Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2019**
PI-2446 (Rev. 08-18)

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

GENERAL INFORMATION

Library System

Milwaukee County Federated Library System

Describe demographic, economic, and other facts about your system that influenced the development of this and other system plans.

The Milwaukee County Federated Library System (MCFLS) consists of 15 member libraries, 18 communities, and 28 library locations serving more than 950,000 people.

Although Milwaukee County makes up just under 2% of the square mileage in Wisconsin, more than 16% of the population lives there. Population density is almost ten times the state average. Additionally, every community but one (West Milwaukee) directly supports a municipal library. Because the member libraries are so close to each other with no rural areas in between, MCFLS member libraries need to work together closely to meet the needs of a population that often doesn't notice or understand the differences between each library. This has affected the development of this plan and other plans--most directly the most recent MCFLS strategic plan, which sought to provide additional services to be shared equitably by all member libraries. MCFLS will complete additional strategic planning later in 2018 through 2019 to inform budget priorities for member contracts and provide a strong foundation to provide system services for all county residents.

Along with a much higher density in the system, Milwaukee County has significant diversity, both racially and socio-economically. Milwaukee County is 27% African-American and 15% Hispanic origin, both of which are much higher than in the state as a whole. The County also faces a higher poverty level than the state as a whole, and the median household income of $45,263 is only 83% of the state-wide level of $54,610. These circumstances directly affect how member libraries are used. Members discuss the need for removing barriers to access caused by excessive fines. Also, use of digital and streaming media is affected by the demographic characteristics in the county, with lower-than-average circulation of Overdrive titles. The system partners with member libraries to provide access to online courses in an effort to provide job training.

Additionally, all member libraries in Milwaukee County have directors at the Grade 1 level, and no 2017 MCFLS library expenditures were below $500,000. The size of the member libraries, and their resulting resource levels, means MCFLS does not provide services other systems in the state may provide out of necessity. For instance, it is unusual for MCFLS staff to offer a great deal of consulting help on hiring issues simply because member libraries are well staffed and supported by their municipalities to provide this service.

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

As part of the MCFLS strategic plan, member libraries identified several areas of need for the system to concentrate on. In 2018, MCFLS has devoted significant funds to streaming movies, music, and graphic novels to meet member library needs. Although the service has been popular, rising costs force the system and members to continually re-evaluate this investment.

Many of the member library communities are struggling with revenue for their library. Although state aid for MCFLS has increased recently, member libraries and MCFLS struggle to balance the need for new services with existing financial commitments. The current set of contracts for the member libraries provides increased services but has shifted some costs to members which were previously managed through the system. 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.

Describe the planning environment and process under which this and other system plans were developed. Include how member libraries are involved in plan development and review and whether your system has a formally appointed advisory committee. If an advisory committee is appointed under Wis. Stat. § 43.17(2m), how are appointments made, meetings posted, and how does the committee report to the board? (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

The Library Director's Advisory Council (LDAC) has significant ongoing input on system planning and reviews the system plan annually. The MCFLS Board of Trustees reviews and approves the plan along with providing input on MCFLS strategic initiatives throughout the year. Previously submitted planning documents include the Milwaukee County Federated Library System Strategic Plan, the Interlibrary Servcies Contract with the Milwaukee Public Library, the 2016-2019 Cataloging

GENERAL INFORMATION (cont'd.)

Contract, the MCFLS Membership Agreement, the 2016-2019 ILS, Resource Sharing, and Technology Agreement, and the 2016-2019 Resource Library Agreement.

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 **2019**. 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

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

☒ A copy of the agreement with a list of all members signing and the dates signed provided to the division by January 15.

Resource Library Agreement

☒ (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.

☒ A signed copy of the resource library agreement will be provided to the division by January 15.

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 2016-2019 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 360 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 2019.
*MCFLS contracts with the Milwaukee Public Library to provide all cataloging for materials in the system.

Indicate new or priority activities relating to this requirement for the plan year. If none, indicate so.

*MCFLS has plans to provide WiFi hotspots to member libraries for remote access to the MCFLS network to allow for patron registration off site at schools, fairs, farmers' markets, etc.
*MCFLS will upgrade its website to Wordpress and knowledgebase to LibGuides CMS to better serve staff needs for information related to procedures and system policies.

ASSURANCES (cont'd.)

*Pending completion of the 2018-19 strategic planning process, the system will investigate alternatives to its current discovery layer and mobile catalog solutions.

Inservice Training

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

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 director assumes primary responsibility for continuing education planning, with MCFLS staff reviewing CE hours related to member library director certification. MCFLS also provides more than a dozen 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 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. Last year we offered basic circulation and cataloging training for staff and we plan on building on that training.

List specific staff and resources dedicated to this requirement and/or contract arrangements with other libraries or systems.

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.

Indicate new or priority activities relating to this requirement for the plan year. *If none, indicate so.*

* MCFLS plans an upgrade to its website using Wordpress and communication to staff with a conversion of our knowledgebase to LibGuides CMS.

Service Agreements

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

☒ A copy of the agreement with adjacent systems with a list of all systems signing the agreement will be provided to the division by January 15.

ASSURANCES (cont'd.)

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. A copy of the agreement with a list of all signing libraries will be provided to the division by January 15.

☒ Other types of libraries in the system area have had an opportunity to review and comment on the plan.

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.

☒ Member public libraries and other types of libraries in the system area have had an opportunity to review and comment on the plan.

☒ By January 1, 2019, the system's current plan for library technology and resource sharing or changes to the current plan will be submitted to the division.

