained, and that statutory confidentiality requirements are observed.

8. Equipment and Services—Maintenance and Support

MCFLS supplies products or services that are not directly related to the integrated library system that are available to all members. Most are purchased with funds from MCFLS grants or the MCFLS operating budget. Ongoing support costs are paid entirely by MCFLS. (Examples include Wide Area Network (WAN) services, Internet access, email services, and web services).

Central Site Equipment and Services:

MCFLS shall provide insurance coverage on all computer system equipment housed at the central site. The System will be responsible to maintain and support the following central site equipment and services, at no cost to the member:

> 1. Equipment: All equipment in the System's Computer Room and offices, including:
> > a. Servers: A Server delivers the integrated library system (CountyCat) software application. A variety of Microsoft Windows servers deliver a number of other applications including, email, web hosting, etc.

b. Firewall: Protects the resources of MCFLS private network from users from the Internet and other networks.

c. Routers: Determines the next network point to which a packet should be forwarded toward its destination, routing data from a member local area network (LAN) to MCFLS wide area network (WAN) or the Internet and vice versa.

d. Switches: Provides a place of convergence where data arrives from one or more directions and is forwarded out in one or more other directions, connecting network and computing equipment in the MCFLS LAN.

2 Microsoft Windows Server Services:

a. DHCP: Provided by MCFLS Primary Domain Controller -- assigns dynamic IP addresses for all member workstations connected to the System Wide Area Network (WAN).

b. DNS and WINS: Provided by MCFLS Primary Domain Controller – provides Domain name resolution and Windows name resolution to member workstations connected to the System Wide Area Network (WAN).

c. User Authentication: Provided by MCFLS Primary Domain Controller – authenticates login to all MCFLS Network services and shared resources from any member workstations connected to the System Wide Area Network (WAN).

d. Internet Information Service: Provided by MCFLS Web Server – Hosts MCFLS and, upon request, hosts any member web sites.

e. Cloud-based email service: provides email accounts for any interested member library using the MCFLS domain.

Remote Site Network Equipment

MCFLS shall maintain and support, at no cost to the member, MCFLS-controlled network equipment at the participating library site. A list of this equipment will be annually transmitted to the participating library no later than May 1.

Exclusion: Network equipment added to a remote site for a special project (such as wireless access) is the member's sole responsibility via a member paid maintenance contract between member library and vendor.

Wide Area Network

Prior to the installation of a new physical network connection, to or from another network or computer not owned or controlled by the member, MCFLS staff will coordinate with the member library staff to ensure that the new external connection does not compromise network integrity or performance. An example of this type of connection would be the use of a member library's municipal network. Members with currently existing physical connections to external networks will provide information to MCFLS staff on the evaluation points below, and will work with MCFLS staff to correct any security or performance problems identified with those connections. MCFLS evaluation of the proposed new or existing connection will be based on the following information, to be supplied by the member

- Name of connecting network and purpose of the connection.
- Technical contact for the external network.
- Description of the connection, including type of connection, end equipment used, and network diagrams of how the connection will be integrated into the existing network.

- Anticipated traffic, protocols and volume.
- Description of the member resources that will be allowed access by users on the network. Pass through traffic and access to resources provided by MCFLS or another member may not be enabled without express permission from MCFLS and any affected member.
- Description of security and access limitation measures (i.e. filtering router or firewall) that will be implemented to ensure that MCFLS network and members will not be adversely affected, and to ensure only permissible access is granted.

Because networks can change over time, if a subsequent problem develops because of an external connection to the member's network, staff in that library will work cooperatively with MCFLS and any MCFLS designated technical consultants to diagnose the problem and implement corrective action, up to and including temporary or permanent disconnection of the external network.

Reporting

MCFLS staff will produce an annual report that includes a summarization of activities related to technology along with current equipment hardware lists and recommended settings. The report will be produced by June 30th of each year.

Planning and Scheduling Upgrades

Relative to hardware and software upgrades, the scheduling of which are determined by MCFLS and which have a certain or potential fiscal impact on the member, MCFLS will provide as much advance notice as possible.

Insurance Coverage

Members shall provide insurance coverage in their city/village policy on all MCFLS controlled computer equipment at their respective location(s).

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9. Telecommunications

Minimum Connection Bandwidth

The member shall execute an individual agreement with a qualified telecommunications vendor for point-to-point data line service and pay the full cost of that line. The minimum connection bandwidth between the member and MCFLS shall be T1. Upon request, MCFLS shall provide consultation and technical assistance.

Trouble Incident Technical Contact

For the purposes of data line trouble calls and in accordance with TEACH Wisconsin policy, the member shall designate MCFLS as the technical contact to its telecommunications vendor. The member agrees to follow the troubleshooting procedure, outlined by MCFLS on the MCFLS Helpdesk Assistance page. In all cases, MCFLS will, as called upon, work cooperatively with the member and the telecommunications vendor to resolve difficulties and/or conflicts.

Other Bandwidth Sources

The member agrees to directly involve MCFLS in all plans related to its data transmission functionality.

