



Vision
MPL is an anchor institution that helps build healthy families and vibrant neighborhoods – the foundation of a strong Milwaukee.

Mission
Inspiration starts here – we help people read, learn, and connect.

BOARD OF TRUSTEES REGULAR MEETING

**Tuesday, March 23, 2021
4:00 p.m.**

By Go To Meeting

By computer, tablet or smartphone:
<https://global.gotomeeting.com/join/183791021>

By phone:
United States: [+1 \(571\) 317-3122](tel:+15713173122)

Access Code: 183-791-021

AGENDA

4:00 – 4:05

WELCOME & ROLL CALL

4:05 – 4:10

PUBLIC COMMENT

4:10 – 4:15

CONSENT AGENDA

Attachment A, page 4

1. **Regular Board Meeting Minutes, January 26, 2021.**
2. **Committee Reports**
 - a. Finance & Personnel Committee Meeting Minutes – January 26, 2021
 - b. Innovation & Services Committee Meeting Minutes – February 10, 2021
3. **Administrative Reports.**
 - a. Financial Report
 - b. Library Director’s Report
 - c. Statistics

SPECIAL COMMUNICATION

4:15 – 4:30

4. **Budget Outlook.** Budget & Management Director Dennis Yaccarino will provide an overview of the 2022 budget and the Board will discuss budget priorities.

BOARD EDUCATION

4:30 – 4:45

5. **UWM-MPL Fines Research Presentation.** Library Director Joan Johnson and Dr. Joyce Latham will present the findings and recommendations from the joint research project.
Attachment B, page 21

NEW BUSINESS

4:45 – 4:50

6. **Proposal for Adjustments to Unique Management Service Collection Policy.** Library Director Joan Johnson will present proposed changes to the Unique Management Service (UMS) Collections Process.
Attachment C, page 22

REPORTS

4:50 – 5:00

7. **Milwaukee County Federated Library System (MCFLS) Board Meeting.** Trustee Ald. Nik Kovac will report on the February 15, 2021 and March 15, 2021 MCFLS Board meetings.
Attachment D, page 30
8. **Building & Development Committee Meeting.** Committee Co-Chair Nik Kovac will report on the March 4, 2021 meeting.
Attachment E, page 31

OLD BUSINESS

5:00 – 5:10

9. **COVID-19 Response and Recovery.** Library Director Johnson will present an update on the library's recovery plan and a request to approve changes in the quarantine policy that reduces the materials quarantine period.
Attachment F, page 33

5:10 – 5:20

10. **State Annual Report – Review Data and Ratify President's Approval.** Trustees will review the Annual Report and ratify President Bria's approval.
Attachment G, page 34

5:20 – 5:25

11. **2020 Census Follow-up.** Library Director Johnson will share a thank you letter from the U.S. Department of Commerce for MPL's work on the 2020 Decennial Census.
Attachment H, page 48

5:25 – 5:30

12. **Closing Remarks and Adjournment.**

REMINDER: Next scheduled meetings are:

April 1, 2021 Library Building & Development Committee – Video Conference Call, 8:00 a.m.

April 14, 2021 Innovation & Strategy Committee – Video Conference Call, 8:00 a.m.

April 27, 2021 Finance & Personnel Committee – Video Conference Call, 3:00 p.m.

April 27, 2021 Board Meeting – Video Conference Call, 4:00 p.m.

Trustees

Michele Bria, *President*, Chris Layden, *Vice-President*, Jennifer Smith, *Financial Secretary*, Ald. Milele Coggs, Ald. Nik Kovac, Matthew Kowalski, James Marten, Teresa Mercado, Dir. Larry Miller, Sup. Marcelia Nicholson, Mark Sain, Ald. JoCasta Zamarripa
Joan Johnson, *Secretary*, Rebecca Schweisberger, *Secretary's Assistant* (414) 286-3021

The Milwaukee Public Library Board of Trustees is an informed, dedicated group of citizens who represent a cross-section of the city of Milwaukee and are committed to supporting, developing, and advancing the library for the benefit of all residents of Milwaukee and others throughout Milwaukee County, the State of Wisconsin, and beyond. In their role as advocates and advisors, they serve the library's many patrons, its staff, the common good of the community, and this critical and enduring institution.

Persons engaged in lobbying as defined in s. 305-43-4 of the Milwaukee Code of Ordinances are required to register with the City Clerk's Office License Division. More information is available at www.milwaukee.gov/lobby or by calling (414) 286-2238.

Please be advised that members of the Milwaukee Common Council who are also members of this body will be in attendance at this meeting. In addition, Common Council members who are not members of this body may attend this meeting to participate or to gather information. A quorum of the Common Council or any of its standing committees may be present, but no formal Common Council action will be taken at this meeting.

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities. Make requests to the Library Director's Office at (414)286-3021, 286-2794 (FAX) or Central Library, 814 W. Wisconsin Ave., Milwaukee, WI 53233 Attn: Accommodation Request.

MILWAUKEE PUBLIC LIBRARY BOARD OF TRUSTEES

REGULAR MEETING

MINUTES

Tuesday, January 26, 2021

Video Conference Call by GoToMeeting

PRESENT: Michele Bria, Chris Layden, Ald. Milele Coggs, Ald. Nik Kovac, Matt Kowalski, James Marten, Teresa Mercado, Mark Sain, Joan Johnson

EXCUSED: Dir. Larry Miller, Sup. Marcelia Nicholson, Jennifer Smith, Ald. JoCasta Zamarripa

STAFF: Eileen Force Cahill, Sam McGovern-Rowen, Jennifer Meyer-Stearns, Judy Pinger, Anne Rasmussen, Rebecca Schweisberger, Nathan Self

OTHERS

PRESENT: MPL Foundation: Ryan Daniels, Pat Swanson
MPL Foundation Board: Mary Sprague
Budget and Policy Division: Mason Lavey
US Bank: Wayne Sattler, Richard Romero

President Michele Bria called the meeting of the Milwaukee Public Library Board of Trustees to order at 4:07 p.m. on November 24, 2020 with a quorum present. All Trustees participated by video conference.

SPECIAL COMMUNICATION

1. **Quarterly Review of Fund Investments**. On behalf of U.S. Bank, Vice President and Relationship Manager Richard Romero thanked the Board for the opportunity to serve as the investment manager. He introduced Wayne Sattler, Senior Vice President & Managing Director at U.S. Bank. Mr. Sattler referred to the Investment Review Materials and provided a market overview. The investment performance of the trust fund for the period ending December 31, 2020 was reviewed. The portfolio overview was summarized. No changes to the current allocations were recommended. The Board accepted the report. Informational item.

CONSENT AGENDA

2. **Regular Board Meeting Minutes November 24, 2020.**
3. **Committee Reports**
 - a. Executive Committee Meeting Minutes - December 2, 2020
 - b. Innovation & Strategy Committee Meeting Minutes – December 16, 2020
 - c. Building & Development Committee Meeting Minutes – January 7, 2021
4. **Administrative Reports**
 - a. Financial Report
 - b. Library Director’s Reports
 - c. Statistics

President Bria asked the Board if any items should be removed from the Consent Agenda presented as Attachment A, pages 4-21 of the agenda. Hearing no objection, the Consent Agenda was approved.

REPORTS

5. **Milwaukee County Federated Library System (MCFLS) Board Meeting.** Trustee Kovac reported on the January 25, 2021 meeting. Glendale Library pulled out of the North Shore group several months ago and may build a separate library. Bayside Library has also pulled out of the group. Per the current contract, the resignations are not immediate and the libraries have the option to remain in the group. MCFLS received an additional \$50,000 from Milwaukee County; the funds have been earmarked for improving digital access for all County residents. The Digital Advantage Account is the Milwaukee County portion of the state-run OverDrive digital library collection. OverDrive provides audio and E-books for all state residents. In 2020 the local account was underfunded and highly used due to limited access to physical materials as a result of the pandemic. To improve the service and collection, MPL contributed \$100,000 of its materials budget toward the Digital Advantage Account. As a result, the collections are more specialized and patrons have better access to materials. MPL was able to select materials at the local level and purchased many new titles with a focus on equity, diversity, and inclusion. The Library Directors Advisory Committee (LDAC) will continue discussions about how to use the additional funds from Milwaukee County. Informational item.

6. **MPL Foundation.** MPL Foundation (MPLF) Director Ryan provided a report on 2020 fundraising. Although 2020 was a challenging year, MPLF was able to contribute over \$100,000 more than what was requested, with a total contribution of over \$1.1M and raised over \$1.453M. The 2020 Benjamin Franklin Award Dinner was held virtually for the first time. The event was well-received and raised over \$353,000. MPLF successfully applied for a grant from Impact100. In addition to raising \$100,000 to support hot spots the grant also offers exposure to over 400 philanthropists in the Milwaukee area. In response to updated marketing and donor engagement initiatives, several previous donors significantly increased their individual donations. To date, MPLF has raised over \$76,000 in support of COVID Relief. President Bria thanked the Foundation and MPLF Board for their efforts. Informational item.

OLD BUSINESS

7. **Financial Sustainability Task Force Follow-up.** President Bria introduced MPL Foundation Board President Mary Sprague. The MPLF Board held a special meeting to discuss the *Balancing the Books* report. President Sprague read the MPLF mission statement and emphasized the Foundation's role of supplying funding for projects that compliment but do not supplant the City's responsibility for library operation. The Foundation and Friends groups fully support the library, are anxious to collaborate, and have 40 volunteers on two boards that are dedicated to the community. The MPLF Board recorded a unanimous vote not to change the Foundation's mission to cover operating costs. MPLF Executive Director Ryan Daniels shared information about how the Foundation will move forward in collaboration with MPL. The MPLF Board understands the library's need and discussions were positive. The MPLF Board has created 2 teams to identify solutions: one team will be focused on long-term solutions and the other will review how MPLF works, identify strategies for growing the donor base, reinvent the Benjamin Franklin Awards Dinner, and update marketing strategies. The Board thanked President Sprague, Director Daniels, and the MPLF Board for the work they are doing to support the library. Informational item.

8. **COVID-19 Response and Recovery.** Director Johnson provided an update on the library's ongoing response to the pandemic. MPL is taking a phased approach to ramping back up to fully funded hours. Director Johnson appreciates the Board giving her authorization to execute closures as needed. Weekly monitoring of positivity rates and data will impact implementation of the phases and services provided. Staffing levels continue to be a main priority as the library has a vacancy rate of nearly 20%. Director Johnson is meeting with the Department of Employee Relations (DER) to address the library's persistent vacancy rate. Some City employees have been eligible for vaccination as part of the State defined phases. MPL continues to work with the Milwaukee Health Department and DER on determining library staff eligibility for vaccines. Managers are prepared to mobilize their staff as soon as library staff is eligible. Informational item.

9. **State Annual Report.** Dr. Bria referred to the Statement Concerning Public Library Systems Effectiveness, which was included as Attachment B of the agenda. The statement is part of the Public Library Annual Report presented to the Department of Public Instruction. Dr. Bria thanked Trustee Kovac for representing MPL on the MCFLS Board and encouraged comments from Library Director Joan Johnson and Trustees. For several years MPL has stated MCFLS has provided leadership and met the library's needs; Director Johnson recommends indicating the same for 2020. MCFLS Director Steve Hesel and his team offered great support and leadership particularly in response to the pandemic. In 2020, MCFLS increased member library meeting frequency to enhance communication; modification of the catalog system during shutdowns; coordinating with the Department of Public Instruction (DPI) on allocation of CARES Act funds; managing individual library needs and impacts to delivery; navigation of changing requirements. Trustee Kovac moved to approve the form, which will be signed by President Bria and sent to DPI as part of MPL's Annual Report. Trustee Sain seconded. Motion passed.

With no further business, the Milwaukee Public Library Board of Trustees meeting of January 26, 2021 was adjourned at 5:09 p.m.

**MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
FINANCE & PERSONNEL COMMITTEE
MINUTES**

Tuesday, January 26, 2021

Video Conference Call by GoToMeeting

PRESENT: Teresa Mercado, Sup. Marcelia Nicholson, Mark Sain, Joan Johnson

EXCUSED: Ald. Milele Coggs, Jennifer Smith

OTHERS

PRESENT: MPL: Jennifer Meyer-Stearns, Sarah Leszczynski, Rebecca Schweisberger

Trustee Sain called the meeting of the Board of Trustees Finance & Personnel Committee to order at 3:39 p.m. on Tuesday, January 26, 2021. All Trustees and presenters participated by video or audio conference. The agenda items were taken out of order; however, these minutes are presented in numerical sequence. The meeting began without quorum and informational items were presented first. Quorum was reached at 3:49 p.m.

1. **Committee Meeting Minutes Review.** The committee reviewed the minutes from the October 27, 2020 meeting. Trustee Nicholson moved to approve the minutes; Trustee Mercado seconded. Motion passed.
2. **Quarterly Library Report of the Internal Control of the MPL Trust and Gift Funds.** Deputy Library Director Jennifer Meyer-Stearns reported on the 2020 fourth quarter internal controls. She reported all internal control processes were followed and there were no accounting issues. Informational item.
3. **2021 Foundation Funding Request and Committed Report.** Library Director Joan Johnson referred to Attachment B of the agenda and reviewed the typical timeline for the request. The request is usually presented to the committee in October; however, the 2021 request was delayed to allow the library additional time to review changing needs resulting from the COVID-19 pandemic. Digital inclusion has been identified as a target area for additional resources and services. Initiatives to support this effort include purchasing additional hot spots and adding circulating Chromebooks. MPL also requested funding for programs that support recovery relief and education, including LibraryNOW and Career Online High School. Funding for capital projects will be used to create and enhance outdoor programming spaces. The request also includes funding for programming to be used as a companion to the City's mandated Racial, Equity and Inclusion (REI) action plan. Due to partial library shutdown in 2020, unspent funds were carried over and subtracted from the 2021 request. The MPL Foundation Board received the request and approved a commitment of \$617,000, which is less than the initial request of \$921,175 by MPL. Alternate MPL funding will be used to make up the difference. Informational item.
4. **Next Meeting.** April 27, 2021 meeting.

The meeting of the Library Board's Finance & Personnel Committee was adjourned at 4:01 p.m. on Tuesday, January 26, 2021.

**MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
INNOVATION & STRATEGY COMMITTEE
MINUTES
Wednesday, February 10, 2021**

Video Conference Call via GoToMeeting

PRESENT: Dir. Larry Miller, Ald. Nik Kovac, Matt Kowalski, Teresa Mercado,
Ald. JoCasta Zamarripa, Joan Johnson

OTHERS: MPL: Rebecca Schweisberger

Committee Chair Larry Miller called the MPL Board of Trustees Innovation and Strategy Committee meeting to order at 8:01 a.m. on February 10, 2021 with a quorum present. All Trustees and presenters participated by video conference.

