MPL

CITY OF
MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR MEETING

Ald. Ashanti Hamilton, President
John Gurda, Vice-President
Sup. Theo Lipscomb Sr., Financial Secretary
Paula Kiely, Secretary
Michele Bria, Denise Callaway, Ald. Milele Coggs, Sharon Cook, Ald. Nik Kovac, Chris Layden, Sam McGovern-Rowen, Joan Prince, Dir. Mark Sain
Secretary's Assistant: Crystal Sura (414) 286-3021

Tuesday March 25, 2014
4:30 p.m.
Central Library
814 W. Wisconsin Avenue
Milwaukee, WI 53233

AGENDA

PUBLIC COMMENT

APPROVAL OF MINUTES February 12, 2014 Regular Meeting.

Attachment A, page 3

COMMITTEE REPORTS

1. **Library Services & Programs Committee**. A report of the March 3, 2014 meeting regarding patron bans and increasing active library cards will be provided.

   Attachment B, page 25

2. **Library Building & Development Committee**. The committee will report on the March 25, 2014 Building & Development Committee meeting regarding a contract for the addition of an emergency exit at Center Street Library and the East Library timeline.

3. **Milwaukee County Federated Library System (MCFLS) Board**. Trustee Kovac, Resource Library Representative, will report on the February 24, MCFLS Board meeting.

NEW BUSINESS

4. **Library Artifact**. The library board will move and vote to convene in closed session to discuss negotiations relating to the potential sale or permanent loan of a piece of artwork currently owned by the Milwaukee Public Library. The Board may reconvene in open session at the conclusion of the closed session.

Pursuant to the provisions of Wis. Stat. § 19.85(1)(e): Deliberating or negotiating the purchasing of public properties, the investing of public funds, or conducting other specified public business, whenever competitive or bargaining reasons require a closed session.

5. **Nominating Commitee.** President Hamilton will appoint Trustees to the Nominating Committee who will present a slate of Board officers at the April 22, 2014 meeting for election during the annual meeting on May 27, 2014.

6. **Annual Report to the Department of Public Instruction and Statement Concerning Public Library System Effectiveness.** Library Administration will answer questions about the annual report and seek approval to reply to this statement.

   Attachment C, page 30

7. **Foundation Report**. MPL Foundation Executive Director Ryan Daniels will report on Foundation activities.

ADMINISTRATIVE REPORTS

8. **Personnel Actions**. Library administration reports the personnel activity for January and February 2014.

   Attachment D, page 31

9. **Financial Report**. The financial reports for January and February 2014 will be presented. Library administration reports the financial activity:
   U. S. Bancorp Commercial Paper #266077292 (rated A1/P1) dated 01/03/14 and maturing 02/03/14 at a rate of 0.08%.....$435,000.
   U. S. Bancorp Commercial Paper #266077579 (rated A1/P1) dated 02/03/14 and maturing 03/05/14 at a rate of 0.05%.....$450,000.

   Attachment E, page 33

10. **Library Director's Reports**.

    Attachment F, page 37

***REMINDER**: Next scheduled meetings are:*

April 17, 2014 – Building & Development Committee –Central Library 8:00 a.m.
April 22, 2014 – Finance & Personnel Committee – Washington Park Library 4:15 p.m.
April 22, 2014 – Regular Meeting – Washington Park Library 4:30 p.m.
May 27, 2014 – Regular Meeting – Central Library 4:30 p.m.

ADJOURNMENT

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), 286-3062 (TDD), or Central Library, 814 W. Wisconsin Ave., Milwaukee, WI 53233 Attn: Accommodation Request.

MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR MEETING
MINUTES
Wednesday February 12, 2014
Central Library
814 W. Wisconsin Ave.
Milwaukee, WI 53233

PRESENT: Michele Bria, Denise Callaway, Ald. Milele Coggs, John Gurda, Ald. Ashanti Hamilton, Ald. Nik Kovac, Sup.Theo Lipscomb, Sam McGovern-Rowen, Joan Prince, Paula Kiely

EXCUSED: Sharon Cook, Chris Layden, Dir. Mark Sain

STAFF: Chris Arkenberg, Ryan Daniels, Bruce Gay, Consuelo Hernandez, Joan Johnson, Dawn Lauber, Crystal Sura, Brooke VandeBerg

OTHERS PRESENT: Amy Hefter, Legislative Reference Bureau
Eric Pearson, Budget Division

President Hamilton called the meeting of the Milwaukee Public Library Board of Trustees to order at 4:52 p.m. on February 12, 2014 with a quorum present. Trustees Callaway, Kovac and Lipscomb were excused at 5:40 p.m. at which time a quorum was lost. All action items were voted on with a quorum present.

PUBLIC COMMENT None

APPROVAL OF MINUTES Trustee Kovac moved and Trustee Prince seconded a motion to approve the November 26, 2013 minutes. Motion passed.

SPECIAL COMMUNICATION

1. **New MPL Foundation Executive Director**. President Hamilton introduced Ryan Daniels. Mr. Daniels said he is pleased to be on the library's team and commented that there is tremendous opportunity for the Foundation to help support the Board's leadership and goals of the Strategic Plan.

COMMITTEE REPORTS

2. **Executive Committee**. President Hamilton referred to the agenda and minutes of the December 11, 2013 Executive Committee meeting, attachment B, page 12 of the agenda. He briefly summarized the accomplishments listed on the 2013 Projects Report noting that the East Library redevelopment project, the express vending system and the webpage redesign progress into 2014. The Express Vending Library is scheduled to open in April. The East Branch is scheduled to open in late fall. Director Kiely announced that the Civil Service Commission approved the new Facilities Project Manager position and will forward their recommendation to the Common Council's Finance and Personnel Committee for approval. The next two branch libraries to be redeveloped are Forest Home and Mill Road. Informational item.

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3. **Library Building & Development Committee**. Vice President Gurda reported briefly on the committee meeting of January 16, 2014. The Capital Projects – Status Report and the Construction Schedule, attachment C pages 22-23 of the agenda indicate a busy year for 2014. The committee had a thorough discussion on the Milwaukee Civic Partnership Initiative. The City is interested in assessing its assets and selling advertising space, sponsorship and naming rights. Concern was raised regarding Board sovereignty and the control over what happens to library facilities. The Board is entrusted with the welfare and operation of the library's assets and the committee concluded that the Board has oversight as to what happens with those assets. Director Kiely was asked to meet with the City's Department of Administration (DOA) to regarding the initiative. Director Kiely reported that she met with the DOA Director to share the concerns of the Building & Development Committee. The discussion also included defining the role of the Board, the Library's Naming Policy, and concerns of the Foundation. It was determined that it would not be problematic if the library chose not to participate in the plan. Trustee Coggs suggested that the library create a list of assets and participate in the plan on the Board's terms. She added that there may be a way that the funds come back to the library and not to the general city fund. Trustee Gurda said this is not an action item and discussion will continue. Informational item.

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4. **Finance and Personnel Committee**. The committee received the J.P. Morgan Financial Review and Market Outlook report dated January 16, 2014 prior to the meeting. Chair Lipscomb reported that at the February 12, 2014 Finance and Personnel Committee meeting held earlier, the advisor from JP Morgan reviewed MPL's Trust Fund investments noting an increase of 12.6% net of fees for year 2013. No changes to the portfolio were recommended. Trustee Lipscomb said the standard quarterly report on internal accounting controls was provided, finding nothing out of order.

   The 2013 Trust Fund spending report was submitted and was in agreement with the dollar amount authorized by the Board.

   An audit report update, listing the City Auditor's recommendations and the responsive actions taken by the library, was reviewed by the committee. Trustee Lipscomb added that the committee will continue to monitor the issues quarterly since some of the actions are in progress.

   The committee made a recommendation to approve the award of an E-rate contract to AE Business Solutions for $94,623 to replace the wireless and network equipment at all library locations. The federal government's E-rate program allows for a 90% discount on the project. Trustee Lipscomb moved the recommendation to the Board. On a second by Trustee Kovac, the motion passed unanimously. The Finance & Personnel Committee agenda and minutes are attached at the end of these minutes.