Charges

Telecommunications data line charges invoiced in 2020 through 2024 shall be equal to the site-specific charges invoiced to MCFLS for each member for each of those years.

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10. Conflict resolution

The mission of the Milwaukee County Federated Library System is to help its member libraries provide the best possible service to the public. Working in cooperation with MCFLS and each other permits member libraries to provide more efficient library service and makes each participant stronger. Such close cooperation requires finding agreement on a variety of policies and procedures. In any such close working relationship, misunderstandings and tensions may arise from time to time. MCFLS recognizes and respects every member library's authority to make local decisions.

If a member library takes actions that another member library or MCFLS feels are contrary to previously agreed upon policy, or that negatively impact the ability of other member libraries or the MCFLS staff to provide services, it may become necessary for the System to pursue action to resolve the issue.

The following procedure will be followed:
1. The parties involved in the dispute will meet to try to come to a resolution.
2. MCFLS management and staff will make every effort to resolve the issue working directly with the library(ies).
3. If the efforts of MCFLS management fail to result in a satisfactory resolution, the matter will be referred to the MCFLS Board of Trustees, and may include a joint recommendation for action. The MCFLS Board will endorse and support the recommended action or propose a different solution.
4. If there continues to be a disagreement, the MCFLS Board of Trustees will propose a mutually agreed upon third party mediator to work with the parties to try to resolve the dispute.

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11. Annual Report to DPI.

MCFLS system staff will prepare documentation and reporting each year to assist member libraries in completing the annual report for the Wisconsin Department of Public Instruction. MCFLS will make every effort to provide this information to members before the reporting interface is made available to libraries each January. Member libraries will use this information

to complete the annual report and gain approval from their boards to ensure the report is submitted by March 1st each year in accordance with Wis. Stats. § 43.58 (6).

Disclaimer: In the event that any provision of this agreement conflicts with any provision of law as it now exists or is hereafter amended such provision of law shall be controlling.

Term of Agreement. The term of this Agreement shall be five years commencing on January 1, 2020, and ending on December 31, 2024.
- Prior to the end of the term, the Agreement and all accompanying attachments may be modified at any time by the written agreement of both parties.
- Either party to this Agreement may at any time request amendment of the Agreement, based upon a substantial change in circumstances.
- This Agreement may be amended based on significant changes to finances, such as a ten percent increase or decrease in MCFLS State Aid or state-mandated changes that affect system service delivery.
- In the event of such a request, the other party will in good faith consider the requested amendment.

These provisions being hereby individually and mutually acceptable to the system and member library, their authorized representatives do hereby approve this agreement, effective this 1st day of January 2020.

FOR THE MILWAUKEE COUNTY   FOR THE GREENDALE PUBLIC LIBRARY
FEDERATED LIBRARY SYSTEM

_____   _____

Board President   Board President

_____   _____

Date   Date

Page **14** of **14**

GREENDALE PUBLIC LIBRARY
BOARD MEMO

Date: 9/30/19
To: Library Board
From: Brian Van Klooster, Library Director
Re: Agenda item #8a : Student ID as Library Card, season 2

Attachments:
None

Discussion:
In late September 240 new Greendale School District students got library 'cards' as part of their student enrollment. This is in addition to the 1430 students previously added in September 2018, for a total of 1670 Greendale students with library accounts.

Analysis of the FIRST group of 1430 student-ID-as-library-card accounts from 2018 after 1 year of ownership:
- 320 were used at least once in the past year (a 'use' type can be materials checkout, database login or library computer login). Unfortunately it's isn't possible to know the use type, or if used more than once.
- 600 were first-time library accounts. 60 of them used their new accounts at least once during the year. The other 540 new accounts were not used.
- 810 had existing traditional library cards and simply enabled their student IDs as another access method. 250 used their accounts, 560 did not. Of those who used their accounts, we're unfortunately unable to tell if they used their student ID or traditional library card.

In this second year of the program we are working closely with MCFLS staff to streamline the student data import workflow. There is still quite a lot of manual data work to be done with records that have duplicate accounts or other idiosyncrasies that need resolution. Additionally and unexpectedly, this year student IDs were issued without numbers and with a different barcode format, making them temporarily unreadable by our scanners until we reprogram them.

It's probable that in year 3 of the program we will work with St Als and Martin Luther to explore including their students in some capacity.

Fiscal implication:
Priceless

Library Director's recommendation:
NA

GREENDALE PUBLIC LIBRARY
BOARD MEMO

Date: 10/6/19
To: Library Board
From: Brian Van Klooster, Library Director
Re: Agenda item #8b : MCFLS 2020 System Plan

Attachments:
- *MCFLS 2020 System Plan*
- *MCFLS Summary of Services* infographic

Discussion:
Wisconsin requires all public libraries to be a member of a library system. Those systems have certain statutory requirements for the services they must offer to their members. The annual Plan submitted by each system is a helpful review of the services it offers. Though it is not particularly reader-friendly, it MCFLS's narrative contributions offer significantly more detail than its simple *Summary of Services* infographic.