1. **Committee Meeting Minutes Review.** The Committee reviewed and approved the minutes from the December 16, 2020 meeting, listed as Attachment A of the agenda.

2. **2021 Work Plan.** Library Director Joan Johnson thanked the Committee for their work on the Financial Sustainability Task Force. The follow-up on the group's recommendations will be addressed by the full Board in collaboration with the Milwaukee Public Library Foundation (MPLF) Board. Director Johnson recommended the Committee's work for 2021 be focused on equity as it relates to digital inclusion. Specifically, Trustees can help identify realistic ways to bridge the technology gap and advocate for broadband access. MPL's current work on this initiative includes circulation of hot spots and Chromebooks as well as the LibraryNOW partnership with local schools to provide digital access for students. Additionally, the library is exploring options for boosting its wi-fi signal further into the community. The I&S Committee can explore options for technology that can help prepare for future emergencies and provide guidance on how MPL can use strategic innovations to help mitigate budget deficiencies. The Committee discussed the City budget timeline and possibilities for additional Federal funding. In upcoming meetings, the Committee will develop an agenda and timeline for discussing key innovative issues and topics, including setting priorities and identifying experts to help inform discussions. Informational item.

6. **Next Meeting.** At the April 14, 2021 meeting MPL Information Technology staff and Kurt Kiefer, Assistant Superintendent of the Wisconsin Department of Public Instruction, will present an update on broadband expansion, service providers, and funding. The Committee will continue discussion about digital inclusion and budgeting.

The meeting of the Milwaukee Public Library Board's Innovation & Strategy Committee was adjourned at 8:51 a.m. on February 10, 2021

**Milwaukee Public Library
Financial Report
January 31, 2021**

2021

2020

City Revenues

	Budget	Received to date	% Received
<i>Additional City Appropriation</i>	\$ 23,544,508	\$ 2,169,243	9.2%
<i>Fines</i>	\$ 157,000	\$ -	0.0%
<i>Lost Materials, etc.</i>	\$ 71,000	\$ (33)	0.0%
<i>MCFLS Contracts</i>	\$ 762,627	\$ -	0.0%
Total City Appropriation	\$ 24,535,135	\$ 2,169,210	8.8%

	Budget	Received to date	% Received
	\$ 22,559,438	\$ 1,909,039	8.5%
	\$ 183,000	\$ 3,628	2.0%
	\$ 95,000	\$ 1,411	1.5%
	\$ 722,367	\$ -	0.0%
Total	\$ 23,559,805	\$ 1,914,078	8.1%

City Expenses

Salaries & Benefits

	Budget	Spent to date	% Spent
<i>Salaries</i>	\$ 13,001,478	\$ 942,407	7.2%
<i>Fringe Benefits</i>	\$ 5,980,680	\$ 350,571	5.9%
Total	\$ 18,982,158	\$ 1,292,978	6.8%

	Budget	Spent to date	% Spent
	\$ 13,019,079	\$ 1,009,368	7.8%
	\$ 5,207,632	\$ 404,122	7.8%
Total	\$ 18,226,711	\$ 1,413,490	7.8%

Operating Expenses

	Budget	Spent to date	% Spent
<i>General Office Expense</i>	\$ 106,400	\$ 2,434	2.3%
<i>Tools & Machinery Parts</i>	\$ 19,650	\$ 1,193	6.1%
<i>Construction Supplies</i>	\$ 21,500	\$ 815	3.8%
<i>Energy</i>	\$ 787,811	\$ 9,733	1.2%
<i>Other Operating Supplies</i>	\$ 202,450	\$ 12,743	6.3%
<i>Vehicle Rental</i>	\$ 9,450	\$ 310	3.3%
<i>Non-Vehicle Equipment Rental</i>	\$ 28,050	\$ 2,000	7.1%
<i>Professional Services</i>	\$ 181,500	\$ 91,024	50.2%
<i>Information Technology Services</i>	\$ 407,800	\$ 264,712	64.9%
<i>Property Services</i>	\$ 1,225,100	\$ 163,444	13.3%
<i>Infrastructure Services</i>	\$ 35,000	\$ 14,175	40.5%
<i>Vehicle Repair Services</i>	\$ -	\$ -	0.0%
<i>Other Operating Services</i>	\$ 163,550	\$ 16,117	9.9%
<i>Reimburse Other Departments</i>	\$ 167,310	\$ -	0.0%
Total	\$ 3,355,571	\$ 578,700	17.2%

	Budget	Spent to date	% Spent
	\$ 83,900	\$ 13,190	15.7%
	\$ 26,000	\$ 277	1.1%
	\$ 40,000	\$ 972	2.4%
	\$ 660,163	\$ 12,039	1.8%
	\$ 170,691	\$ 21,463	12.6%
	\$ 8,500	\$ 414	4.9%
	\$ 19,300	\$ 3,488	18.1%
	\$ 313,000	\$ 11,835	3.8%
	\$ 373,380	\$ 114,194	30.6%
	\$ 1,159,000	\$ 49,757	4.3%
	\$ 28,000	\$ -	0.0%
	\$ 0	\$ -	0.0%
	\$ 132,995	\$ 16,065	12.1%
	\$ 91,500	\$ -	0.0%
Total	\$ 3,106,429	\$ 243,694	7.8%

Equipment

	Budget	Spent to date	% Spent
<i>Library Materials</i>	\$ 1,700,000	\$ 258,770	15.2%
<i>Computers, etc.</i>	\$ 205,056	\$ 35,766	17.4%
<i>Other</i>	\$ 39,550	\$ -	0.0%
Total	\$ 1,944,606	\$ 294,536	15.1%

	Budget	Spent to date	% Spent
	\$ 1,660,343	\$ 210,707	12.7%
	\$ 263,997	\$ 30,765	11.7%
	\$ 44,325	\$ -	0.0%
Total	\$ 1,968,665	\$ 241,472	12.3%

Other Departmental Appropriation

	Budget	Spent to date	% Spent
<i>Villard Square Property Payment</i>	\$ 7,500	\$ -	0.0%
<i>East Property Payment</i>	\$ 3,000	\$ 2,996	99.9%
<i>Mitchell Street Property Payment</i>	\$ 69,000	\$ -	0.0%
<i>Good Hope Property Payment</i>	\$ 45,000	\$ -	0.0%
<i>Contingent Energy Financing</i>	\$ 128,300	\$ -	0.0%
Total	\$ 252,800	\$ 2,996	1.2%

	Budget	Spent to date	% Spent
	\$ 4,000	\$ -	0.0%
	\$ 3,000	\$ 1,922	0.0%
	\$ 69,000	\$ 13,500	19.6%
	\$ 45,000	\$ -	0.0%
	\$ 137,000	\$ -	0.0%
Total	\$ 258,000	\$ 15,422	6.0%

Total City Expenses	\$ 24,535,135	\$ 2,169,210	8.8%
----------------------------	----------------------	---------------------	-------------

Total	\$ 23,559,805	\$ 1,914,078	8.1%
--------------	----------------------	---------------------	-------------

**Milwaukee Public Library
Financial Report
January 31, 2021**

2021

2020

Additional Funding Sources

Contract Grants

	Budget	Spent to date	% Spent
<i>WTBBL Jul '20 - Jun '21</i>	\$ 1,053,580	\$ 540,761	51.3%
<i>ILS Jul '20 - Jun '21</i>	\$ 102,950	\$ 44,759	43.5%
Total	\$ 1,156,530	\$ 585,520	50.6%

	Budget	Spent to date	% Spent
	\$ 1,026,378	\$ 575,863	56.1%
	\$ 98,680	\$ 51,004	51.7%
	\$ 1,125,058	\$ 626,867	55.7%

Trust Funds

	Budget	Spent to date	% Spent
<i>Materials</i>	\$ 85,303	\$ 48,075	56.4%
<i>Programming</i>	\$ 24,000	\$ 968	4.0%
<i>Training</i>	\$ 8,000	\$ -	0.0%
<i>Marketing</i>	\$ 20,000	\$ 90	0.5%
<i>Contingency</i>	\$ 2,500	\$ -	0.0%
<i>Board Development</i>	\$ 4,000	\$ 37	0.9%
<i>Headline</i>	\$ -	\$ -	0.0%
<i>Strehlow 50+</i>	\$ 39,615	\$ -	0.0%
<i>E. C. Lange - Central Business Commons</i>	\$ -	\$ -	0.0%
Total	\$ 183,418	\$ 49,170	26.8%

	Budget	Spent to date	% Spent
	\$ 112,640	\$ -	0.0%
	\$ 34,000	\$ 811	2.4%
	\$ 13,000	\$ 275	2.1%
	\$ 29,000	\$ -	0.0%
	\$ 4,000	\$ 900	22.5%
	\$ 6,000	\$ -	0.0%
	\$ 5,000	\$ -	0.0%
	\$ 40,400	\$ -	0.0%
	\$ 100,000	\$ -	0.0%
	\$ 344,040	\$ 1,986	0.6%

Foundation Funds

	Budget*	Spent to date	% Spent
<i>Materials</i>	\$ 404,967	\$ 1,274	0.3%
<i>Programming</i>	\$ 1,660,490	\$ 53,450	3.2%
Total	\$ 2,065,457	\$ 54,724	2.6%

	Budget*	Spent to date	% Spent
	\$ 456,141	\$ 3,497	0.8%
	\$ 3,191,558	\$ 109,530	3.4%
	\$ 3,647,699	\$ 113,027	3.1%

*Foundation budget includes annual amount committed by the MPL Foundation plus prior year carryover.

Investments

No gift funds were invested this period.

**Milwaukee Public Library
Financial Report
February 28, 2021**

2021

2020

City Revenues

	Budget	Received to date	% Received
<i>Additional City Appropriation</i>	\$ 23,544,508	\$ 3,780,111	16.1%
<i>Fines</i>	\$ 157,000	\$ (5,874)	-3.7%
<i>Lost Materials, etc.</i>	\$ 71,000	\$ 7,256	10.2%
<i>MCFLS Contracts</i>	\$ 762,627	\$ -	0.0%
Total City Appropriation	\$ 24,535,135	\$ 3,781,493	15.4%

	Budget	Received to date	% Received
	\$ 22,559,438	\$ 3,957,164	17.5%
	\$ 183,000	\$ 30,292	16.6%
	\$ 95,000	\$ 12,811	13.5%
	\$ 722,367	\$ -	0.0%
Total	\$ 23,559,805	\$ 4,000,267	17.0%

City Expenses

Salaries & Benefits

	Budget	Spent to date	% Spent
<i>Salaries</i>	\$ 13,001,478	\$ 1,838,161	14.1%
<i>Fringe Benefits</i>	\$ 5,980,680	\$ 777,157	13.0%
Total	\$ 18,982,158	\$ 2,615,318	13.8%

	Budget	Spent to date	% Spent
	\$ 13,019,079	\$ 2,014,920	15.5%
	\$ 5,207,632	\$ 889,037	17.1%
Total	\$ 18,226,711	\$ 2,903,957	15.9%

Operating Expenses

	Budget	Spent to date	% Spent
<i>General Office Expense</i>	\$ 106,400	\$ 19,878	18.7%
<i>Tools & Machinery Parts</i>	\$ 19,650	\$ 1,262	6.4%
<i>Construction Supplies</i>	\$ 21,500	\$ 1,420	6.6%
<i>Energy</i>	\$ 787,811	\$ 48,565	6.2%
<i>Other Operating Supplies</i>	\$ 202,450	\$ 14,387	7.1%
<i>Vehicle Rental</i>	\$ 9,450	\$ 425	4.5%
<i>Non-Vehicle Equipment Rental</i>	\$ 28,050	\$ 1,877	6.7%
<i>Professional Services</i>	\$ 181,500	\$ 91,746	50.5%
<i>Information Technology Services</i>	\$ 407,800	\$ 276,161	67.7%
<i>Property Services</i>	\$ 1,225,100	\$ 245,163	20.0%
<i>Infrastructure Services</i>	\$ 35,000	\$ 14,175	40.5%
<i>Vehicle Repair Services</i>	\$ -	\$ -	0.0%
<i>Other Operating Services</i>	\$ 163,550	\$ 19,170	11.7%
<i>Reimburse Other Departments</i>	\$ 167,310	\$ -	0.0%
Total	\$ 3,355,571	\$ 734,229	21.9%

	Budget	Spent to date	% Spent
	\$ 83,900	\$ 15,038	17.9%
	\$ 26,000	\$ 277	1.1%
	\$ 40,000	\$ 1,962	4.9%
	\$ 660,163	\$ 39,737	6.0%
	\$ 170,691	\$ 48,422	28.4%
	\$ 8,500	\$ 1,025	12.1%
	\$ 19,300	\$ 4,568	23.7%
	\$ 313,000	\$ 93,119	29.8%
	\$ 373,380	\$ 249,270	66.8%
	\$ 1,159,000	\$ 98,898	8.5%
	\$ 28,000	\$ -	0.0%
	\$ -	\$ -	0.0%
	\$ 132,995	\$ 19,550	14.7%
	\$ 91,500	\$ -	0.0%
Total	\$ 3,106,429	\$ 571,866	18.4%

Equipment

	Budget	Spent to date	% Spent
<i>Library Materials</i>	\$ 1,700,000	\$ 392,739	23.1%
<i>Computers, etc.</i>	\$ 205,056	\$ 36,211	17.7%
<i>Other</i>	\$ 39,550	\$ -	0.0%
Total	\$ 1,944,606	\$ 428,950	22.1%

	Budget	Spent to date	% Spent
	\$ 1,660,343	\$ 468,797	28.2%
	\$ 263,997	\$ 39,830	15.1%
	\$ 44,325	\$ 395	0.9%
Total	\$ 1,968,665	\$ 509,022	25.9%

Other Departmental Appropriation

	Budget	Spent to date	% Spent
<i>Villard Square Property Payment</i>	\$ 7,500	\$ -	0.0%
<i>East Property Payment</i>	\$ 3,000	\$ 2,996	99.9%
<i>Mitchell Street Property Payment</i>	\$ 69,000	\$ -	0.0%
<i>Good Hope Property Payment</i>	\$ 45,000	\$ -	0.0%
<i>Contingent Energy Financing</i>	\$ 128,300	\$ -	0.0%
Total	\$ 252,800	\$ 2,996	1.2%