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5. **Milwaukee County Federated Library System (MCFLS) Board**. Trustee Kovac reported on the January 13, 2014 MCFLS Board meeting stating that Mr. Jim Gingery, system director, is retiring in June. He added that as MCFLS Board Treasurer and Chair of the MCFLS Finance and Personnel Committee, the MCFLS Board President has asked him to lead a replacement search. Trustee Kovac will update the Board with a timeline and recruitment process at the next meeting. Informational item.

OLD BUSINESS

6. **Strategic Plan**. Director Kiely distributed a document titled 2014 Action Plan – Major Projects, attached at the end of these minutes. The library's administrative team crafted the list of major projects from the Facilities Plan and the Strategic Plan. New to the facilities projects is the focus on teen spaces at Central and branches using funds from the Friends of MPL. Washington Park is the first library that will develop the "community as 3rd place" strategic initiative. Connecting to the community through partnerships, volunteerism and programs will be strengthened throughout the year. Informational item.

NEW BUSINESS

7. **MPL 2013 Accomplishments – Year-end Report**. Referring to attachment E, page 26 of the agenda, Director Kiely suggested that the Trustees read through the MPL 2013 Year-End Report on their own. She added that it was a remarkably productive year and thanked the administrative team and the entire staff who have done phenomenal work. Informational item.

8. **New MPL Website**. Library Technical Services and Collections Director Bruce Gay demonstrated the redesign of the webpage. The site is categorized in three parts, resources, recommendations and research, with the public being the main audience. A new feature allows the user to choose a specific library and the content on the page will change accordingly. The staff is working with Byte Studios on the project. It is anticipated that the site will go live this spring. Informational item.

9. **Joint Meeting with MPL Foundation**. President Hamilton reported that the MPL Foundation Board of Directors held a meeting with the MPL Board of Trustees and the Friends of the Library Executive Committee on January 16, 2014 at the Villard Square Branch. During the joint meeting, Foundation Director Daniels led a team building exercise around library services and strategic planning. Director Kiely added that access, perception, and competition were three challenges identified as keys to the success of the library's Strategic Plan. In the coming weeks, joint board committees will be established to focus on the three topics. Informational item.

10. **Wisconsin Library Association (WLA) Legislative Day** On February 11, MPL administrators attended the annual Wisconsin Library Association's Library Legislative Day in Madison. Staff met with legislators or their aides to maintain or develop relationships and talk about library related issues. As a follow-up, the legislators will be invited to visit MPL. Informational item.

11. **Donation to the MPL Foundation from the MPL Board of Trustees**. The letter of thanks from Foundation was acknowledged. Informational item.

12. **Foundation Report**. MPL Foundation Executive Director Ryan Daniels stated that he has met with the Foundation Board members and is happy to report that the Board is engaged and excited to support everything the library does for the community. He said he intends to set a strategic plan for the Foundation that is in alignment with the MPL Board of Trustee's work. He sees opportunity to make new connections and for creative ideas to enhance the success of the library system.
The Foundation's year-end gift to the library is $260,000 which is a $40,000 increase over the previous year.
The Friends of the Library are working with a vendor who is selling some of the library's de-accessioned books online. Early results are positive, netting more money per book versus cart sales. The Friends are hoping to increase their contribution back the library this year.
Informational item.

ADMINISTRATIVE REPORTS

13. **Personnel Actions**. The personnel activity for November and December 2013 was reviewed. Director Kiely recognized retiree John Kummer, custodial worker at Martin Luther King Branch. Mr. Kummer retired with nine years of service and was known for his gardening on the library grounds. Informational item.

14. **Financial Report**. The financial reports for November were presented.
Library administration reports the financial activity:
U. S. Bancorp Commercial Paper #266076747 (rated A1+/P1) dated 11/04/13 and maturing 12/04/13 at a rate of 0.10%.....$460,000.
U. S. Bancorp Commercial Paper #266077066 (rated A1/P1) dated 12/04/13 and maturing 01/03/14 at a rate of 0.06%.....$435,000.

