Wisconsin Department of Public Instruction
**PUBLIC LIBRARY SYSTEM PLAN AND
CERTIFICATION OF INTENT TO COMPLY
CALENDAR YEAR 2017**
PI-2446 (Rev. 07-16)

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

INSTRUCTIONS: Complete and submit by **October 15, 2016**, to:
**WISCONSIN DEPARTMENT OF PUBLIC INSTRUCTION
ATTN: JAMIE MCCANLESS
DIVISION FOR LIBRARIES AND TECHNOLOGY
P.O. BOX 7841
MADISON, WI 53707-7841**

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 27 library buildings serving more than 950,000 people. Except for residents in West Milwaukee, who are served through a separate contract with MCFLS, every person in Milwaukee county has a library in their community, freeing Milwaukee County from covering costs of non-resident borrowing. Instead, MCFLS reimburses net lending libraries from state aid.

Milwaukee County has significant demographic and economic differences from other areas in the state.

--Milwaukee County has a higher proportion of persons under 18 than the state as a whole, with almost one-quarter (24.5%) under 18, as compared to 22.8% statewide. (All figures from U.S. Census Bureau.)

--Conversely, Milwaukee has fewer residents over 65, with 11.9% of the population, compared to the statewide number of 14.8%.

--Milwaukee County is much more racially diverse than the rest of the state, with a population that is 27.1% African-American and 14% Hispanic. (Statewide these numbers are 6.5% and 6.3%, respectively).

--71.6% of all African Americans in Wisconsin live in Milwaukee County.

--Milwaukee is 53.4% White, compared to 82.5% in the state as a whole.

--16% of homes in Milwaukee County use a language other than English, compared to 8.6% statewide.

--Milwaukee County has a significantly higher portion of people living under the poverty level (20.9%), compared to the State (12.5%). Median household income in Milwaukee County is $9,028 less than the statewide average.

--Milwaukee County's population density reflects its urban nature, with 3,926 persons per square mile compared to 105 persons per square mile statewide.

Significantly for MCFLS, the City of Milwaukee is the largest city in Wisconsin and makes up almost two thirds of the population of Milwaukee County. The Milwaukee Public Library has thirteen staffed locations and one automated library in the system and serves a high proportion of those who live under the poverty level.

Most communities in Milwaukee County are almost fully developed with little ability to increase their tax base through new residential construction. Local communities have not been able to increase funding for libraries, and in many cases have not kept up with inflation. Most Milwaukee County communities greatly value their library, as evidenced by the fact that 16 of the 27 library buildings have either been constructed or completely renovated in the last 15 years or are scheduled to be so in the next five years. MCFLS, too, has seen no budget increases in the last five years.

As in the rest of the state, MCFLS has seen a surge in the amount of digital content being circulated to library users. In 2017, MCFLS and member libraries will add downloadable and digital streaming music and videos for all community members. MCFLS continues to see strong use for its licensed digital magazine content through Zinio. Use of ebooks and digital audio continues to grow through Overdrive, both with the state licensed content and through the MCFLS Overdrive Advantage account.

The 2017 system plan reflects both the recently completed MCFLS Strategic Plan and changes to our core agreements with the member libraries. Before the end of 2015, member libraries signed a new Membership Agreement and an entirely new four-year (2016-19) ILS, Resource Sharing, and Technology Agreement. New services described in the Strategic Plan will continue to be implemented through the MCFLS budget over the next years. The MCFLS budget is largely formed through several ongoing contractual commitments to member libraries. However, with changes in the contracts MCFLS will increasingly have more resources to provide service to member libraries. The percentage of state aid devoted to 1) paying net lending libraries through reciprocal borrowing, 2) paying the resource library, and 3) paying for the cataloging contract will drop from 59% to 54.5% of state aid between 2016 and 2019.

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

The 10% cut in state aid in 2012 and flat funding since have had a large impact on the ability of MCFLS to provide services to member libraries. In 2016 Milwaukee County retained funding for MCFLS at $66,650--an amount that has remained consistent since the 1990s. Many member libraries rely heavily on MCFLS reciprocal borrowing and resource library payments; these

GENERAL INFORMATION (cont'd.)

payments negatively affect MCFLS's ability to provide new or enhanced services.

Member libraries are looking forward to the implementation of the new State broadband Badgernet Converged Network contract to increase their available bandwidth.

Demand for e-resources continues to grow and MCFLS members are wrestling with how best to meet this demand in a changing digital environment. Member libraries and MCFLS face issues of same service with e-resources.

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 systems has a formally appointed advisory committee. (List additional system planning documents with the period covered and attach any planning documents which have not previously been provided to the division.)

The plan is reviewed and approved by the Board of Trustees. The Library Director's Advisory Council (LDAC) has significant input on system activities throughout the year. Planning documents include the 2015-2017 Milwaukee County Federated Library System Strategic Plan, the 2017 Interlibrary Services Contract with the Milwaukee Public Library (MPL) (to be submitted upon completion), the 2016-2019 Cataloging Contract, the MCFLS Membership Agreement, the 2016-2019 ILS, Resource Sharing, and Technology Agreement, and the 2016-2019 Resource Library Agreement (all agreements previously submitted).