	Budget	Spent to date	% Spent
	\$ 4,000	\$ -	0.0%
	\$ 3,000	\$ 1,922	0.0%
	\$ 69,000	\$ 13,500	19.6%
	\$ 45,000	\$ -	0.0%
	\$ 137,000	\$ -	0.0%
Total	\$ 258,000	\$ 15,422	6.0%

Total City Expenses	\$ 24,535,135	\$ 3,781,493	15.4%
----------------------------	----------------------	---------------------	--------------

Total	\$ 23,559,805	\$ 4,000,267	17.0%
--------------	----------------------	---------------------	--------------

**Milwaukee Public Library
Financial Report
February 28, 2021**

2021

2020

Additional Funding Sources

Contract Grants

	Budget	Spent to date	% Spent
<i>WTBBL Jul '20 - Jun '21</i>	\$ 1,053,580	\$ 618,243	58.7%
<i>ILS Jul '20 - Jun '21</i>	\$ 102,950	\$ 52,400	50.9%
Total	\$ 1,156,530	\$ 670,643	58.0%

	Budget	Spent to date	% Spent
	\$ 1,026,378	\$ 649,103	63.2%
	\$ 98,680	\$ 60,223	61.0%
	\$ 1,125,058	\$ 709,326	63.0%

Trust Funds

	Budget	Spent to date	% Spent
<i>Materials</i>	\$ 85,303	\$ 48,135	56.4%
<i>Programming</i>	\$ 24,000	\$ 1,395	5.8%
<i>Training</i>	\$ 8,000	\$ 225	2.8%
<i>Marketing</i>	\$ 20,000	\$ 90	0.5%
<i>Contingency</i>	\$ 2,500	\$ -	0.0%
<i>Board Development</i>	\$ 4,000	\$ 74	1.9%
<i>Headline</i>	\$ -	\$ -	0.0%
<i>Strehlow 50+</i>	\$ 39,615	\$ -	0.0%
<i>E.C. Lange - Central Business Commons</i>	\$ -	\$ -	0.0%
Total	\$ 183,418	\$ 49,919	27.2%

	Budget	Spent to date	% Spent
	\$ 112,640	\$ 45,154	40.1%
	\$ 34,000	\$ 4,863	14.3%
	\$ 13,000	\$ 600	4.6%
	\$ 29,000	\$ -	0.0%
	\$ 4,000	\$ 1,086	27.2%
	\$ 6,000	\$ -	0.0%
	\$ 5,000	\$ -	0.0%
	\$ 40,400	\$ -	0.0%
	\$ 100,000	\$ -	0.0%
	\$ 344,040	\$ 51,703	15.0%

Foundation Funds

	Budget*	Spent to date	% Spent
<i>Materials</i>	\$ 404,967	\$ 4,398	1.1%
<i>Programming</i>	\$ 1,641,594	\$ 103,319	6.3%
Total	\$ 2,046,561	\$ 107,717	5.3%

	Budget*	Spent to date	% Spent
	\$ 456,141	\$ 7,082	1.6%
	\$ 3,191,558	\$ 185,508	5.8%
	\$ 3,647,699	\$ 192,590	5.3%

*Foundation budget includes annual amount committed by the MPL Foundation plus prior year carryover

Investments

No gift funds were invested this period.

**Director's Report
February and March 2021**

At a weekly Emergency Operations Committee for the City of Milwaukee meeting Director Johnson reminded the group that branch libraries may be useful as potential vaccination sites to address disparities in access to vaccines. Within a few days, the Milwaukee Health Department (MHD) reached out to ask for use of the Villard Square and Mitchell Street branches as pop-up vaccination clinics. Other branches may be utilized as MHD teams work to vaccinate residents in neighborhoods where data shows the greatest risk for spread of the virus and lack of access to resources.

Various organizations in the community have been reaching out to have MPL representation at numerous events and Director Johnson was able to promote MPL's resources to over 600 area residents and potential patrons. The highlight was an event entitled "By Any Means Necessary: Parents & Community Collaborating for Success," organized by WI State's 12th District Representative LaKeshia Myers where Johnson served on a panel with several accomplished educators discussing Black student achievement through parent engagement.

Director Johnson was also asked to join and has been meeting with the Milwaukee Public Museum & America's Black Holocaust Museum - Mandela Community Advisory Council, which is headed up by Honorary Co-Chairs Lt. Gov. Mandela Barnes and Billye Aaron. The two museums are partnering to present the U.S. premier of an exceptional and inspiring exhibit on Nelson Mandela entitled "Mandela: The Exhibition" April-July 2021. The Advisory Council members will advise on Programs & Education, Community Outreach & Education, and Stewardship & Celebration.

The Administrative Team and selected staff joined Director Johnson in visiting every member of the Milwaukee delegation of the WI State Legislature to discuss priorities for library funding and to share MPL's stories of perseverance through the pandemic and a period of great uncertainty to continue providing critically needed, high quality service to the community.

Director Johnson, the Education & Outreach Services team led by Kelly Wochinske and MPL Foundation Director Ryan Daniels worked collaboratively to make a presentation to donors for funding support and to build on the momentum gained by a recently awarded planning grant that brings Americorps resources to the LibraryNOW program.

Director Johnson completed a few 1:1 meetings with MPL Trustees and community stakeholders including UWM Dean Wolfram Dietmar, Boys & Girls Club Executive Director Kathy Thornton-Bias to explore potential opportunities for collaboration and Department of Public Instruction (DPI) leadership Kurt Kiefer and Ben Miller to discuss maximizing how the DPI Library Services Team can best support MPL in achieving its goals.

Director Johnson met with the Mayor to share experiences of the first few months of her tenure. Potential candidates for vacant Trustee positions were discussed. One of them has expressed interest and Director Johnson spent time briefing the candidate on MPL Trustee role and responsibilities and current MPL priorities.

MPL HELPS PEOPLE READ

MPL Book Chat with Milwaukee Poet Laureate Dasha Kelly Hamilton. The Milwaukee Public Library Book Chat program was thrilled to host creative change maker, Milwaukee Poet Laureate, and newly named Wisconsin Poet Laureate Dasha Kelly Hamilton on January 12. Dasha Kelly Hamilton shared "Dashnettes" from her new book *Life, in Short* along with book recommendations on the theme "In Short." Attendance: 27

Milwaukee Must-Reads Book Club in Partnership with Menomonee Valley Partners. On January 19, library staff Beth Gabriel and Kelli O'Malley co-hosted the first of three scheduled Book Clubs with the Menomonee Valley Partners. Twenty participants with a wide range of ages and backgrounds attended, discussing *The Death and Life of the Great Lakes* by Wisconsin author Dan Egan. The second meeting is scheduled for February 16 and featuring selections from John Gurda's *City of Neighborhoods*. Attendance: 20

MPL Book Chat with Author Kate Clayborn. Kate Clayborn, Overdrive's February 2021 "Together We Read" feature author, joined MPL's monthly Book Chat on February 9. Clayborn talked about her best-selling novel, *Love Lettering*, and

her new novel *Love at First*. Clayborn and library staff then shared a list of curated books on the theme "Friendship."
Attendance: 64

MPL HELPS PEOPLE LEARN

Climate Action Book Club. MPL's newest book club focuses on climate change and environmental justice, with a goal of building climate crisis knowledge, highlighting untold stories, and inspiring action. The book club is part of the American Library Association pilot project, Resilient Communities: Libraries Respond to Climate Change. In January the book club read *What The Eyes Don't See: A Story of Crisis, Renaissance and Hope in an American City* by Dr. Mona Hanna-Attisha, which tells the story of the Flint water crisis. Attendance: 17

Unraveling the Mysteries of the Flint Water Crisis: A Talk by Dr. Mona Hanna-Attisha. Dr. Mona Hanna-Attisha is a pediatrician, scientist, activist, and author of *What the Eyes Don't See*. Dr. Hanna-Attisha visited Milwaukee (virtually) to discuss her experiences unraveling the Flint water crisis and her thoughts on resilient communities. Dr. Hanna-Attisha has been nationally recognized for her role in uncovering the flint water crisis and leading recovery efforts; she was named one of Time magazine's 100 Most Influential People in the World, and most recently recognized as one of USA Today's Women of the Century. Attendance: 63

Lift Every Voice Programs: Celebrating African American Poetry: Lift Every Voice: Why African American Poetry Matters is a national public humanities initiative exploring African American poetry, the perspectives it offers on American history and the struggle for racial justice, and its imaginative response to the personal experiences of Black Americans over three centuries. Milwaukee Public Library was one of 49 libraries across the country to join the initiative. The national project is led by Library of America, in partnership with The Schomburg Center for Research in Black Culture with generous support from The National Endowment for the Humanities, The Andrew W. Mellon Foundation, and Emerson Collective. MPL featured two signature Lift Every Voice events: A Lecture and Poetry Reading by Dr. Cherene Sherrard Johnson on February 11 and a Poetry and Musical Performance by Quinten Farr. Both events explored project themes of the Black Experience in History and Memory and the relationship between Black Poetry and Music. Total Attendance: 45

Black History Jeopardy: Black History Jeopardy was a program offered in celebration of Black History Month. The jeopardy game model provided a fun way to learn about and celebrate Black history. Questions ranged from music, history, pop culture and more. Attendance: 17

Technology Tuesdays: Smart Speakers. This program featured an overview of the three most popular smart speakers and the AIs that power them. It also covered some novel ways that smart speakers can be used to streamline and enrich attendees' day to day lives. Attendance: 16

Technology Tuesdays: Delivery & Curbside Pickup. A presentation on local businesses that offer delivery and curbside pickup in a variety of categories. This program featured a demonstration of ordering groceries for delivery and curbside through Instacart as well as ordering food delivery through the Doordash website. Attendance: 9

Technology Tuesdays: Your PC Tour. This program introduced attendees into beginning ideas about personal computers. Concepts covered included, the main parts of a computer, peripherals and accessories, troubleshooting, and how to describe problems in a helpful way. Attendance: 5

Technology Tuesdays: LinkedIn. This program featured a presentation that explained to attendees the differences between LinkedIn and other social networking sites as well as why attendees should consider creating a LinkedIn. This presentation was followed by a live demo of LinkedIn and a walkthrough of account creation. Attendance: 4

Planning Your Rain Garden with Melinda Myers. Nationally recognized gardening expert, author and syndicated radio host, Melinda Myers presented the step-by-step process of planning a rain garden. Myers shared tips for maximizing beauty and pollinator appeal as well as minimizing short- and long-term maintenance. The event was sponsored by Milwaukee Metropolitan Sewerage District and Fresh Coast Guardians. Attendance: 220

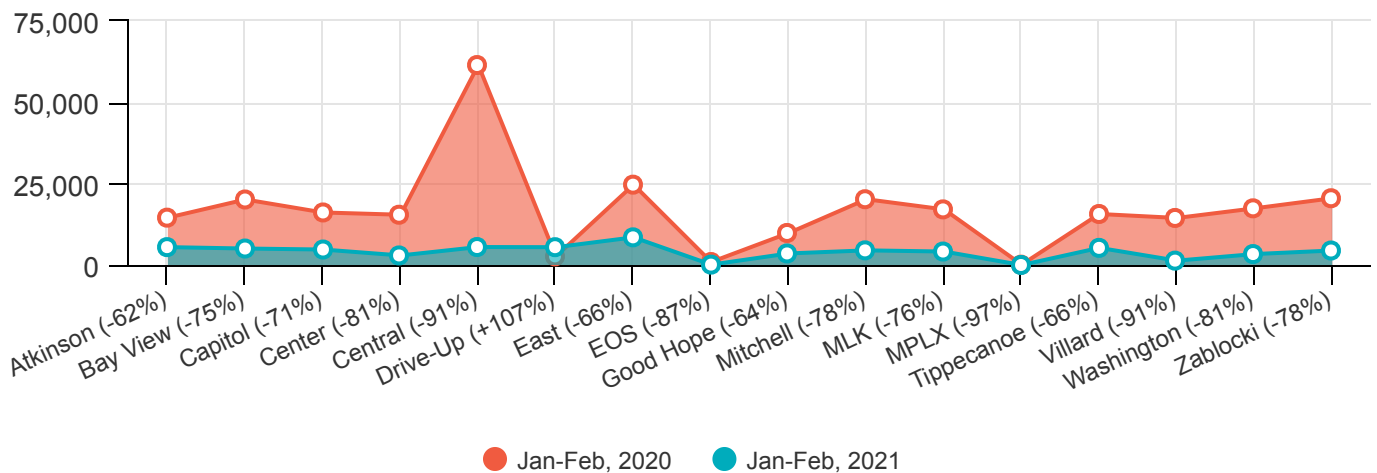
MPL HELPS PEOPLE CONNECT

Job Readiness Skills 101: Interviewing Skills. MPL partnership with Goodwill Industries of Southeast Wisconsin to offer monthly job readiness opportunities is continuing in 2021. This month the focus was on virtual interviewing skills. The COVID-19 pandemic has forced many employers to conduct job interviews virtually and this session helped prepare job seekers on the do's and don'ts of virtual interviews. Attendance: 14

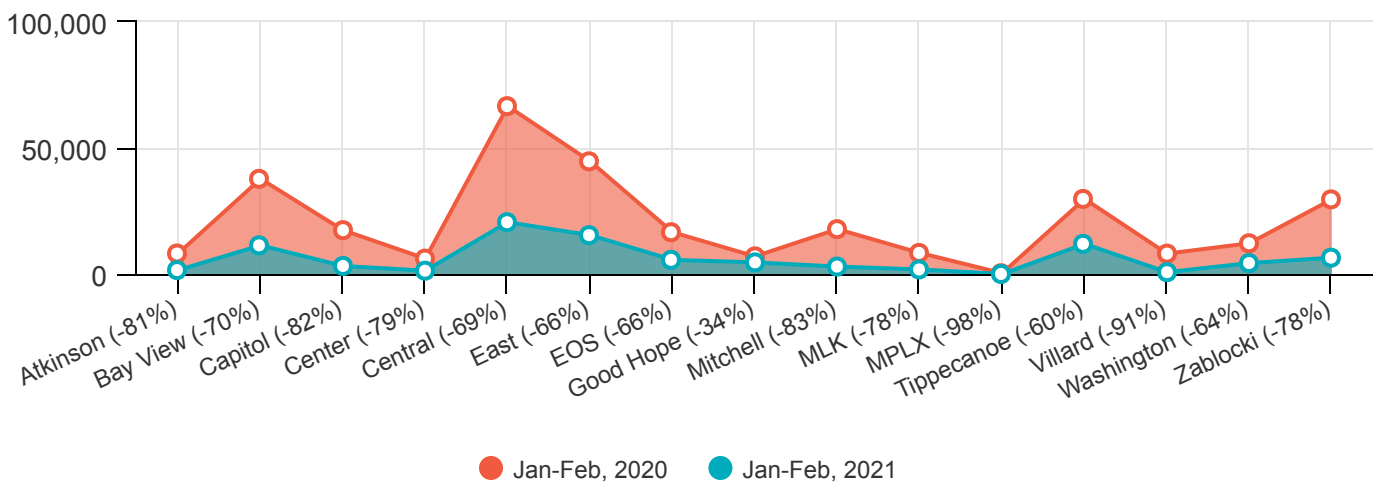
Talk to a Stranger Today (January). A program where attendees play the game, We're Not Really Strangers, in a safe virtual environment that and discuss perceptions to make connections. This Q&A game strives to create empowering and meaningful conversations with a stranger in a fun and thought-provoking manner. Attendance: 8