The most instructive portions of the Plan include "Needs and Problems" (pg 1) and "Assurances" (pg 3-6). The "Assurances" list each statutory requirement and what the System does (Ongoing Activities) and will do (New/Priority Activities) to meet the requirement.

The Plan reminds us that MCFLS is an outstanding example of intergovernmental coordination and cooperation. The extent of services that MCFLS offers to library users directly, and to library staff, is extraordinary considering their small office of 4.5 employees. Libraries would be unable to provide even a fraction level of services and resources MCFLS helps them provide if they had to do this coordination and management independently.

2020 Plan highlights include services called for in their Strategic Plan: mobile technology improvements, securing and marketing of resources with system-wide access, encouraging consistency in circulation policies among member libraries.

Fiscal implication:
As discussed previously, MCFLS has formalized retaining more State Aid to help fund centralized shared services rather than distributing to members through reciprocal borrowing payments.

Library Director's recommendation:
- Approve the *Agreement* without modification.
- Plan for absorbing into the tax levy budget those materials purchases that were once funded fully by Reciprocal Borrowing revenues

SUMMARY OF SERVICES

MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

MCFLS *manages* CountyCat, the shared library automation system, and *makes* the resources of the 15 member libraries easily available to all County residents.

6.1 MILLION ITEMS

$122m

I In 2018 more than 6.1 million items were circulated at MCFLS member libraries

I This service alone annually represents over $122 million in value to the public

I In 2018 Libraries received 896,000 items that were not available in their own collection

MCFLS *administers* a wide area network, *offers* PC and helpdesk support and *provides* delivery services

$70 HOUR

I Currently MCFLS charges a very low rate of $70/hour to libraries to install and repair computer equipment

I MCFLS delivers materials to all Milwaukee County libraries and residents can pick up and return items at any location

I MCFLS staff serve as project consultants for member libraries

709 N 8th St, Milwaukee, WI 53233, USA   +1 414-286-3210   www.mcfls.org

SUMMARY OF SERVICES

MILWAUKEE COUNTY
FEDERATED LIBRARY SYSTEM

MCFLS **provides** access to specialized collections and materials from across Wisconsin and the world.
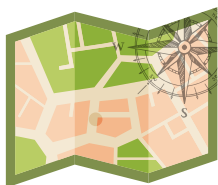
| MCFLS provides access to specialized collections and materials through agreements with the Milwaukee Public Library

| MCFLS also funds an Interlibrary Services contract with Milwaukee Public Library to provide materials from across Wisconsin and the world

MCFLS **brokers** purchases of databases, e-books and other online resources and **provides** excellent continuing education opportunities for library staff.

535,000
10 YEARS

| In 2018, Milwaukee County residents checked out more than 535,000 digital items continuing a decade pattern of growth

| MCFLS provides access to continuing education programs which feature nationally prominent speakers and local experts

Required by Wis. Stat. §§ 43.17(5) and 43.24(3)

	GENERAL INFORMATION	

Library System

Milwaukee County Federated Library System

Describe significant needs and problems that influenced the development of this and other system plans.

In late 2018 and the spring of 2019, MCFLS engaged with member libraries on a new strategic planning initiative that identified several needs to be addressed by the system. The result was an ambitious set of directives in the 2020-2024 MCFLS Strategic Plan. Among these were improvements in technology and improving the user experience, particularly the experience for users on mobile devices. Another high priority identified by members was a need for investment in marketing system and local library resources in addition to advocacy for their libraries and communities.

MCFLS is challenged to meet these needs and as a result will restructure contracts and agreements to allocate enough funding to meet those directives. Rising costs for the hoopla streaming service, another strategic plan initiative, have forced the system to already reduce the number of max checkouts to ensure the service remains viable. Although the service has been popular, the rising costs will force the system and members to continually re-evaluate this investment. State and county aid levels will remain flat for 2020. making the completion of these directives an even more difficult proposition for the system and members.

Because of the system's small geographic area and dense population, MCFLS member libraries need to work together closely to meet the needs of residents that often don't notice or understand the differences between each library. This has affected the development of this plan and other plans. The 2020-2024 MCFLS Strategic Plan in particular includes language specifically aimed at providing more system level resources and seeking consistent circulation policies across libraries to reduce confusion among patrons.

Many of the member library communities are struggling with revenue for their library even in a period of economic growth. The restructured contracts and agreements make it possible for MCFLS to provide new or enhanced services, but this shifts some of the burden to members. Many member libraries rely heavily on MCFLS reciprocal borrowing and resource library payments; these payments provide important services for member libraries directly. The larger impact is that while these contracts provide some relief to member libraries, system services may suffer in comparison to others within the state.

Did the library system consult member libraries in the development of this plan?

☐ No, the library system did not include member libraries in the development of this plan.

☒ Yes, the library system included member libraries in the development of this plan.

If yes, describe the planning environment and process for this system plan. Include how member libraries are involved in plan development and review:

Member libraries were shown the plan in advance of the September 5th Library Directors Advisory Council (LDAC) meeting and invited to make comment and suggest changes either at the meeting itself or via email. The plan will be presented to the MCFLS Board for approval in September 2019.