15. **Library Director's Reports**. Director Kiely referred to attachment I, page 37 of the agenda. She highlighted the Poetic Voices of the Muslim World commenting that this was an ambitious program done in partnership with New York City's Poet's House. Humanities librarian Jennifer Heidel took the lead on coordinating eight successful programs.
Also highlighted were the acknowledgements given to Pat DeFrain and Gayle Ecklund by author Doug Hays in his new book about locomotives.
The statistical reports were reviewed. It was noted that the moving of East Library to a smaller temporary location made an impact on the year end numbers and some of the trends. Laptop use increased from 5-10% at the beginning of the year compared to now at 17%.
Director Kiely publically thanked the staff for reporting to their library for work when city offices and schools were closed on January 6. Public service was reduced to six hours on January 6 and 7. Informational item.

With no further business, the Milwaukee Public Library Board of Trustees meeting of February 12, 2014 was adjourned at 6:15 p.m.

MILWAUKEE
PUBLIC LIBRARY

2014 Action Plan – Major Projects

Project	Goal
Branch Building Initiative	Replace 4 branch libraries within new mixed-use developments in the next 6 years.
East Library Development	Open library on time and within budget, with design that is flexible, supports new service model, literacy & lifelong learning, new technologies, community and staff engagement, and reduces operating costs. Incorporate two significant works of public art into the interior of the new East branch library and one piece outdoors.
Tippecanoe Renovation	Plan, design, and complete construction renovation of library to improve access, appeal and workflow.
Express Vending	Increase access to library materials through use of 24/7 outdoor library materials vending system at Westlawn Gardens.
Community 3rd Place – focus on Teen Spaces	Develop addendum to Universal Building Program outlining requirements for successful teen spaces at Central and in Branches w goal toward supporting the programming goals for the "Connected Learning" Strategic Initiative.
"Connect" to the Community	Strengthen existing partnerships and build new ones to help achieve Mission and Vision and reach target market groups: Young Families, Global Roots, and Traditional Living.
Develop Spanish Speaking Staff	Improve service to Global Roots market group
Volunteers	Expand capacity and community engagement through volunteerism.
Library Card Campaign	Reduce barriers so that whoever wants a library card can have one.
Connected Learning	Develop a plan to enhance digital and social learning opportunities for teens, and improvement of library resources and facilities.
Digital Inclusion Initiative	Plan and support Mayoral Summit on Digital Inclusion in Milwaukee.
Redesign Webpage	Make discovering and using key library information intuitive and pleasant for the public user: surprisingly useful.

MILWAUKEE
PUBLIC LIBRARY

Paula A. Kiely
Director

February 4, 2014

To: Finance & Personnel Committee of the
Milwaukee Public Library Board of Trustees:
Chairman Sup. Theo Lipscomb, Sr., Ald. Nik Kovac, Sam McGovern-Rowen,
Joan Prince, Dir. Mark Sain *all trustees are welcome to attend*
JP Morgan: Jeremy Hillenbrand
MPL: Bruce Gay, Taj Schoening, Bill Lenski

Fm: Paula A. Kiely, Library Director

Re: Finance & Personnel Committee Meeting
Wednesday February 12, 2014 - 4:00 p.m.-4:30 p.m. - Central Library, Meeting Room 1

MEETING NOTICE AND AGENDA

1. **Quarterly Review of Fund Investments**. The investment manager of the MPL Trust Fund will review the performance of the investments.

2. **Quarterly Report of the Internal Control of the MPL Trust and Gift Funds**. Library Business Operations Manager Taj Schoening will report on internal accounting management.
Attachment A, page 2

3. **2013 Spending Report**. Reports on the 2013 use of unrestricted trust funds for staff training, programming, marketing and contingency will be provided.
Attachment B, page 3

4. **Audit Report Update**. The committee will review and discuss progress made on the recommendations of the Comptroller's office related to cash handling and accounts payable functions.
Attachment C, page 5

5. **E-Rate Contract**. The committee will be asked to approve an E-rate contract for network and wireless equipment.
Attachment D, page 14

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814 W. Wisconsin Ave. • Milwaukee, WI 53233 • 414-

MPL MEMORANDUM

Date: January 21, 2014

To: Paula A. Kiely, Library Director

From: Taj Schoening, Library Business Operations Manager

Re: Internal Controls - Fourth Quarter 2013

I have confirmed that in the fourth quarter of 2013 Library staff followed Trust Fund internal control procedures. I am pleased to report that there were no issues with the operations of the Library Gift and Trust Fund during this period.