Talk to a Stranger Today (February). This program serves the Library's goal of being a third place for the community by allowing strangers to engage in fortuitous and meaningful conversation with people they may have never met, save for the fact that the library has brought them together. Conversations are monitored by staff, and prompted by questions from the game "We're Not Really Strangers". Attendance: 6

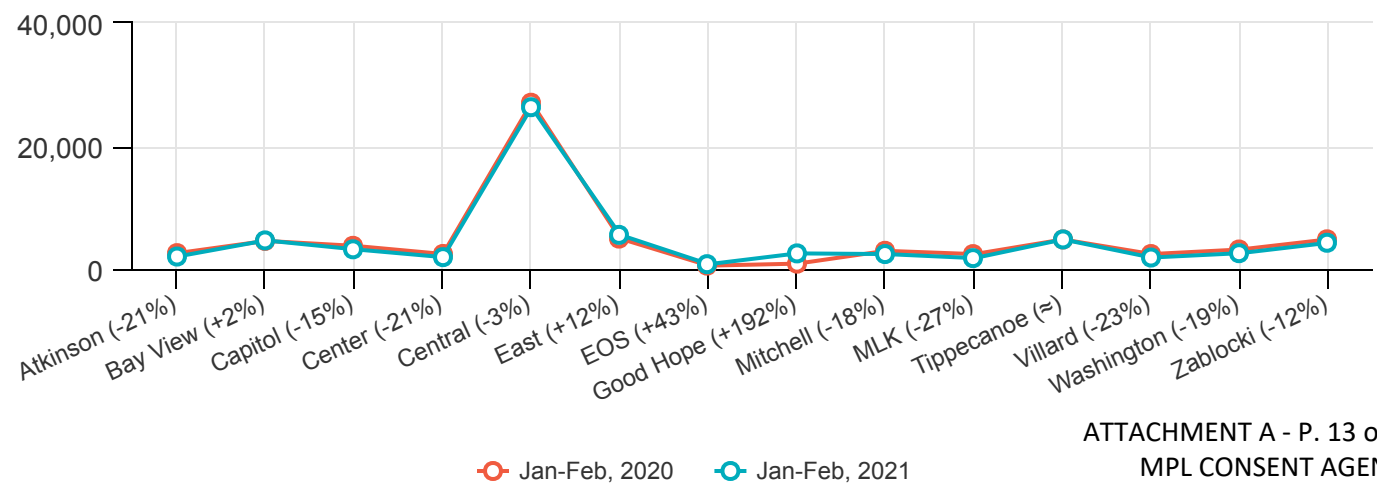
Patron Visits



Traditional Circulation



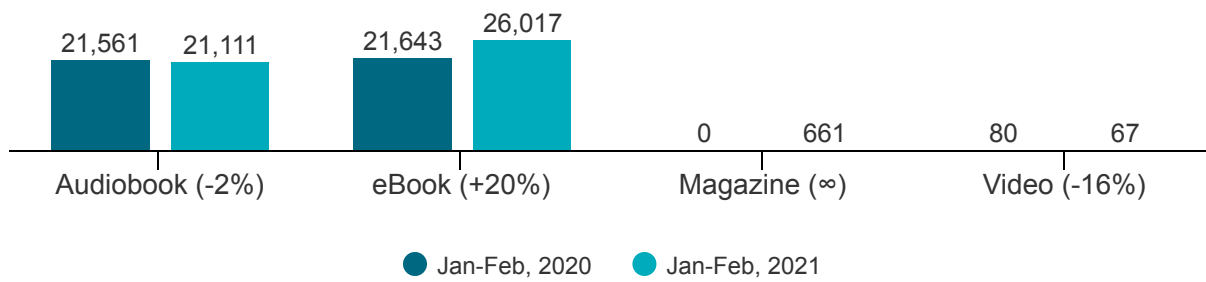
Paging Slips



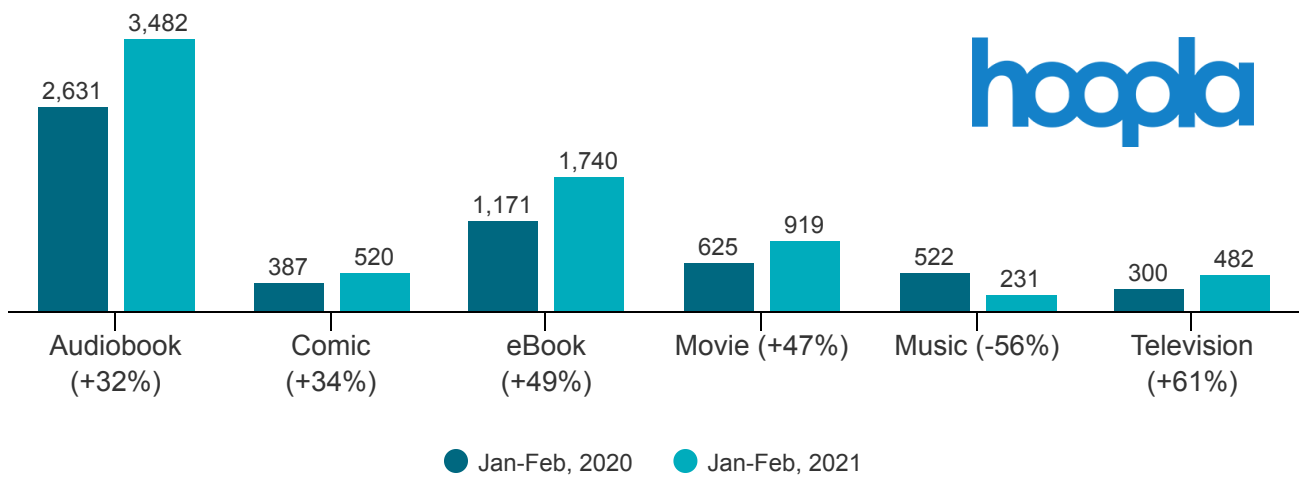
eCirculation

Platform	Jan-Feb, 2020	Jan-Feb, 2021	% Change
OverDrive	43,284	47,856	+11%
Freegal	18,159	17,110	-6%
RBDigital	4,575	8,456	+85%
Hoopla	5,636	7,374	+31%
Total	71,654	80,796	+13%

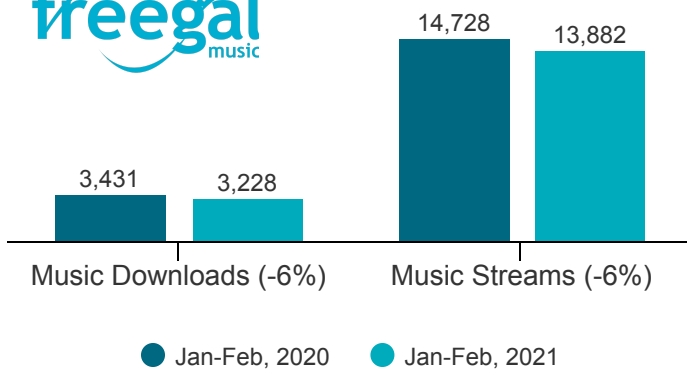
OverDrive®



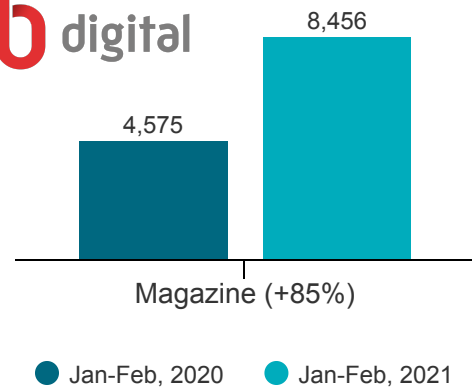
hoopla



freegal music



rb digital



Databases

Platform	Jan-Feb, 2020	Jan-Feb, 2021	Change
mpl.org/databases*	14,212	10,981	-23%
content.mpl.org: MPL Digital Library**	33,442	50,560	+51%
content.mpl.org: Recollection WI***	42,842	69,210	+62%
Total Database Hits	90,496	130,751	+44%

*AtoZDatabases, Brainfuse, Gale Courses, Milwaukee Journal Sentinel, Obituaries & Death Notices, ReferenceUSA, etc.

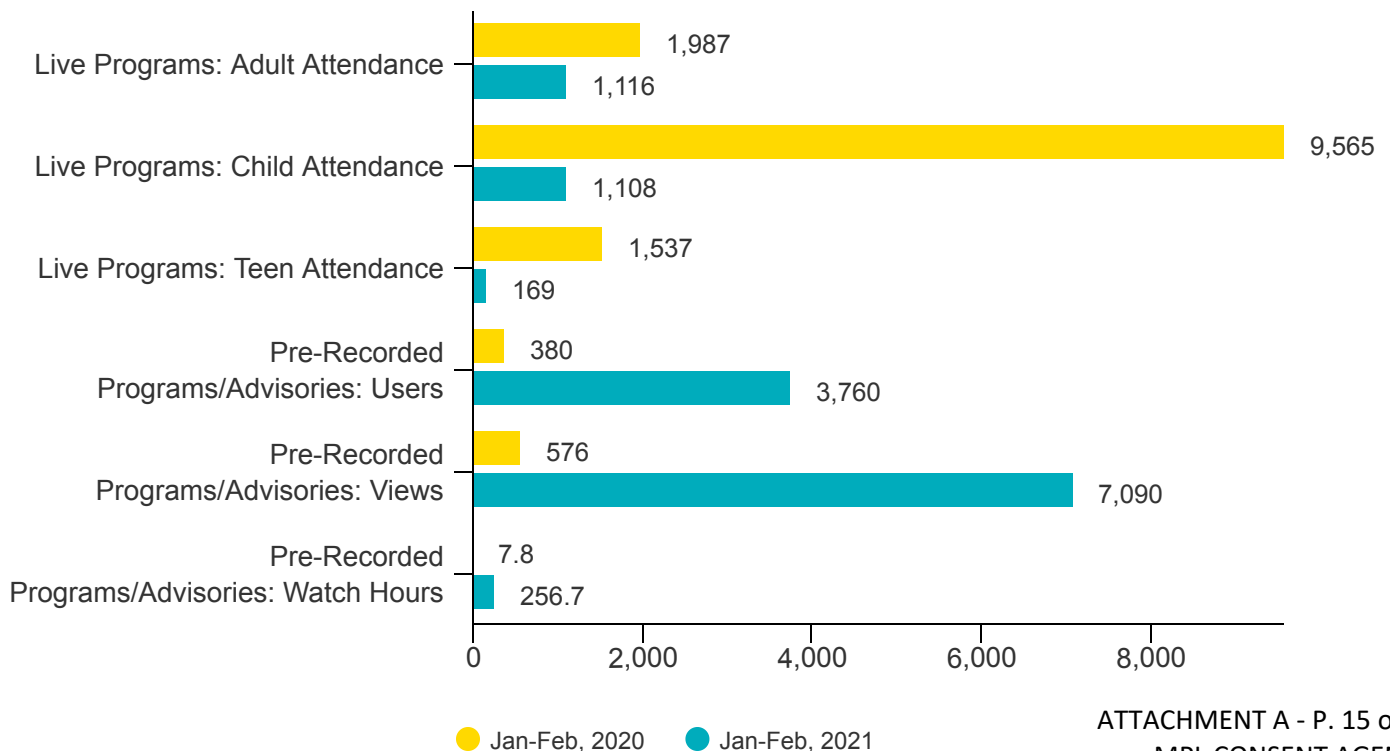
**Historic Recipe, MPL Historic Photo, Milwaukee Road Archives, Remember When, WWI Military Portraits, etc.