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 **2017**. Indicate, with a check, your system's intent to comply with each system requirement and provide the requested information under each system requirement.

S.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 s. 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

☒ S.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 (MPL) to provide interlibrary requests beyond the System. MPL 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 system and system-provided delivery.

Additionally, MCFLS contracts with MPL to provide back-up reference as the system resource library, giving county residents, and those throughout the state, access to the Central Library's historic collection and expert staff.

MCFLS provides:

*remote authentication services for reference databases that member libraries offer to the public;

*online forms for public requests for new materials;

*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 40% of state aid and supports those libraries in their ability to offer quality

ASSURANCES (cont'd.)

service and collections for all users. This is an ongoing activity for 2016.

*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.

In 2017 MCFLS will provide a downloadable and streaming music and video service to all members. MCFLS also looks to improve its email service for member libraries and increase library bandwidth as needed.

Inservice Training

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

List ongoing activities related to this requirement.

MCFLS works with neighboring library systems to provide a robust continuing education program. MCFLS plans these programs in cooperation with the Bridges, Kenosha County, Lakeshores, Eastern Shores, and Arrowhead library systems.

The MCFLS Director assumes primary responsibility for MCFLS's continuing education (CE) planning.

MCFLS staff will continue to assume responsibility for reviewing CE hours related to the certification of member library directors.

MCFLS staff provide webinars and in-person training on technology topics, particularly using the ILS to its full potential and the use of e-content through Overdrive and Zinio.

MCFLS participates in state-wide training efforts, such as the Trustee Training Week and Wild Wisconsin Winter Webinar series.

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

The relationship between the "SEWI" library systems (Southeast Wisconsin) continues to grow and provide increasing continuing education opportunities for library staff.

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

Delivery and Communication

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

List ongoing activities related to this requirement.

MCFLS provides and administers a wide area network for data communications, internet access, email, and web hosting. When needed, MCFLS subcontracts with local I.T. firms for services.

MCFLS operating funds are used to subcontract for sorting/delivery services with a local vendor.

In 2016, MCFLS operating funds will once again be used to help fund the South Central Delivery Service, which delivers materials throughout the State of Wisconsin.

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

Service Agreements

☒ S.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

☒ S.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

☒ S.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, 2017, the system's current plan for library technology and resource sharing or changes to the current plan will be submitted to the division.

Professional Consultation

☒ S. 43.24(2)(h) Professional consultant services to participating public libraries.

List ongoing activities related to this requirement.

*Annual reports, wireless networking, statutory compliance Issues, and other technology.

*Library database consulting and block purchase negotiating.

*Additionally, the monthly Library Directors Advisory Council (LDAC) meetings provide peer to peer consulting service for library directors.

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

MCFLS staff and member library staff continue to serve in the State's Public Library System Redesign (PLSR) process.

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

Services to Users With Special Needs

☒ S.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.

*Milwaukee Bucks reading program.

*System resources used to purchase Spanish language materials through the Overdrive Advantage program

*System support for member libraries interested in "Memory Cafes" and "Memory Hubs"; system support for libraries interested in pursuing "dementia friendly spaces."

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

Other Service Programs

S.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 programs 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.)

ASSURANCES (cont'd.)

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 2016 system audit will be submitted to the division no later than September 30, 2017.

Budget

☒ A copy of your public library system budget by service program category and fund source for the plan year (see attached guidelines) is attached.

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 2017 resource library contract.*

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	$8,000
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
Cost Benefit Total	$9,500

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 **2017**.

Name of System Director	Signature of System Director	Date Signed
Bruce Gay	➤ *Bruce Gay*	9/19/16

Name of System Board President	Signature of System Board President	Date Signed
Paul M. Ziehler	➤ *Paul M. Ziehler*	9/19/16

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 11-8-16

Comments

PUBLIC LIBRARY SYSTEM 2017
ANNUAL PROGRAM BUDGET

Program	2017 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*					
1. Technology	$400,499	$8,000	$38,165	$1,037,577	
2. Reference	$174,005				
3.Interlibrary Loan	$36,450				
4. Electronic Resources	$172,361			$165,342	
Program Total	$783,315	$8,000	$38,165	$1,202,919	$2,032,399
Continuing Education and Consulting Service*					
1. Continuing Education	$49,893				
2. Consulting	$72,513				
Program Total	$122,406	$0	$0	$0	$122,406
Delivery Services	$323,776				$323,776
Library Services to Special Users	$6,914				$6,914
Library Collection Development					$0
Direct Payment to Members for Nonresident Access	$1,070,802			$48,807	$1,119,609
Direct Nonresident Access Payments Across System Borders					$0
Library Services to Youth	$3,916				$3,916
Public Information	$45,380				$45,380
Administration	$309,145				$309,145
Subtotal	$1,759,933	$0	$0	$48,807	$1,808,740
Other System Programs					
1. Multi-type	$8,352				$8,352
2. Member office	$3,000			$65,000	$68,000
Program Total	$11,352	$0	$0	$65,000	$76,352
Grand Totals	$2,677,006	$8,000	$38,165	$1,316,726	$4,039,897

* 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).