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

Professional Consultation

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

Specifically identify consultants, their service areas, and related activities.

MCFLS staff provide direct consulting to member libraries. The MCFLS director consults libraries on staffing, legal issues, continuing education, library boards, and the annual report. The MCFLS network manager consults with member libraries on all technology-related questions, including full inventories of member library equipment. He also assists libraries with upgrades and direct management of library equipment. The MCFLS ILS administrator consults libraries on ILS questions, databases and authentication, and streaming services.

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

None

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

Direct monthly meetings with library directors; frequent use of email; telephone.

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.

List ongoing activities related to this requirement.

The Milwaukee Bucks reading program is managed through the MCFLS office. The system also has used resources to add Spanish language materials to the Overdrive collection. 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 the homeless and providing services to those with dementia in 2018-2019.

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

MCFLS will continue to expand its role in the LibraryNow project with Milwaukee Public Libraries, offering data and research support for the project. Seton Catholic schools were added in 2018; more academic organizations may soon be added.

Indicate specific methods or means of communication with member libraries to fulfill this requirement.

Direct monthly meetings with library directors; frequent use of email; telephone.

ASSURANCES (cont'd.)

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 the state aid projected to be received in the plan year for administration.

☒ The 2018 system audit will be submitted to the division no later than September 30, 2019.

Budget

☒ A copy of your public library system budget by service program category and fund source for the plan year is attached (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 2019 resource library contract.*

MCFLS 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. MCFLS is also currently investigating collaborations with other systems for Dell computer and hardware purchases, firewall solutions and backup space, some of which could come to fruition in 2019.

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

Activity	Amount
1. Trustee Training Week	$1,500
2. SEWI Continuing Education Program	$15,000
3. Wild Wisconsin Winter Web Conference	$1,500
4. Tech Days	$2,500
5.	
6.	
7.	
8.	
9.	
10.	
Cost Benefit Total	$20,500

2019 BUDGET INCREASE ACTIVITIES

Summary of Activities *Identify any specific activities and allocations supporting broadband access, workforce development, and lifelong learning.*

MCFLS has had an ongoing subscription to Gale Courses for several years. This resource provides training in several important areas of workforce development and lifelong learning, including Microsoft Office product training and project management. Participation in the Wisconsin Public Library Consortium has enriched our member libraries' ability to provide lifelong learning opportunities for all county residents. Recent upgrades to system-site hardware, networking equipment and TEACH internet lines has allowed the system to provide the necessary infrastructure to support member libraries and their technology needs, but this is an ongoing challenge.

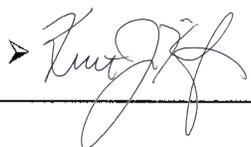Cost Benefit *For each activity above, list the activity name and estimated cost benefit realized.*

Activity	Amount
1. Ongoing systemwide subscription to Gale Courses	$100,000
2. Upgrades to hardware and networking equipment	$30,000
3. TEACH Internet lines	$50,000
4. Participation in the WPLC and OverDrive	$200,000
5.	
6.	
Cost Benefit Total	$380,000

CERTIFICATION

WE, THE UNDERSIGNED, CERTIFY that to the best of our knowledge, the information provided in this document and any attachments is true and correct, and that the system will be in full compliance with all applicable provisions of Chapter 43 of the Wisconsin Statutes for the year **2019**.

Name of System Director	Signature of System Director	Date Signed *Mo./Day/Yr.*
Steven Heser		10/16/18
Name of System Board President	Signature of System Board President	Date Signed *Mo./Day/Yr.*
Paul Ziehler		10/15/18

FOR DPI USE
LIBRARY SYSTEM PLAN APPROVAL

Pursuant to Wis. Statutes, the plan contained herein is:	DLT Assistant Superintendent Signature	Date Signed *Mo./Day/Yr.*
[X] Approved [ ] Provisionally Approved *See Comments.* [ ] Not Approved *See Comments.*		11/13/2018

Comments

	PUBLIC LIBRARY SYSTEM 2019 ANNUAL PROGRAM BUDGET				
Program	2019 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	2019 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
1. Technology	$616,625	$2,000		$1,052,828	
2. Reference	$185,596				
3. Interlibrary Loan	$37,000				
4. Electronic Resources	$138,476	$35,000		$251,897	
Program Total	$977,697	$37,000	$0	$1,304,725	$2,319,422

Continuing Education and Consulting Service*

Program	2019 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
1. Continuing Education	$50,189				
2. Consulting	$72,474				
Program Total	$122,663	$0	$0	$0	$122,663

Program	2019 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
Delivery Services	$324,669				$324,669
Library Services to Special Users	$7,108				$7,108
Library Collection Development					$0
Direct Payment to Members for Nonresident Access	$1,034,610			$52,916	$1,087,526
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$3,972				$3,972
Public Information	$43,696				$43,696
Administration	$329,984				$329,984
Subtotal	$1,744,039	$0	$0	$52,916	$1,796,955

Other System Programs

Program	2019 Public Library System Aid	System Aid Carryover and Interest Earned	Other State and Federal Library Program Funds	All Other Income	Total
1. Multi-type	$7,918				$7,918
2. Member office	$3,000			$52,500	$55,500
Program Total	$10,918	$0	$0	$52,500	$63,418
Grand Totals	$2,855,317	$37,000	$0	$1,410,141	$4,302,458

*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 4 is reserved for the amounts budgeted for electronic resources (see Program Budget Guidelines).