***Dane Cty. Historical Society, McMillian Memorial Library Digital Collection, Richland Cty. Digital History Room, etc.

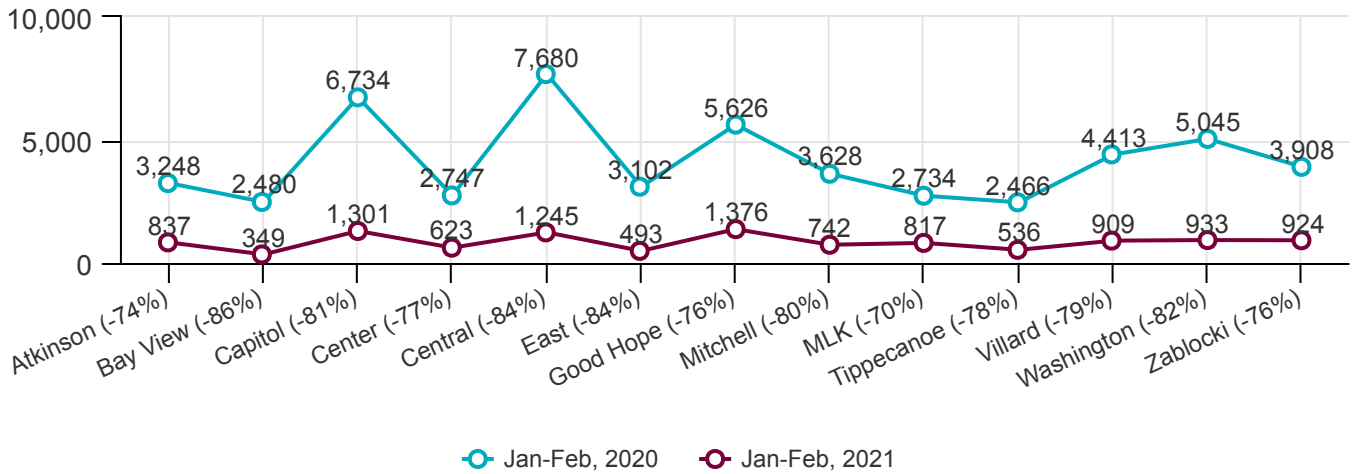
Ready Reference

Platform	Jan-Feb, 2020	Jan-Feb, 2021	Change
Phone: Calls Answered	12,443	12,771	+3
Virtual: Chat Sessions	480	455	-5%
Virtual: Email Responses	295	227	-23%
Total Transactions	13,218	13,453	+2%

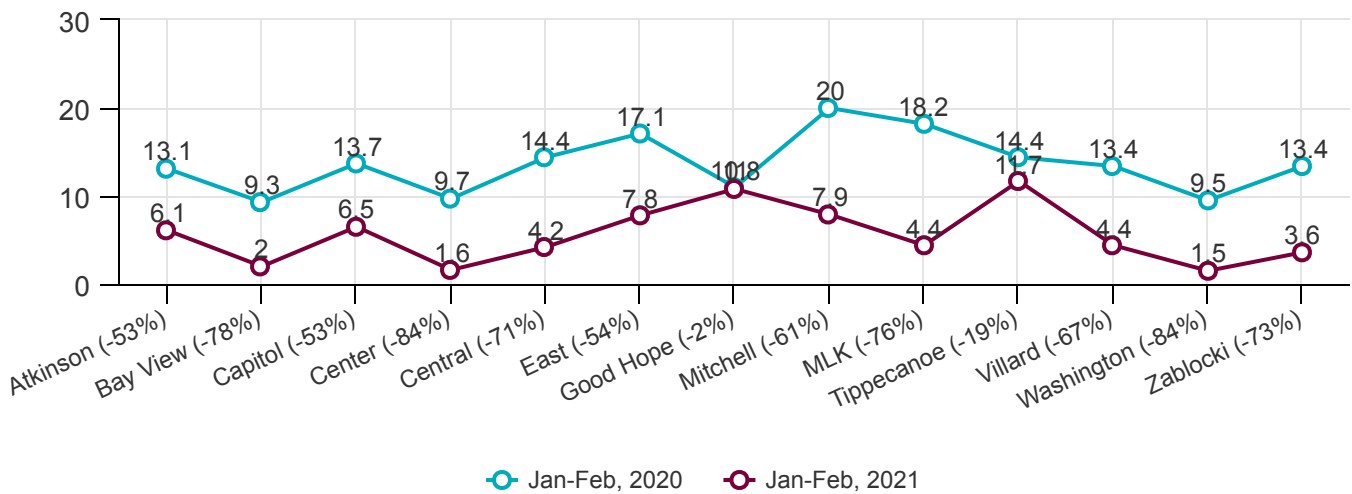
Programming



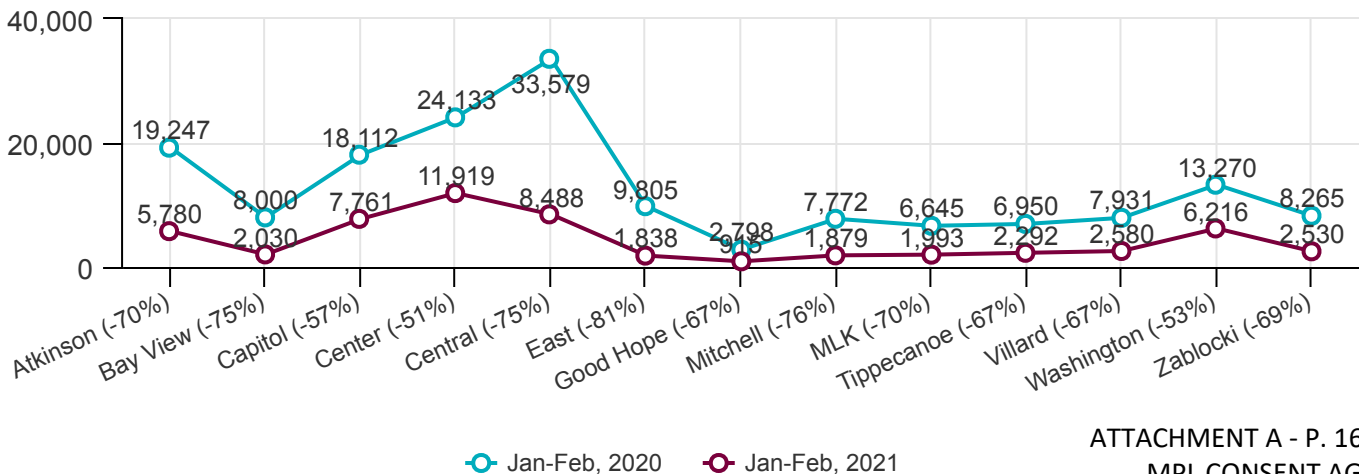
Print, Scan, Copy, Fax Jobs



Public Computer Usage %

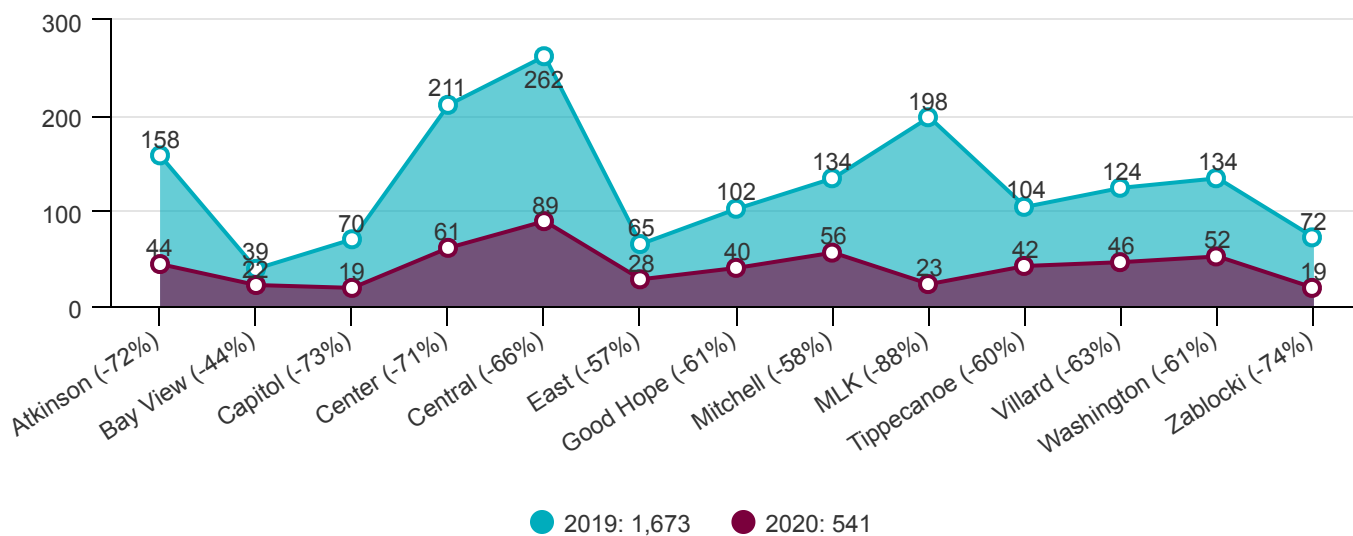


Wi-Fi Sessions

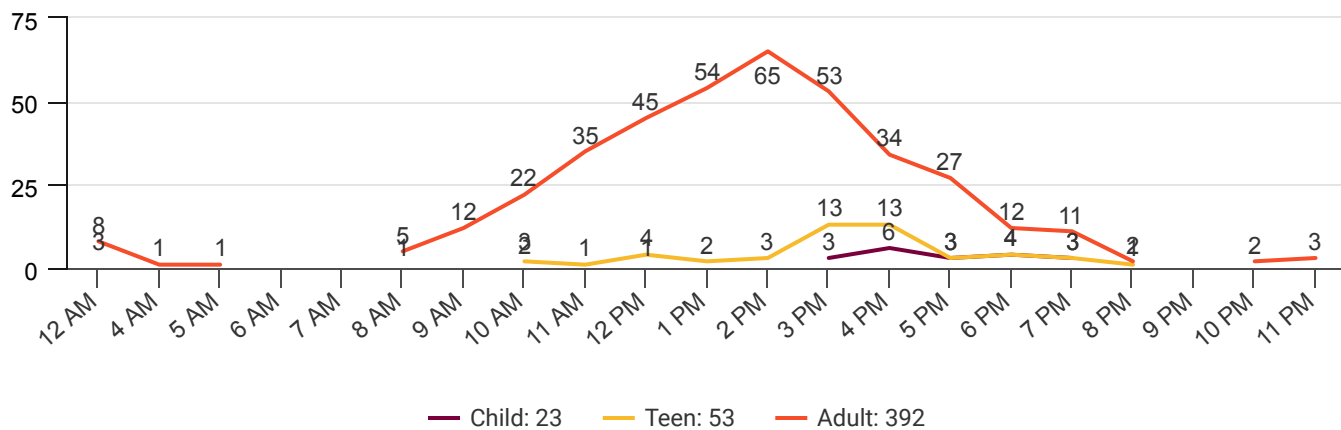


Security Incidents (2020)

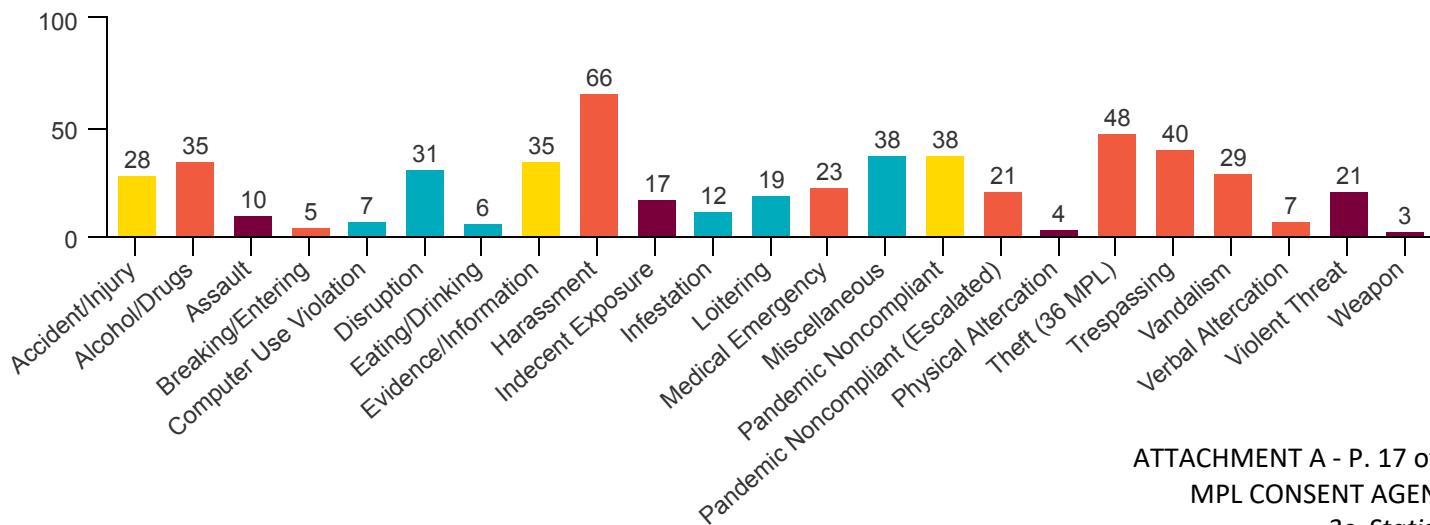
Incidents by Branch



2020 Incidents by Time of Day



2020 Incidents by Category



Executive Summary: Refining Relationship: Milwaukee Public Library and barriers to use

Submitted by Joyce M. Latham, Ph.D.

January, 2021

The discussion of the role of fines in creating “barriers to use” of the public library has actually been going on for decades, but the decision by Columbus Metropolitan Library in Ohio in 2016 to eliminate fines on overdue materials appears to have triggered a groundswell of library overdue fine elimination. In Ohio, such a groundswell is easier to absorb, since their libraries are not dependent on fines to support the operating budget. Other libraries don’t enjoy the same degree of state subsidy.

But Ohio libraries are not the only ones. An investigation by *Library Journal* in 2017 projected the annual amount of money collected in monthly fines across the board at approximately \$11.8 million. This is a significant amount of financial support.

Some libraries have demonstrated that the cost of collecting the fines, however, exceeds the amount of money recovered; others have noted that the fines impose more extensive financial stress on lower income communities, and believe the charges are unjust. ALL of these issues are valid. In the face of such conflicting influences, Milwaukee Public Library chose to investigate an unexpected discovery in their implementation of a fines forgiveness program in 2016. With the support of the Milwaukee County Public Library System, they were able to track the activity of the participants of the fine forgiveness program, and discovered that a large number of those participants were blocked again very quickly. The over-riding question became why that happened.

It is important to realize that patrons largely become blocked because materials are not returned. The telephone survey of patrons who became blocked again conducted in 2018 indicated that the over-riding reason they did not return materials was because “they forgot.” If the primary concern of the library is the return of the materials, fines may not be the best inducement to secure their return. In our study, Chicago Public Library was one of the few libraries that incorporated the elimination of fines with an overhaul of the circulation policies, extending the amount of time patrons are granted to return materials before they are declared “lost” and patrons subject to being blocked. In other words, fines have to be evaluated in light of the overall function of circulation policies, and not simply in view of loss or gain of money.

This insight became very obvious in the focus groups discussions held at the Martin Luther King Library in 2019. The patrons all expressed a great appreciation for the library, but raised questions about library policies that were different than those raised by staff in the telephone survey. In being allowed to shape the discourse, the focus group participants raised concerns the library had not considered: the role of the collection agency; the cost of books that are truly lost, and must be replaced; notification of parents that children have books now “long overdue”; automatic renewals of un-returned books; communication strategies – specific to the patron and more broadly to the library community; where the fine money that is collected actually goes.

The focus groups made it clear that, in some way, the patrons see themselves as “in relationship” with the library and are requesting policies that support they relationship, instead of creating barriers to it.



MILWAUKEE

PUBLIC LIBRARY

Date: March 23, 2021

To: MPL Board

From: Joan Johnson, Library Director

Re: Proposal for Adjustments to Unique Management Service Collection Process

Due to feedback received during the UW-Milwaukee Fines Forgiveness listening sessions and recovery needs during and following the COVID-19 pandemic, I propose that MPL make the following changes to the Unique Management Service (UMS) Collections Process. ** Current UMS Parameters below.