Does the library system have a formally appointed advisory committee under Wis. Stat. § 43.17(2m)?

☐ No, the library system does not have a formally appointed advisory committee.

☒ Yes, the library system has a formally appointed advisory committee.

If the system appoints an advisory committee under Wis. Stat. § 43.17(2m), describe how the system makes appointments, posts meetings, and how the advisory committee reports to the library system board. Include a list of any additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the Division:

The system has a designated advisory committee called the Library Directors Advisory Council, or LDAC. This committee reports directly to the MCFLS Board and has been in place for many years. Each MCFLS member library is granted one appointed member on the LDAC with voting rights; Milwaukee Public, by virtue of its role as resource library, is granted an additional position on the LDAC committee.

Members of the LDAC meet regularly each month to discuss matters of importance to the system and advise the MCFLS Board and system staff on any topics that come before it. While most informational subjects are sent to the LDAC group via an email

GENERAL INFORMATION (cont'd.)

distribution list maintained by the system, matters that require discussion or action are added to the regular agenda each month. The meetings are posted to a regular distribution list that includes the LDAC members as well as the MCFLS Board of Trustees. The agenda packets (which include minutes) are added to the system website as soon as they are sent via email. Additionally, the chair of LDAC attends regular MCFLS Board meetings, submits a written report and verbally delivers that report to the Trustees.

The 2020-2024 MCFLS Strategic Plan will be available at https://mcfls.libguides.com/admin/system-agreements-planning. The plan includes four major strategic directions:

Technology: Ensure member libraries are supported with a high-quality and innovative technology infrastructure and flexible training to provide the best possible online and in-library technology user experience.

Communication: Provide voice and visibility for the system, its member libraries, and county-wide services and resources to broadly communicate the value and opportunities MCFLS libraries provide to our communities.

Member Library Management and Services Support: Connect members to each other and to information to encourage collaboration, sharing, and collective learning; improve and innovate library services; and provide tools for effective operational and strategic decision-making.

Organizational Support and Structure: Strengthen the core foundations for the delivery of system services to ensure MCFLS member libraries are supported and positioned to be successful.

Work has already begun on the strategic plan, including the implementation of a new mobile app and creation of a marketing and advocacy committee, two high priorities identified by members during surveys and an all-day development meeting held in February 2019.

Other planning documents include the Interlibrary Services Contract with the Milwaukee Public Library, the 2020-2024 Cataloging Contract, the MCFLS Membership Agreement, the 2020-2024 ILS, Resource Sharing, and Technology Agreement, and the 2020-2024 Resource Library Agreement. The Cataloging, Resource and ILS agreements will be approved this Fall and available at https://mcfls.libguides.com/admin/system-agreements-planning before the January 15th deadline.

ASSURANCES

The following plan and compliance document provides assurance that your public library system intends to comply with all statutory requirements for public library systems for calendar year **2020**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

Wis. Stat. § 43.24(2) For a public library system to qualify for and maintain its eligibility for state aid under this section it shall ensure that all of the following are provided:

Membership Agreements

☒ Wis. Stat. § 43.24(2)(a) Written agreements that comply with Wis. Stat. § 43.15(4)(c)4 with all member libraries.

☒ The system will provide a sample copy of the agreement with a list of all members signing and the dates signed to the Division by January 15. (The system does not need to file multiple copies of the same agreement; only a sample copy of each type of agreement is necessary.)

If the system is providing the sample copy and list of members signing through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

Resource Library Agreement

☒ Wis. Stat. § 43.24(2)(b) Backup reference, information and interlibrary loan services from the system resource library, including the development of and access to specialized collections, as evidenced by a written agreement with that library.

☒ The system will provide a signed copy of the resource library agreement to the Division by January 15.

If the system is providing the resource library agreement through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

ASSURANCES (cont'd)

Reference Referral, Interlibrary Loan, and Technology

☒ Wis. Stat. § 43.24(2)(d) Referral or routing of reference and interlibrary loan requests from libraries within the system to libraries within and outside the system.

List ongoing activities related to this requirement:

MCFLS contracts with the Milwaukee Public Library to provide this service to all member libraries. The Milwaukee Public Library also contracts with the Reference and Loan Library to meet an agreed upon number of requests from Wisconsin residents for interlibrary loan materials. Interlibrary loan requests within the system are handled through the shared ILS and system-provided delivery.

MCFLS contracts with the Milwaukee Public Library to provide back-up reference as the system resource library. As part of the 2020-2024 Resource Library contract, MPL also provides training, consulting, and other assistance to other member libraries and their staff. An annual report of resource library activities is shared with the MCFLS Board each February.

MCFLS provides:
*remote authentication services for reference databases that member libraries offer to the public;
*online forms for public requests for new materials;
*system-wide email through Outlook 365 and website hosting;
*coordination of the use of third-party products working with the ILS, including computer management software, RFID software, and enhanced content for the online catalog;
*regular lists of popular materials in the library catalog;
*and coordination of group purchasing of electronic databases.