- Lowering the referral fee to \$10.00, or cost of referral as incurred by MPL. I recommend utilizing our data analyst to find the appropriate number and finding the amount we ***must*** recover in order to recoup MPL's monetary contribution.
- Raising the balance to \$99.99 (just under \$100 so we'll pick up HotSpots) for referrals.
- Extending the time before UMS referral to 90 days.
- Utilizing UMS to attempt to recover MPL HotSpots, prioritizing the physical unit over cash compensation so that these units may return to circulation for other patrons' use.

As our Community is trying to sustain and recover from the COVID-19 pandemic's monetary setbacks, it is our duty as a library to assist our patrons. By extending the time before referral, raising the dollar limit of referrals, and finding the correct fee per referral will benefit our patrons in utilizing the library and it's services to aid in their recovery and will make MPL a more inclusive institution.

***Current parameters for UMS Collections include:*

- Utilizing Unique Management Service for collections since on March 1, 2010.
- MPL accounts with balances of \$25 or more and 60 days overdue are referred.
- Referral cost is listed at \$8.95 per account.
- Referral fee of \$15 is added to each patron account.

Overdue Fines and Fees

Introduction

It is the responsibility of the library staff to serve as good stewards of the materials entrusted to the library's care and to attempt to keep those materials available for use by all patrons. To help ensure that materials are available for all, Milwaukee Public Library (MPL) has outlined reasonable expectations for cardholders and consequences for when they are not met. The Library Board of Trustees authorizes the Library Director to develop service procedures to ensure the fair and consistent application of this policy.

Cardholder Responsibilities

To maintain borrowing privileges and be in good standing with MPL, cardholders are expected to:

1. Provide MPL with accurate information when completing a library card application.
2. Promptly report changes of address and other contact information.
3. Safeguard their library card and not share their personal identification number (PIN).
4. Promptly report a lost or stolen card.
5. Accept financial responsibility for all items checked out on the library card, including items checked out on the card before the date it is reported lost or stolen.
6. Accept financial responsibility for all charges incurred by minor card holders, after signing an application as parent or guardian.
7. Handle library materials with care and return them when due.
8. Promptly pay all charges for overdue, damaged, or lost materials.
9. As parents or guardians, help children learn how to properly use library materials.

Fines and Fees

Overdue charges:

MPL charges overdue fines to cardholders who return material after the due date and grace period. MPL-owned print materials checked out on children's and young adults' library cards do not incur overdue fines. However, overdue videos, DVDs, and puppets owned by MPL, and all materials owned by other Milwaukee County Federated Library System (MCFLS) member libraries that are checked out on children's and young adults' cards do incur fines.

Replacement fees:

MPL charges cardholders, or the parent or guardian of a minor, the cost of replacing an item that is lost, stolen, damaged, or overdue longer than one year. MPL will not accept substitute copies of any item as payment.

Overdue Fines and Fees

Continued

Restriction of Privileges

MPL will restrict the library privileges of cardholders who owe fees greater than the “fee threshold” of \$5.00, as established by the Milwaukee County Federated Library System, of which MPL is a part.

Fee Schedule

A schedule of overdue fines, maximum charges, fee thresholds, and grace periods is available at each location and on the library’s Web page at mpl.org ([P0016-1](#)). The fee schedule is subject to change at the discretion of MPL. It is important to note that MPL’s charges and fees differ from those of the other member libraries from the Milwaukee County Federated Library System.

Refunds

A refund of the replacement cost (minus the \$5.00 processing fee) may be requested if a paid item is returned within ninety days of payment, has not been damaged, and is returned along with the payment receipt. The collection agency fee (if applicable) is not refundable.

Disputes

With few exceptions, fines and fees will not be waived. However, library cardholders may dispute fees or charges incurred on an account by completing the Fee Dispute Form, [MPL-9E.SYS](#). MPL will not waive any fines or fees associated with materials owned by other Milwaukee County Federated Library System member libraries. A library manager or supervisor will review the charges and respond within one week.

Collection Agency

MPL uses a third-party collection agency to collect fees and materials from cardholders who do not return borrowed items or promptly pay money owed.

Cardholder accounts are turned over to a collection agency approximately sixty-ninety days after an item’s due date. **In order to recover the cost of referral, a \$1510.00 processing fee is added to the cardholder’s account. This fee cannot be waived.**

Comment [AH1]: Extend additional 30 days for UMS referral

Comment [AH2]: An estimate fee based on actual cost of referral (\$8.95) and the inclusion of 21% overhead (\$10.83).

When library items are returned after referral to the collection agency, overdue fines, processing fees, and the collection agency referral fee must be paid in order to fully clear the account.



Policy

Overdue Fines and Fees

Schedule of Overdue Fines, Maximum Charges, Fee Thresholds, and Grace Periods

These loan policies and overdue charges apply only to Milwaukee Public Library (MPL)-owned items. Fines and policies for items owned by suburban libraries may differ. Please contact the owning library for details.

Loan Periods

- ALL BOOKS - hardcover, paperback, children's, adult, young adult - 3 WEEKS
- MAGAZINES - 1 WEEK
- ALL DVDs and VHS MEDIA – 1 WEEK
- ADULT MUSIC CDs – 3 WEEKS
- ALL CHILDREN'S CDs - 3 WEEKS
- AUDIO BOOK CDs – 3 WEEKS
- [HOTSPOTS – 3 WEEKS](#)

Comment [AH1]: Just updating the list

Overdue Charges for Each Day Past the Due Date

- ALL BOOKS - hardcover, paperback, *children's, adult, young adult - \$0.15/day
- MAGAZINES - \$0.15/day
- ALL DVDs and VHS MEDIA - \$0.15/day
- ALL CDs - \$0.15/day
- CHILDREN'S BOOKS CHECKED OUT ON A MILWAUKEE CHILD'S CARD – no overdue charges
- [HOTSPOTS – \\$1.00/day](#)

Comment [AH2]: Just updating the list

Renewals

- NON-HOLDABLE ITEMS - no renewals
- ALL OTHER ITEMS – may be renewed twice, provided no other cardholder has already requested the item

Overdue Fines and Fees Schedule

Continued

Grace Periods

- ALL MPL-OWNED ITEMS – 3 days grace
 - After the grace period, fines are retroactively assessed for all days past due. (For example, an item that accrues \$0.15/day fines, returned 4 days after the due date would be assessed \$0.60.)
 - Sundays and holidays count as grace days provided the item is returned before the next regular business day.

If Library Items Are Not Returned

- The cardholder is billed for the replacement cost of an item approximately 28 days after the item was due.
- Cardholders who return undamaged billed items, within one year of the billing date, will have the bill reduced to the \$5 per item maximum overdue fine.
- If the cardholder finds an item after paying for it, the cost of the item, minus a \$5 service charge, will be refunded within 90 days of the date paid, provided the item has not been damaged.
- Accounts with fines and/or billed items totaling more than ~~\$25.00~~\$99.99 will be sent to the Milwaukee Public Library's contracted collection agency, Unique Management. **An additional \$15-10 fee will be added to the account to offset the cost.** This fee must be paid, in addition to all other charges, in order to clear the account.

Comment [AH3]: This will catch the billed hotspots.

Comment [AH4]: The actual cost of the referral is \$8.95. With the current 21% overhead for staff time involvement for the transactions that Sarah L. mentioned in her email, the cost would be \$10.83. I put \$10.00 as an estimate. Do we want to stick with \$10.83 or \$8.95? or \$10.00?



Circulation Policies and Additional Fees and Charges

Item	Loan Period	Renewals Allowed	Holdable?	Maximum Items Allowed ^[1]	Overdue Charge Per Day	Grace Period	4th Day Overdue Charge	Maximum Overdue Charge	Senior Citizen's Privileges	Children's Privileges
Book, Hardcover, Adult	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	Yes	Yes
Book, Hardcover, Children's and Young Adult	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	Yes	Yes
Book, Lucky Day, Adult	3 weeks	0	No	100	\$0.15	3 day	\$0.60	\$5.00	No	Yes
Book, Paperback, Mass Market, Adult	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	Yes	Yes
Book, Paperback, Mass Market, Children's and Young Adult	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	Yes	Yes
Book, Paperback, Trade, Adult	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	Yes	Yes
Book, Paperback, Trade, Children's and Young Adult	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	Yes	Yes
CD, Adult Music ^[2]	3 weeks ¹	2	Yes ^[5]	20 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	Yes
CD, Children's	3 weeks	2	Yes	20 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	Yes
CD, Spoken word	3 weeks	2	Yes	20 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	Yes
CD-ROM	7 days	2	Yes	20 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	No
DVD ^{[3][4]}	7 days	2	Yes	20 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	No

¹ Revised on 07/05/2017.

Policy Number: P0014B

Revised: 2/26/2019

Section: Circulation

Library Board Approvals: Prior to 2013

Related Policies and Procedures: [P0016](#), [P0016-1](#), [2496](#), [2504](#)

File Name: P0014B_CirculationPoliciesAndAdditionalFeesAndCharges_Cir

Circulation Policies and Additional Fees and Charges
Continued

Item	Loan Period	Renewals Allowed	Holdable?	Maximum Items Allowed ^[1]	Overdue Charge Per Day	Grace Period	4th Day Overdue Charge	Maximum Overdue Charge	Senior Citizen's Privileges	Children's Privileges
DVD, Feature Film	7 days	2	Yes	20 ^[6]	\$0.15 ^[9]	3 day	\$0.60 ^[9]	\$5.00	No	No
DVD, Lucky Day	7 days	0	No	20 ^[6]	\$0.15 ^[9]	3 day	\$0.60 ^[9]	\$5.00	No	No
Hotspot	3 weeks	0	Yes/No ^[10]	1	\$1.00	3 day	\$4.00	\$5.00	No	No
Kit, 3-week	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	No	Yes
Kit, 7-day	7 days	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	No	Yes
Kit, Bi-Folkal	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	No	No
Kit, Book Club ^[7]	6 weeks	0	Yes	2 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	No
Kit, Books2Go Storytime Kit ^[7]	3 weeks	2	Yes	1 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	No
Kit, Muzzy Kit	3 weeks	2	Yes	100	\$0.15	3 day	\$0.60	\$5.00	No	No
Periodical, Circulating	7 days	2	No	100	\$0.15	3 day	\$0.60	\$5.00	No	Yes
Puppet	7 days	2	No	2	\$0.15	3 day	\$0.60	\$5.00	No	No
Record	3 weeks	2	Yes	20 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	Yes
Reference Material	^[8]	0	No	^[8]	\$5.00	None	N/A	No maximum	No	No
Videocassette	7 days	2	Yes	20 ^[6]	\$0.15	3 day	\$0.60	\$5.00	No	No

Comment [AH1]: Just updating

Formatted: Superscript

^[1] The maximum amount of items that a patron may have checked out at any one time is 100; with the exception of Temporary Resident and some card campaign cardholders, who may have only 5 items checked out at any one time. Patrons with a "New Borrower" status have a 3 week waiting period before they are able to have more than 5 items checked out at any one time.

^[2] Refer to Procedure [2338: Compact Discs, Restricted](#) for CDs with the Parent Warning Label.

^[3] Refer to Procedure [2220: Video/DVD Ratings Policy And Circulation](#) for videocassettes or DVDs labeled as R-Rated.

^[4] DVDs are not available to be borrowed on any INFOPASS.

^[5] EOS media is excluded and is not holdable.

^[6] Temporary Resident cardholders may not check out these items. If an exception is made by the Circulation Supervisor, it will be indicated on the patron's record.

^[7] Books2Go Storytime Kits & Book Club Kits are not available for Interlibrary Loan outside of Milwaukee County.

^[8] To be determined by Librarian-In-Charge.

^[9] Change to DVD Overdue Fines enacted **01/02/2019**

^[10] [Depends on location](#)

Comment [AH2]: Central's are holdable; branches' are not.

Formatted: Superscript

Additional Fees and Charges

Item	Fee	Comments
Check, Returned	\$25.00	Will be attached to the record of a patron who issues a check to the Milwaukee Public Library for which there are insufficient funds to cover. Refer to Procedure 2214: Bad Checks
Collection Agency Fee	\$1510.00	All Collection Agency fees are to be handled as fines. Questions or disputes regarding these fees may be directed to a Central Circulation Manager.
Computer Printouts	\$0.15 per page (tax included)	Sales tax is to be manually calculated to the nearest cent so that the cost plus tax will be equal to the amount charged. (Only use in case SAM system is malfunctioning.)
Diskette	\$1.00 plus tax (\$1.06 total)	
Faxing Charge	\$0.50 per page	Any MCFLS library may request that a Milwaukee Public Library fax materials to their libraries for their patrons. Since this charge does not cover the expense of retrieving, photocopying and faxing such material, this service is offered as a courtesy to individual patrons with a valid MCFLS library card. When paying for this service, all libraries should send a copy of the cover letter (invoice) and the amount owed to the Milwaukee Public Library, Central Library Business Office. The monies should be placed in an envelope marked "FAX," then placed in a cash bag and sent to the Central Library Business Office.
Fee Cards For City of Milwaukee Materials	\$100.00	For individuals who are not residents of Milwaukee County. This card will permit the checking out of Milwaukee Public Library materials from the Milwaukee Public Libraries only .
Flash Drive	\$3.79 plus tax (\$4.00 total) ²	
Infopass Overdue Charges	Varies	Overdue and replacement charges are to be determined by owning library. Contact Central Infopass Clerk if more information is needed. No maximum for overdue charges. No Senior Citizen's or Children's privileges. Applies to <u>all</u> borrowers.
Interlibrary Loan Overdue Charges	\$1.00	No grace period. No maximum for overdue charges. No Senior Citizen's or Children's privileges. Applies to <u>all</u> borrowers. For replacement, call ILS to obtain actual cost of material. It may take a couple of days. The Default Price is \$100.00.
Library Card, Replacement	\$1.00	Both Adult and Juvenile (lost or stolen).

Comment [AH3]: An estimate fee based on actual cost of referral (\$8.95) and the inclusion of 21% overhead (\$10.83).

² Revised on 03/21/2017.

January 26th, 2021

Dr. Michele Bria
President, Board of Trustees
Milwaukee Public Library


Dear Dr. Bria,

On behalf of our trustees and member libraries I would like to sincerely thank the Milwaukee Public Library Board of Trustees and City Librarian Joan Johnson for their generous contribution of \$205,000 to the MCFLS OverDrive Advantage account in 2020. This wonderful gesture could not come at a better time for all Milwaukee County residents who may be unwilling or unable to come into the library but still want to enjoy high quality content from their favorite authors.

This contribution is yet another example of the leadership exhibited by the Milwaukee Public Library that has helped guide our system and members through the pandemic. The challenges brought about by the pandemic have highlighted the need for creative thinking to show how libraries can continue to meet the needs of our communities when access to the buildings themselves may not be possible. We feel that an emphasis on additional funding for electronic resources is something likely to continue beyond the pandemic, and we credit MPL for leading the way and taking that important step forward.

Thank you once again on behalf of our trustees and members. We look forward to continue working with you and the MPL staff to bring these much-needed resources to our communities.

Sincerely,



Paul Ziehler, President
Milwaukee County Federated Library System Board of Trustees

cc: Joan Johnson, City Librarian

ATTACHMENT D - P. 1 of 1
7. Milwaukee County Federated Library
System (MCFLS) Board Meeting
P. 30

**MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
BUILDING & DEVELOPMENT COMMITTEE
MINUTES
Thursday, March 4, 2021**

Video Conference Call by GoToMeeting

PRESENT: Mark Sain, Ald. Nik Kovac, Matt Kowalski, Chris Layden, Ald. Milele Coggs, Joan Johnson

OTHERS

PRESENT: MPL: Eileen Force Cahill, Ryan Hayes, Sam McGovern-Rowen, Jennifer Meyer-Stearns, Anne Rasmussen, Rebecca Schweisberger
Budget and Policy Division: Mason Lavey
Department of City Development: Mary Schanning
HGA: Kevin Allebach, Erica Frederiksen, Nikolas Janik, Lyssa Olker
Moody Nolan: Yanitza Brongers, Jeff Jenó, Renauld Deandre Mitchell, Jonathan Moody
TKWA: Erik Hancock, Therese Hanson, Wayne Reckard, Justin Shea

Committee Chair Mark Sain called the MPL Board of Trustees Building and Development Committee meeting to order at 8:01 a.m. on March 4, 2021 with a quorum present. All Trustees and presenters participated by video conference.

1. **Approval of the Minutes.** Chair Sain entertained a motion to accept the minutes from the January 7, 2021 meeting, listed as Attachment A of the agenda. Trustee Kowalski moved approval and Trustee Sain seconded. Motion passed.
2. **Mitchell Street Library Lease Changes.** Library Director Joan Johnson presented a brief history of the project, current lease agreement, and status of the relationship with the co-developer as outlined in her memo to the Committee, listed as Attachment B of the agenda. Mary Schanning, attorney in the Department of City Development (DCD), reviewed the project funding, which included the developer's use new market and historic tax credits. Per the parameters of the tax credits, the developer was to retain ownership of the library condominium for a 7-year period. To accommodate this requirement, MPL entered into a lease agreement with the developer. The library space has remained taxable and the developer placed a request with the City Assessor's office to make the space tax-exempt. In order to qualify for a tax exemption due to the historic nature of the property, the lease must be with a charitable organization that is tax-exempt under Section 501 of the Internal Revenue Service (IRS) code. MPL does not qualify for the Section 501 exemption but the Milwaukee Public Library Foundation (MPLF) does. The developer has proposed transferring the lease to MPLF with a sub-lease to MPL. If approved, this new lease agreement would be in effect for approximately 3 years, through the end of the 7-year period, with no other changes to the terms of the original lease. Director Johnson has discussed the request with MPLF Executive Director Ryan Daniels and the request will be presented to the MPLF Board at their March meeting. Trustee Kovac moved to approve the new lease agreement; Trustee Layden seconded. Motion passed.
3. **Martin Luther King Library Redevelopment Project.** Library Construction Projects Manager Sam McGovern-Rowen introduced representatives from the architectural firms of HGA, Moody Nolan, and TKWA. Each firm was granted time to share information about their experience, qualifications, and design vision. These firms were selected in response to the Request for Qualifications (RFQ) MPL issued in 2020. The presentations were not full proposals for the project and the Committee did not deliberate or discuss the presentations. Copies of the presentations will be sent to the Committee members and Trustee Coggs. The Committee will deliberate at the

April 27, 2021 Building & Development meeting and a selection will be made at that time. Informational item.

4. **Project Inventory and Status Report.** Deputy Library Director Jennifer Meyer-Stearns provided an update of ongoing and upcoming projects. The Central Library rotunda elevator modernization has been completed. As a result of the Energy Performance Project, in collaboration with Johnson Controls and the City Environmental Collaboration Office (ECO), MPL has seen almost 20% reduction in energy consumption at Central Library. Upcoming projects include repairs to exterior staircase masonry at Central Library and roof replacement on the 1898 portion of the Central Library building. Informational item.

The meeting of the Milwaukee Public Library Board's Building & Development Committee was adjourned at 9:38 a.m. on March 4, 2020.

COVID-19 Library Materials Handling Policy

The Milwaukee Public Library staff and Board of Trustees are committed to providing excellent customer service in a safe and inviting atmosphere. Due to the COVID-19 pandemic, staff will take additional precautionary measures to reduce staff and patron exposure to contaminated materials.

The most recent scientific studies have shown that surface transmission of the Covid-19 virus is highly unlikely. With the approval of the City of Milwaukee Health Department and following the current guidelines from the Centers for Disease Control, returned materials will be held in quarantine for 24 hours. Staff will treat or dispose of any contaminated materials promptly.

All employees are expected to follow this policy and related procedure. Failure to do so may result in disciplinary action.

This policy and the accompanying procedure ([2636](#)) will continue to be updated as new findings in the ongoing Covid-19 research effort are released and as new guidance is introduced by the CDC and/or other health agencies.

Disclaimer: As the COVID-19 pandemic continues to unfold and its resulting impacts evolve, it is reiterated that this policy is subject to change at any time by Milwaukee Public Library Administration.



I. GENERAL INFORMATION					
1. Name of Library Milwaukee Public Library			2. Public Library System Milwaukee County Federated Library System		
3a. Head Librarian First Name Joan	3b. Head Librarian Last Name Johnson	4a. Certification Grade Grade 1	4b. Certification Type Regular	5. Certification Expiration Date Permanent	
6a. Street Address 814 W. Wisconsin Ave.	6b. Mailing Address or PO Box 814 W. Wisconsin Ave.	7. City / Village / Town Milwaukee	8a. ZIP 53233	8b. ZIP4 2309	9. County Milwaukee
10. Library Phone Number 4142863000	11. Fax Number (414)286-2794	12. Library E-mail Address of Director jrjohns@milwaukee.gov			
13. Library Website URL www.mpl.org		14. No. of Branches 12	15. No. of Bookmobiles Owned 1	16. No. of Other Public Service Outlets 170	
17. Does the library operate a books-by-mail program? No	18. Some public libraries are legally organized as joint libraries, with neighboring municipalities or a county and municipality joining to operate a library. Is the library such a joint library legally established under Wis. Stat. s. 43.53? No				
20. Square Footage of Public Library 457,919	21. Did the library or a branch move to a new facility or expand an existing facility during the fiscal year? Yes		22. DUNS Number <i>Nine digits</i> 030467963		

HOURS OF OPERATION			
	Standard Service with No Restrictions on Building Access	Limited Service	Staff Only (no interior service for the public)
19a. Winter Hours Open per Week	58	48	48
19b. Number of Winter Weeks	11	9	4
19c. Summer Hours Open per Week	0	49	49
19d. Number of Summer Weeks	0	4	16
19e. Total Weeks per Year	11	13	20
19f. Total Hours per year for this location	638	628	976

	COVID-19	
--	-----------------	--

Did the library provide the following services during the COVID-19 pandemic?

	Yes / No	Number of Interactions (if known)
1a. answering general information requests from the public (phone calls, emails, text messages, online forms, etc.)	Yes	53,459
1b. providing reference service	Yes	159,313
1bi. reference service provided via email	Yes	2,402
1bii. reference service provided via chat	Yes	3,784
1biii. reference service provided via text message	No	0
1biv. reference service provided via telephone	Yes	47,273
1bv. reference service provided via another method (e.g., online service or form)	Yes	11
1bvi. describe "another method of reference service": Responses via post mail		
1c. hosting virtual programming or recorded content	Yes	716
1d. offering curbside pickup	Yes	14,871
1e. offering drive-thru circulation of physical materials	Yes	54,181
1f. offering vestibule/porch pickups	No	0
1g. offering delivery of materials (mail or drop-off)	Yes	703
1h. managing IT services for external Wi-Fi access	Yes	583
1i. providing other types of online and electronic services	Yes	224
1ii. describe "other services": Book Bundles		

	ELECTRONIC MATERIALS ADDED DUE TO COVID-19	
--	---	--

Did the library add or increase access to electronic collection materials due to the COVID-19 pandemic?

	Yes / No	Number Added (if known)
2a. increasing the concurrent or monthly borrowing limits for electronic materials purchased locally	No	
2b. increasing the concurrent or monthly borrowing limits for electronic materials purchased by the library system or consortia	Yes	
2c. increasing the number of electronic materials and holdings purchased locally	Yes	3,117
2d. increasing the number of electronic materials and holdings purchased by the library system or consortia	Yes	
2e. augmenting the public's ability to use electronic materials in another way	No	
2f. describe "augmenting in another way":		

	PUBLIC SERVICES COVID-19	
--	---------------------------------	--

Did the library add or increase access to electronic collection materials due to the COVID-19 pandemic?

	Yes / No
3. Electronic Library Cards Issued Before COVID-19	Yes
4. Electronic Library Cards Issued During COVID-19	Yes
5. External Wi-Fi Access Before COVID-19	Yes
6. External Wi-Fi Access Added During COVID-19	Yes
7. External Wi-Fi Access Increased During COVID-19	Yes
8. Staff Re-Assigned During COVID-19	Yes

	COVID-19 CLOSURES	
--	--------------------------	--

Initial date closed due to COVID-19	2020-03-16
First date reopened following initial COVID-19 closure	2020-07-29
Additional building closure and reopening dates, please describe	Contactless materials pickup began on May 5, 2020 and our in-building limited service model was introduced July 29, 2020.

II. LIBRARY COLLECTION		
	a. Number Owned / Leased	b. Number Added
1. Books in Print <i>Non-periodical printed publications</i>	2,062,805	55,487
2. Electronic Books <i>E-books</i>	167,166	
3. Audio Materials	120,495	3,587
4. Electronic Audio Materials <i>Downloadable</i>	59,601	
5. Video Materials	123,546	6,025
6. Electronic Video Materials <i>Downloadable</i>	573	
7. Other Materials Owned <i>Describe</i> Kits, puppets, bound periodicals, microfilm, etc.	236,264	
8a. Electronic Collections <i>Locally owned or leased</i>	40	
8b. Electronic Collections <i>Purchased by library system or consortia</i>	5	
8c. Electronic Collections <i>Provided through BadgerLink</i>	64	
9. Total Electronic Collections <i>Local, regional, and state</i>	109	
10. Subscriptions <i>Include periodicals and newspapers, exclude those in electronic format</i>	988	

III. LIBRARY SERVICES						
1. Circulation Transactions						
a. Total Circulation		b. Children's Materials				
654,533		234,729				
2. Interlibrary Loans (ILL)						
Method for Counting ILL Transactions						
Categorized ILL Transactions						
Mode of ILL Transaction (Only Total will display when Total ILL Transactions is listed as the Method for Counting ILL Transactions)			Items Loaned to Other Libraries <i>Provided to</i>		Items Borrowed from Other Libraries <i>Received from</i>	
Integrated Library System (ILS)			203,216		110,606	
WISCAT			3,259		191	
Other (includes OCLC, manual tracking, or other methods)			406		236	
Total			206,881		111,033	
3. Number of Registered Users			4. Reference Transactions		5. Library Visits	
a. Resident	b. Nonresident	c. Total	a. Method	b. Annual Count	a. Method	b. Annual Count
492,708	24	492,732	Survey Week(s)	237,460	Actual Count	583,224
6. Uses of Public Internet Computers			7. Uses of Public Wireless Internet			
a. Number of Public Use Computers	b. Number of Public Use Computers with Internet Access		a. Method	b. Annual Count	a. Method	b. Annual Count
527	527		Actual Count	83,615	Router Count	518,407
8. Website Visits	9a. Local Electronic Collection Retrievals	9b. Other Electronic Collection Retrievals	9c. Statewide Electronic Collection Retrievals		9d. Total Electronic Collection Retrievals	
858,603	54,317	63,533	7,489		125,339	
10. Uses of Electronic Materials by Library Users						
a. E-Books	b. E-Audio	c. E-Video	d. Total Uses of Electronic Materials	e. Uses of Children's Electronic Materials		
171,821	149,795	10,903	332,519	38,558		

	LIBRARY PROGRAMS AND ATTENDANCE	
--	--	--

11. Programs and Program Attendance Annual Count
 Method for Counting Number of Programs and Attendance
 In-person, virtual, and pre-recorded program statistics

Total Program and Attendance Statistics

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Programs	1,220	156	491	1,867
Total Program Attendance	22,953	2,169	6,037	31,159

Describe the library's programs

In-person, Virtual, and Pre-recorded Program Statistics

In-Person Programs and Program Attendance Annual Count

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Programs	873	121	231	1,225
Total Program Attendance	12,902	2,029	2,187	17,118

Describe the library's in-person programs:

Book Clubs, Chess Club, Citizenship Classes, Community Outreach, Cooking Classes, Early Literacy Coaching, Finance, Gaming, Group Tutoring, Language, LEGOs, Open Maker Time, Tech Time, School Visits, Story Time, Workforce Development, Workshops, Writing Programs, Yoga, etc.

Live Views of Virtual Programs and Virtual Program Attendance Annual Count

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Live Virtual Programs	347	35	260	642
Total Live Virtual Program Attendance	10,051	140	3,850	14,041
Total Views of Live Programs Recorded for Asynchronous Viewing	696	0	2,241	2,937

Which platforms does the library use to host the library's live, virtual programs:

GoTo, Zoom

Describe the library's live, virtual programs:

Book Clubs, Cooking, Early Literacy Training, Environmental, Finance, Gaming, Health/Wellness, Historical, Information Literacy, Meditation, Meet the Artist/Author/Owner, Story Times (incl. ASL, Hmong and Spanish), Technology, Workforce Development, Writing, Yoga, etc.

Views of Pre-recorded Programs and Pre-recorded Program Attendance Annual Count

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Pre-recorded Programs	50	22	2	74
Total Pre-recorded Program Views	3,675	1,600	138	5,413

Which platforms does the library use to host the library's pre-recorded programs:

YouTube

Describe the library's pre-recorded programs:

Book Buffet, Crafts, First Chapter Friday, Historical, Simple Science, Story Times, Tween Tuesday, Zines, etc.