*A major service program MCFLS supports is reciprocal borrowing across municipal borders. This ongoing activity supports net lender member libraries through the distribution of 38% of state aid and supports those libraries in their ability to offer quality service and collections for all users. This is an ongoing activity for 2020.

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

*In 2019, MCFLS significantly upgraded on-site hardware and replaced three servers related to delivery of the ILS software (two Sierra servers and one Encore server). In addition, the system added a Unitrends backup appliance that will backup all onsite hardware and system staff machines. We hope this Unitrends appliance can be used within the context of the state backup solution that is currently being implemented.

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

*As part of the new strategic plan, contract with a new vendor to provide a new and improved mobile app for Milwaukee County residents.
*As part of the new strategic plan, provide a new annual report on technology activities provided by the system, including current equipment hardware lists and recommended settings.
*System staff will create a variety of easily accessible and usable training opportunities and resources for member library staff. Libraries will be surveyed to determine their training needs.

	ASSURANCES (cont'd)	

Inservice Training

☒ Wis. Stat. § 43.24(2)(e) Inservice training for participating public library personnel and trustees.

The Division interprets inservice training to incorporate a range of in-person and virtual continuing education opportunities.

List ongoing activities related to this requirement.

MCFLS continues to participate as a member of the SEWI continuing education consortium, managed through the Bridges Library system. Through this partnership, MCFLS offers member libraries regular continuing education opportunities. The MCFLS Library Systems Administrator works with the MCFLS Director to coordinate continuing education planning, with MCFLS staff reviewing CE hours related to member library director certification. MCFLS also provides regular in-person, hands on training sessions through staff and vendor representatives on MCFLS-specific products and services. Regular training on ILS functionality is provided, as is training on digital streaming services and traditional databases. Additionally, MCFLS participates financially in statewide online training events, such as the Trustee Training Week, Tech Days and Wild Wisconsin Winter Webinar series. MCFLS and member library staff have also participated as speakers in these series.

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

MCFLS staff will be again offering a set of training sessions designed to improve staff knowledge of the Sierra ILS and electronic resources offered throughout the system. After surveying member libraries to determing training needs, MCFLS staff will also create new training content as part of the strategic plan. Staff plan to create short videos and instructional content that is practical, task specific, and related to system-wide ILS, digital resources, and technology member libraries and patrons use. This is also a new activity derived from the strategic plan.

Identify the names and email addresses of continuing education staff employed by the system for continuing education services:

If the system contracts with another system or entity to plan and conduct continuing education services, list that system or entity and provide a link to, or copy of, the current agreement:

Bridges Library System

https://mcfls.libguides.com/admin/system-agreements-planning

Delivery and Communication

☒ Wis. Stat. § 43.24 (2)(fm) Electronic delivery of information and physical delivery of library materials to participating libraries.

List ongoing activities related to this requirement. *For physical delivery reference resources, personnel, and vendors.*

MCFLS administers system-wide daily (M-F) physical delivery to every library in the system through a contract with Action Logistics. MCFLS fully funds this service for member libraries. MCFLS also funds regular delivery to other systems through the South Central Library Delivery service. In 2017 MCFLS improved its ability to provide electronic delivery of information through an email upgrade to Office 365 for all member libraries. MCFLS manages the wide area network connecting member libraries to the catalog and out to the internet. MCFLS also manages and funds the library's internet connection through WiscNet. The system intranet page has been converted to a simpler, more easy to use format using LibGuides CMS. The MCFLS network administrator has completed a clean up of various email distribution lists maintained by the system and made it easier for member library directors to update these lists.

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

*Pending approval MCFLS plans to upgrade both WAN and Internet lines from 500 Mbps to 1 Gbps. This will allow us to support additional growth as more bandwidth is required at member libraries.

*The MCFLS system website will be fully transitioned to Wordpress in 2020. Plans to upgrade the CountyCat splash screen are also in the works and we hope will be completed in 2020.

	ASSURANCES (cont'd)	

Service Agreements

☒ Wis. Stat. § 43.24(2)(g) Service agreements with all adjacent library systems.

☒ The system will provide a copy of the agreements to the Division by January 15. The agreements with adjacent systems – including consulting agreements, consortium agreements, etc. – must include a list of all systems signing the agreement.

If the system is providing the service agreements through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

If the system is providing the service agreements through a publicly available webpage, provide a brief description of the types and number of agreements here:

Other Types of Libraries

☒ Wis. Stat. § 43.24(2)(L) Cooperation and continuous planning with other types of libraries in the system area, which results in agreements with those libraries for the appropriate sharing of library resources to benefit the clientele of all libraries in the system area.

☒ The system will have agreements with other types of libraries, or if the system participates in a cooperation agreement with a multitype organization to meet the purposes of this goal, there is established a clear link between the system and the individual members of the multitype organization. The system will provide a copy of the agreement with a list of all signing libraries to the Division by January 15.

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide the URL here:

If the system is providing the agreements with other types of libraries through a publicly available webpage, provide a brief description of the types and number of agreements here:

Library Technology and Resource Sharing Plan

☒ Wis. Stat. § 43.24(2)(m) Planning with the division and with participating public libraries and other types of libraries in the area in regard to library technology and the sharing of resources. By January 1, 2000, and every fifth January 1 thereafter, the public library system shall submit to the division a written plan for library technology and the sharing of resources.

☒ The system will provide the current plan for library technology and resource sharing to the Division by January 1, 2020. See the Library System Technology and Resource Sharing plan webpage for more information.

If the system is providing the current technology and resource sharing plan through a publicly available webpage, provide the URL here:

https://mcfls.libguides.com/admin/system-agreements-planning

Is the plan current and comprehensive for the technology and resource sharing services the system provides?

☒ Yes, the library system technology and resource sharing plan is current and comprehensive for the technology and resource sharing services the system provides.

☐ No, the library system technology and resource sharing plan is not current or comprehensive for the technology and resource sharing services the system provides or will provide.

If no, describe what the system has added, changed, or eliminated from the plan in effect (and describe how the changes were reviewed with member libraries and approved by the system board):

Indicate new or priority activities relating to this requirement for the plan year:

*Training: MCFLS staff will develop new technology training opportunities, tools and resources that will accommodate a variety of needs and provide common system-wide learning experiences.
*New Mobile App: System staff have surveyed member libraries and arranged demos to select a new mobile app to act as the conduit for mobile users of the catalog and libraries. The app will be implemented in late 2019, but training and improvements will be ongoing in 2020.
*Technology Infrastructure: In 2020, system staff will start the process of assisting to establish standards related to technology equipment and settings by providing an annual report detailing system activities in the past 12 months and providing recommended hardware lists, and browser PC and printer settings. In the future, system staff will provide more assistance to libraries with regard to technology lifecycle planning.

	ASSURANCES (cont'd)	

Professional Consultation

☒ Wis. Stat. § 43.24(2)(h) Professional consultant services to participating public libraries.

Identify consultants, specific service areas, and related activities. If the consultant is employed by a member library, indicate the library and the consultant's title:

Indicate new or priority activities relating to this requirement for the plan year (if no change from current year, indicate *None*):

None

Inclusive Services

☒ Wis. Stat. § 43.24(2)(k) Promotion and facilitation of library service to users with special needs.

The Division interprets services to users with special needs as inclusive services. Inclusive library services are holistic, spanning library policies, collections, space, and services. Inclusive services reflect equity and accessibility for all members of the community, including services to individuals or groups for whom using the public library is difficult, limited, or minimized.

Indicate new or priority activities relating to this requirement for the plan year:

The Milwaukee Bucks reading program is managed through the MCFLS office. The system supports multiple member libraries with Memory Café programs including financial support for the South Shore Libraries Memory Café. MCFLS has participated in the LibraryNow project (Milwaukee Public Library) since its inception. This project puts access to library resources into the hands of all Milwaukee Public School students, including many underserved or marginalized young people. Standing library committees, including the Adult & Reference Services committee, the Youth Services committee, and the Young Adult services committee, frequently include inclusive services as a topic in their regular meetings. For example, the Adult & Reference Services committee will have special presentations on serving an aging population and a special tech show-and-tell that features assistive technologies. The system is also working with a Milwaukee Public Library staff member on providing more awareness of Government Alliance on Race and Equity (GARE) background and resources available to member libraries.

Other Service Programs

Wis. Stat. § 43.24(2)(i) Any other service programs designed to meet the needs of participating public libraries and the residents of the system area, as determined by the public library system board after consultation with participating public libraries.

List each "other" service program individually with ongoing activities and new or priority activities for the plan year under each program. For instance, if the system provides a bookmobile service program, list ongoing activities and new or priority activities for the bookmobile program. (Do not lump miscellaneous activities under a single "other" program.)

Administration

☒ The system will not expend more than 20 percent of state aid received in the plan year for administration.

☒ The system will submit the 2019 system audit to the Division no later than September 30, 2020.

Budget

☒ The system completed and included the budget by service program category and fund source for the plan year (see guidelines).

COLLABORATIVE ACTIVITIES

Summary of Activities *Briefly describe collaborative activities with other libraries, public library systems, and other organizations. Exclude services and activities listed in the system's 2020 resource library contract.*

In 2019, MCFLS collaborated with Bridges and Kenosha Library Systems to provide cybersecurity training through a vendor called KnowBe4. Staff are tested and trained regularly each month to be better aware of malicious threats through email. MCFLS also has worked with Bridges and Lakeshore Library Systems on a marketing campaign focused on September library card sign-up month. To our knowledge this is the first multi-system marketing campaign attempted in the state. The campaign includes a consistent message delivered through billboards, Facebook ads and radio spots aimed at increasing the number of active cardholders. Evaluation is also a part of the campaign.

In 2019, MCFLS pledged its share of LSTA resources to fund the backup project being coordinated by staff at SCLS and others. The system's participation in the Dell purchasing group statewide will save our members a great deal of money on the purchase of new computers and hardware.