IV. LIBRARY GOVERNANCE

Library Board Members. *List all members of the library board as of the date of this report. List the president first. Indicate vacancies.*

First Name	Last Name	Street Address	City	ZIP+4	Email Address
PRESIDENT					
1. Michele	Bria	2110 W. Scott St.	Milwaukee	53204-2077	mbria@journeyhouse.org
2. Chris	Layden	100 Manpower Pl.	Milwaukee	53212-4030	chris.layden@experis.com
3. Jennifer	Smith	5225 W. Vliet St.	Milwaukee	53208-2627	smithj2@milwaukee.k12.wi.us
4. Milele	Coggs	200 E. Wells St. #205	Milwaukee	53202-3591	mcoggs@milwaukee.gov
5. Nik	Kovac	200 E. Wells St. #205	Milwaukee	53202-3591	nkovac@milwaukee.gov
6. Matthew	Kowalski	2830 N. 81st St.	Milwaukee	53222-4853	m.mpl@kwl.ski
7. Teresa	Mercado	4990 S. 23rd St.	Milwaukee	53221-2972	teresamercado@mexicanfiesta.org
8. Larry	Miller	2584 N. Farwell Ave.	Milwaukee	53211-4119	millerlf@milwaukee.k12.wi.us
9. Marcellia	Nicholson	901 N. 9th St. #201	Milwaukee	53233-1425	marcellia.nicholson@milwaukeecounty.wi.us
10. Mark	Sain	6126 N. 118th St.	Milwaukee	53225-1111	marksain@att.net
11. Jocasta	Zamarripa	200 E. Wells St. #205	Milwaukee	53202-3591	jocasta.zamarripa@milwaukee.gov
12. Vacant					
Number of Library Board Members <i>Include vacancies in this count</i>					
12					

X. STAFF

1. Personnel Listing. *Libraries with 15 or fewer employees may report all staff under 1a. Libraries with more than 15 employees, list head librarian, chief assistants, branch librarians, division heads, and other supervisory personnel in 1a. and all other positions in 1b.*

a. Employees Holding the Title of Librarian. Indicate advanced degrees in Type of Staff.

Position	Type of Staff	Annual Salary	Hours Worked per Week	Position	Type of Staff	Annual Salary	Hours Worked per Week
Director / Head Librarian	MLS (ALA)	\$132,964	40.00	Library Branch Manager	MLS (ALA)	\$74,908	40.00
Deputy Library Director	MLS (ALA)	\$123,576	40.00	Library Branch Manager	MLS (ALA)	\$74,185	40.00
Associate Library Director	MLS (ALA)	\$98,834	40.00	Library Branch Manager	MLS (ALA)	\$69,850	40.00
Public Services Area Manager	MLS (ALA)	\$81,000	40.00	Library Branch Manager	MLS (ALA)	\$69,850	40.00
Librarian V	MLS (ALA)	\$77,221	40.00	Library Branch Manager	MLS (ALA)	\$67,815	40.00
Librarian V	MLS (ALA)	\$72,684	40.00	Library Branch Manager	MLS (ALA)	\$67,201	40.00
Librarian V	MLS (ALA)	\$69,602	40.00	Library Branch Manager	MLS (ALA)	\$66,237	40.00
Library Branch Manager	MLS (ALA)	\$78,414	40.00				

b. Other Paid Staff See instructions

Position	Type of Staff	Total Annual Wages	Hours Worked per Week	Position	Type of Staff	Total Annual Wages	Hours Worked per Week
Facilities Manager	Other	\$82,972	40.00	Library Business Manager	Other	\$56,511	40.00
Network Manager	Other	\$88,448	40.00	Security Manager	Other	\$59,671	40.00
Community Relations and Engagem ⁺	Other	\$89,889	40.00	Building Services Supervisor II	Other	\$65,329	40.00
Human Resources Officer	Other	\$88,404	40.00	Building Services Supervisor II	Other	\$50,130	40.00
Facilities Maintenance Supervisor	Other	\$67,917	40.00	Library Construction Project Mana ⁺	Other	\$84,300	40.00

2. Library Staff Full-Time Equivalents (FTEs). Divide the total hours worked per week for each category by 40 to determine full-time equivalents.

a. Persons Holding the Title of Librarian

Master's Degree from an ALA Accredited Program (FTE)
125.75

Other Persons Holding the Title of Librarian (FTE)
4.00

Subtotal 2a
129.75

b. All Other Paid Staff (FTE)
Include maintenance, plant operations, and security

230.31

c. Total Library Staff (FTE)

360.06

XI. PUBLIC LIBRARY LOANS OF MATERIAL TO NONRESIDENTS

1. Of the total circulation reported for the library from Section III, item 1, what was the total circulation to nonresidents

See instructions for definition of nonresident 33,192

Divide nonresident circulation among the following categories. The total of 2 through 6 below should not be greater than the number reported in item 1 above.		a. Those with a Library	b. Those without a Library	c. Subtotal
2. Circulation to Nonresidents Living in the Library's County		32,352	515	32,867
3. Circulation to Nonresidents Living in Another County in the Library System		0	0	0
4. Circulation to Nonresidents Living in an Adjacent County Not in the Library System		325	0	325
5. Circulation to All Other Wisconsin Residents 0		6. Circulation to Persons from Out of the State 0		
7. Are the answers to items 1 through 6 based on actual count or survey/sample? Actual	8a. Does the library deny access to any residents of adjacent public library systems on the basis of Wis. Stat. s. 43.17(11)(b)? No	8b. If yes, does the library allow residents in adjacent systems to purchase library cards?		

9. Circulation to Nonresidents Living in an Adjacent County Who Do Not Have a Local Public Library

Name of County	Circulation	Name of County	Circulation
a.		f.	
b.		g.	
c.		h.	
d.		i.	
e.		j.	

XII. TECHNOLOGY

1. Does the library provide wireless Internet access? Yes	2. Library type of Internet connection <i>Mark all that apply</i> <input type="checkbox"/> a. State TEACH line <input checked="" type="checkbox"/> b. Other broadband connection <i>Local cable, telco, community network, etc.</i>	3. Library use of Internet filtering software or service <input checked="" type="checkbox"/> a. Yes, on all Internet workstations <input type="checkbox"/> b. Yes, on some Internet workstations <input type="checkbox"/> c. No filtering on any Internet workstation
--	--	--

XIII. SELF-DIRECTED ACTIVITIES, STAFF SERVING YOUTH / ADULTS

1. Self-directed Activities <i>Planned, independent activities available for a definite time period which introduce participants to any of the broad range of library services or activities that directly provide information to participants.</i>	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
	Number of Self-directed Activities	8	5	4
Total Self-directed Activity Participation	10,330	385	686	11,401

2. Name and email address of primary staff person who serves as the children, youth, or teen librarian. *Only the primary person is displayed here.*

a. First Name Wochinske	b. Last Name Kelly	c. Email Address klwochi@milwaukee.gov
----------------------------	-----------------------	---

3. Name and email address of primary staff person who serves as the librarian for adults. *Only the primary person is displayed here.*

a. First Name Kristina	b. Last Name Gomez	c. Email Address klgomez@milwaukee.gov
---------------------------	-----------------------	---



**XIV. PUBLIC LIBRARY ASSURANCE OF COMPLIANCE WITH
SYSTEM MEMBERSHIP REQUIREMENTS**

We assure the Public Library System of which this library is a member and the Division for Libraries and Technology, Department of Public Instruction that this public library is in compliance with the following requirements for public library system membership as listed in *Wis. Stats.*
A check (X) or a mark in the checkbox indicates compliance with the requirement.

- The library is established under s. 43.52 (municipalities), s. 43.53 (joint libraries), or s. 43.57 (consolidated county libraries and county library services) of the Wisconsin Statutes [s. 43.15(4)(c)1].
- The library is free for the use of the inhabitants of the municipality by which it is established and maintained [s. 43.52(2), 73 Op. Atty. Gen. 86(1984), and OAG 30-89].
- The library's board membership complies with statutory requirements regarding appointment, length of term, number of members and composition. [s. 43.54 (municipal and joint libraries), s. 43.57(4) & (5) (consolidated and county library services), and s. 43.60(3) (library extension and interchange)].
- The library board has exclusive control of the expenditure of all moneys collected, donated, or appropriated for the library fund [s. 43.58(1)].
- The library director is present in the library at least 10 hours a week while library is open to the public, less leave time [s. 43.15(4)(c)6]
- The library board supervises the administration of the library, appoints the librarian, who appoints such other assistants and employees as the library board deems necessary, and prescribes their duties and compensation [s. 43.58(4)].
- The library is authorized by the municipal governing board to participate in the public library system [s. 43.15(4)(c)3].
- The library has entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries, and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program, or from providing remote access to a library's online resources only to its residents. [s. 43.15(4)(c)4].
- The library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction [s. 43.15(4)(c)6 and Administrative Code Rules PI 6.03].
- The library annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer [s. 43.15(4)(c)7].
- The library annually spends at least \$2,500 on library materials. [s. 43.15(4)(c)8].

XV. CERTIFICATION

I CERTIFY THAT, to the best of my knowledge, the information provided in this annual report and any attachments are true and accurate and the library board has reviewed and approved this report.

President, Library Board of Trustees Signature <i>or designee</i>	Name of President or Designee <i>Print or type</i>	Date Signed
➤ 	Michele Bria	02/25/2021
Library Director / Head Librarian Signature	Name of Director / Head Librarian <i>Print or type</i>	Date Signed
➤ 	Joan Johnson	02/25/2021

STATEMENT CONCERNING PUBLIC LIBRARY SYSTEM EFFECTIVENESS

As required by Wis. Stat. s. 43.58(6)(c), the following statement that the library system either did or did not provide effective leadership and adequately meet the needs of the library must be completed and approved by the library board. The response should be made in the context of the public library system's statutory responsibilities and the funding which it has available to meet those responsibilities.

County
Milwaukee

The Milwaukee Public Library Board of Trustees hereby states that in 2020 the Milwaukee County Federated Library System
Name of Public Library Name of Public Library System / Service

- did** provide effective leadership and adequately met the needs of the library.
- did not** provide effective leadership and **did not** adequately meet the needs of the library.

Indicate with an X one of the above two statements.

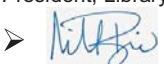
Explanation of library board's response. *Attach additional sheets if necessary.*

Note: With the approval of the library board of trustees, this statement may be submitted separately from the Annual Report form that is sent to the library system, as an e-mail attachment to LibraryReport@dpi.wi.gov.
 For several years MPL has stated MCFLS has provided leadership and met the library's needs. MCFLS Director Steve Hesel and his team offered great support and leadership particularly in response to the pandemic. In 2020, MCFLS increased member library meeting frequency to enhance communication, made modifications to the catalog system during shutdowns, coordinated with the Department of Public Instruction (DPI) on allocation of CARES Act funds, managed individual library needs and impacts to delivery, and navigated changing library requirements.

CERTIFICATION

The preceding statement was approved by the Public Library Board of Trustees.

Division staff will compile the statements received for each library system and, as required by Wis. Stat. s. 43.05(14), conduct a review of a public library system if at least 30 percent of the libraries in participating municipalities that include at least 30 percent of the population of all participating municipalities report that the public library system did not adequately meet the needs of the library. This statement may be provided to the public library system.

President, Library Board of Trustees Signature or designee	Name of President or Designee <i>Print or type</i>	Date Signed
	Michele Bria	01/26/2021

COMMENTS

offering external Wi-Fi access

Additional Hotspot lending.--2021-02-04

increasing the number of electronic materials and holdings purchased by the library system or consortia

Additional OverDrive Advantage funding.--2021-02-09

SECTION_III

4a. Method Used to Count Reference Transactions

This amount has decreased significantly over last year due to 1 of the 4 survey weeks being during closure and an additional 2 of the 4 during limited service.--2021-02-25

Number of Public Use Computers

We mistakenly included staff computers last year. We have 217 public use computers available during our limited service mode.--2021-02-04

Number of Public Use Computers with Internet Access

We mistakenly included staff computers last year. We have 217 public use computers available during our limited service mode.--2021-02-04

Number of Website Visits

I mistakenly reported pageviews last year and we also began filtering out staff VPNs this year.--2021-01-29

Total Participation in Drop-in Activities

Summer reading participants included this year.--2021-02-04

SECTION_XIII

Does the library board supervise the administration of the library?

MPL Administration oversees operations and the City Librarian is chosen by the Mayor and approved by the Common Council.--2021-02-24



**UNITED STATES DEPARTMENT OF
COMMERCE**
Economics and Statistics Administration
U.S. Census Bureau
Chicago Regional Census Center
Chicago, IL 60604-2948

January 13, 2021

Dear Trusted 2020 Census Partner:

Thank you for your valuable partnership during this Decennial Census. With your support, the Region exceeded the National Self-Response Rate of 67% and had the highest self-response rate among all Regions, of 69.8%.

In collaboration with more than 50,550 partners, that collectively held nearly 64,750 events and made more than 70,450 commitments, you exhibited enormous dedication, creativity, and support in developing outreach and marketing activities that engaged, educated, and encouraged households to complete the 2020 Census, particularly in historically underserved communities.

Working alongside more than 2,015 Complete Count Committees, you and our many valuable partners hosted thousands of recruiting events to hire census workers that spoke the languages, understood the cultures, and lived within the communities they were tasked to count. Your efforts also ensured a successful Mobile Questionnaire Assistance (MQA) program across our Region, with more than 12,819 MQA events that assisted low-responding communities in completing their census questionnaires online and by phone.

Together, we ensured the Census had the most up-to-date address file, delivered paper questionnaires to rural areas, recruited workers during one of the lowest periods of unemployment, took on a global pandemic through unique virtual engagement, and engaged communities through Get Out the Count (GOTC) efforts that brought Census staff to historically undercounted neighborhoods.

Your valuable contributions will ensure critical planning over the next decade.

Thank you for Making It Count!

Sincerely,

Marilyn A. Sanders, Chicago Regional Director
U.S. Census Bureau



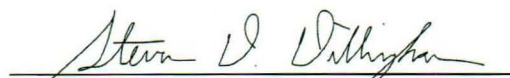
United States®
Census
2020

*Thank
you*

THE U.S. CENSUS BUREAU HEREBY RECOGNIZES

Milwaukee Public Library - Central Branch

as an invaluable member of the 2020 Census Community Partnership and Engagement Program. We appreciate the efforts you made in making the Partnership Program a success and helping achieve a successful 2020 Census.



Dr. Steven D. Dillingham, Director
U.S. Census Bureau

ATTACHMENT H - P. 2 of 4
11. 2020 Census Follow-Up
P. 49