MCFLS continues to contribute to statewide projects through the WLA. The system funded multiple scholarships to the WLA Leadership Institute and offered continued financial support for WLA lobbying activities at the state level.

The system will continue to collaborate with other systems to provide support for Trustee Training Week which continues to grow in popularity. The system also offers financial support for the Wild Wisconsin Winter Web Conference. The collaboration with SEWI to provide high quality continuing education for our member libraries is extremely valuable and a model for the state. The system also collaborates and offers tech support and assistance for Tech Days each September.

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

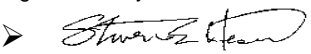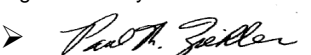| Activity	Amount
1. Marketing collaboration	$10,000
2. KnowBe4 Cybersecurity training	$17,000
3. Statewide Dell purchasing	$15,000
4. Trustee training week	$1,500
5. Wild Wisconsin Winter Web Conference	$1,500
6. SEWI Continuing Education	$15,000
7. Tech Days	$2,500
8. WLA Projects	$10,000

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

Activity	Amount
9. Statewide backup collaboration	$5,000
10.	
Cost Benefit Total	$77,500

	CERTIFICATION	

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2020**.

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
Steve Heser	➤ *Steve Heser*	9/30/2019
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Paul M. Ziehler	➤ *Paul M. Ziehler*	9/30/2019

	FOR DPI USE LIBRARY SYSTEM PLAN APPROVAL	

| Pursuant to Wis. Statutes, the plan contained herein is:
☐ Approved
☐ Provisionally Approved *See Comments.*
☐ Not Approved *See Comments.* | DLT Assistant Superintendent Signature

➤ | Date Signed *Mo./Day/Yr.* |

Comments

	PUBLIC LIBRARY SYSTEM 2020 ANNUAL PROGRAM BUDGET				
Program	2020 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total

Technology, Reference, and Interlibrary Loan*

Program	2020 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
1. Technology	$518,128	$5,000	$11,200	$1,063,657	
2. Reference	$178,457				
3. Interlibrary Loan	$36,450				
4.					
5. Electronic Resources	$161,305	$35,000		$303,588	
Program Total	$894,340	$40,000	$11,200	$1,367,245	$2,312,785

Continuing Education and Consulting Service*

Program					
1. Continuing Education	$48,190				
2. Consulting	$73,976				
Program Total	$122,166	$0	$0	$0	$122,166

Program					
Delivery Services	$325,269				$325,269
Library Services to Special Users	$7,254				$7,254
Library Collection Development					$0
Direct Payment to Members for Nonresident Access	$1,085,020			$52,916	$1,137,936
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$4,003				$4,003
Public Information	$65,394				$65,394
Administration	$341,792				$341,792
Subtotal	$1,828,732	$0	$0	$52,916	$1,881,648

Other System Programs

Program					
1. Multi-type	$8,081				$8,081
2. Member Office	$2,000			$47,500	$49,500
Program Total	$10,081	$0	$0	$47,500	$57,581
Grand Totals	$2,855,319	$40,000	$11,200	$1,467,661	$4,374,180

*These programs may be divided into subprograms at the discretion of the system. If choosing not to use subprograms, enter amounts on line 1.
 Line 5 is reserved for the amounts budgeted for electronic resources (see program budget guidelines).

GREENDALE PUBLIC LIBRARY
DIRECTOR'S REPORT

Date: 10/7/19
To: Library Board
From: Brian Van Klooster, Library Director
Re: *Directors' Report: September/October 2019*

General updates:

- After school student behavior: has required additional monitoring and management. The Police Department has committed to sending the SRO after school to downtown for assistance. We've seen either of the two officer 2-3 days per week. The strategy seems to be helping. Student head count inside the CLC was 49 at 3:20PM on Thursday 10/3. I also frequently walk the building after 3PM to help manage behavior.
- Security cameras: we are getting pricing on three additional security camera views to help monitor high activity areas inside and outside the library. Front patio/entry, Teen zone, library service desk. All of these areas are poorly covered, or not covered at all.
- Fire alarm panel: replacement scheduled for 10/14. All devices will be replaced as well. Village Manager has not shared how the work is to be funded but has not indicated that he intends to request Library funds.
- Website noticing: All Library Board agendas and packets are now, and will continue to be, posted to the Village webpage's Agendas and Minutes section.
- Strategic Plan quarterly review now on Library Board monthly meeting calendar: March, June, September, December
- New CountyCat mobile app to arrive in late October. MCFLS manages this service. Vendor has not been supporting app, functionality is marginal especially after recent Apple IOS 13 major update. Public are notified in a variety of channels including via banner on old app.
- Village Manager's 2020 Recommended Budget: no changes to the Library Board's request. Library Salary Plan will come for approval at November meeting after Village passes its own Salary Plan and Resolution.

Programs:

- Veteran's Recognition Ceremony to be held in the CLC Friday 11/15 at 6PM. This will be the 4th year. The event is primarily organized by Tim Seipel with some library assistance.

Staffing updates:

- Lisa R has just started her role as co-Chair of the MCFLS Youth Services Committee. This is a great leadership development opportunity for a professional librarian, especially given the size and impact of youth library services in a metropolitan area like Milwaukee County. Meetings are monthly and include representatives from every library in the county. A business and professional development/training component are included in every meeting.
- Nicole S. attended the Wisconsin Library Association annual conference this year, her first conference opportunity since becoming a professional librarian. Conference attendance will be rotated among professional staff over the course of several years so all have opportunities to attend.

Meetings attended:

- 10/9, Village Manager department budget request review
- 10/3, MCFLS LDAC

- 9/25, Greendale Joint emergency tabletop drill

Meetings upcoming:
- 10/18 & 21, Greendale Welcomes Diversity Community Alignment Event
- Budget dates:
  - Tuesday 10/15 - Village Manager will present the 2020 Recommended Budget to Trustees.
  - **Wednesday 10/23, 6PM – Budget work session (LIBRARY will be on this agenda)**
  - Monday 10/28, 6PM – Budget work session
  - Wednesday 10/30, 6PM – Budget work session (if needed)

Department order at work sessions are TBD.

GREENDALE PUBLIC LIBRARY
STAFF REPORT

Date: 10/5/19
To: Library Board
From: Brian Williams-Van Klooster, Library Director
Re: *Staff Report: Sept-Oct 2019*

Adult Services (Nicole):
- For our September (Wed. Sept 11) Lunch and Learn program we invited Dave and Kelly Zauner from Medicare Strategies LLC. They gave a Medicare 101 seminar which was a great educational overview of the different Medicare plans and coverages. We had 12 people attend the program.
- For those that were unable to come to the afternoon Lunch and Learn we had Dave and Kelly Zauner again in the evening on Thursday September 26 to give another Medicare seminar. This program covered other topics that the Lunch and Learn session didn't so we had some returnees for the evening program. We had 12 people attend as well. (Might have been more if it weren't for the Thursday night Packer game)
- Jackie from P&R and I collaborated and partnered up again with Annette from the Goodwill Workforce Connection Seminar to coordinate a series of workshops. Our first 2 were in September: On Mon. Sept 23rd we had a Preparing for our first job workshop that brought in 3 patrons. The next day on Tues. Sept 24th we had a Linkedin Workshop which brought in 4 patrons. There will be 2 more workshops offered, one in October and one in November, with patrons already signing up.

Teen Services (Tara):
- School outreach:
  - 9/23, visited four 6th and 7th grade classes at St. Alphonsus School to promote the Reading Rampage event, talk about the library, and do book talks.
  - 9/25, HS school Career Explorations class to the library to speak with me about the library and information science profession and the ins and outs of my job.
  - 9/30, four GMS 8th grade classes to the library for a presentation on library services and to provide them with information on how to use the library for their National History Day research.
  - 10/3, visited St. Als 7th/8th graders to promote the Reading Rampage event and the library.
  - 10/10, attended the MacPac annual meeting at the Greendale High School to discuss the Tech Tuesday program and encourage students to participate.
- Programs: September 26th-Anime Hangout and Suminagashi teen program. Twelve teens came to the program to learn Suminagashi, the Japanese art of creating marbled paper, and watch anime.

Circulation Services (Julie):
- The STEM Kit collection, which had been stored in our back room is now located in the youth area, on top on the 600-700 Juvenile nonfiction shelves. The goal is to increase visibility and patron awareness of all of the materials the library has to offer.
- The staff came together to cover to vacations and absences during the month. Everyone is always willing to work with one another to make sure all of the shifts were filled. I really appreciate everyone's commitment and flexibility!
- Jenifer attended the September Circulation Services meeting, held at the Franklin Public Library. Topics included the new CountyCat Mobile App, which will be available the beginning of November.

- Greendale students were once again given the option to have their Student IDs function as library cards. 240 new student accounts were added this year and many accounts from last year were renewed. We've already had many students make use of their IDs as library cards to check out materials this school year!

September 2019 Youth Services Highlights

Diversity Displays

- Met with Tara to discuss ways to showcase diverse books and analyze youth and young adult collections for diversity
- Tara and I created a schedule of monthly book displays throughout the year to promote diverse books. Met with reference associates to work together to implement youth, teen, and adult displays

Leadership and Professional Development

- Attended September meeting of Milwaukee County Library directors as representative of youth services
- Ran first youth services meeting of 2019-20 year. Discussed SRP and had a speaker who taught youth librarians about phonics.

Programming

- Started 10 weeks of fall programming. Weekly programs include storytime and after school Lego and craft activities
- Oktoberfest dreamcatcher craft: over 40 crafts were completed by families attending the event

WE NEED **DIVERSE** BOOKS™

#WNDB is a nonprofit organization that was created five years ago to advocate changes in book publishing "to help produce and promote literature that reflects and honors the lives of all young people." www.diversebooks.org. The organization provides resources and guidance to build strong diverse collections in libraries.

Families decorating pumpkins donated by the village.

Dreamcatcher craft at Oktoberfest