The Account Clerk received all checks and prepared cash receipts for each one. I reviewed and retained a copy of each cash receipt.

The Accounting Manager prepared checks and Fund Payment Requests for signature based on the Board's Check Signature Policy.

The Deputy Director received the October, November and December monthly bank statements and reviewed canceled checks. I prepared the monthly bank reconciliations for this period and the Accounting Manager posted all transactions to QuickBooks.

814 W. Wisconsin Avenue Milwaukee, WI 53233

2013 MILWAUKEE PUBLIC LIBRARY TRUST FUND EXPENDITURES

ADULT PROGRAMMING EXPENDITURES

Beginning balance:	$	3,200.00
Programming Incidentals		762.50
Ballet Folklorico - Central		500.00
Black Cinema Film Series - ML King		100.00
Creative Dreams Art Workshop - Villard Square		500.00
Pewaukee Board Presentation		36.30
Display Supplies - Central		75.97
Baseball in the Attic - Central		100.00
Total:	$	2,074.77
Remaining balance:	$	1,125.23

YOUNG ADULT PROGRAMMING EXPENDITURES

Beginning balance:	$	5,300.00
Programming Incidentals		762.50
General Programming		1,286.42
Teen Summer Reading		2,789.50
Teen Advisory Board		622.56
Total:	$	5,460.98
Remaining balance:	$	(160.98)

CHILDRENS PROGRAMMING EXPENDITURES

Beginning balance:	$	13,000.00
Programming Incidentals		925.00
Saturdays at Central Family Programs		1,685.00
Staff Development		449.00
Dr. Seuss		832.50
After School and Evening Programs		4,924.17
Tween Programming		560.30
Play and Learn at Washington Park		2,310.00
Train Replacements		394.29
Early Literacy Programs		508.76
Harvest Fest		518.95
Black History and Hispanic Heritage Celebrations		1,294.48
Total:	$	14,402.45
Remaining balance:	$	(1,402.45)

MARKETING TRUST FUND EXPENDITURES

Beginning balance:	$	11,000.00
Browser Mascot Appearances/Costume Upkeep		1,029.00
Miscellaneous Supplies		173.66
Fall/Winter Calendar		5,583.00
Shepherd Express Ads		900.00
Event Coverage Photos		405.00
Poetic Voices of the Muslim World		793.72
Summer Reading		401.33
Total:	$	9,285.71
Remaining balance:	$	1,714.29

CONTINGENT FUND EXPENDITURES

Beginning balance:		1,500.00
Workplace Organization Team Luncheon		36.32
Bring Your Child to Work Day		75.46
East Library T-shirts		125.75
Memoriams - Quadracci and Callaway		200.00
Library Director - Reimbursement for Misc. Expenses		374.36
Deputy Library Director - Reimbursement for Misc. Expenses		52.00
Total:	$	863.89
Remaining balance:	$	636.11

TRAINING & MEMBERSHIPS TRUST FUND EXPENDITURES

Beginning balance:	$	7,368.25
Interlibrary Travel		2,784.93
Supplies - Staff Anniversary & Retirement Awards		985.00
Membership Dues		
Kiely, P. Library Director - Professional Dimensions		360.00
Kiely, P. Library Director - Rotary Club of Milwaukee		1,220.00
Westown Association		500.00
WTBBL Staff Training		84.94
Total:	$	5,934.87
Remaining balance:	$	1,433.38
Grand Total Allocated:	$	41,368.25
Remaining Balance:	$	3,345.58

The Milwaukee Public Library Foundation provided substantial funding for Dr. Seuss, Harvest Fest, Summer Reading and Teen Advisory Board activities.

Milwaukee Public Library
Audit of Expenditure and Cash Controls
1st Quarterly Update – January 2014

Expenditures Audit Recommendations

Recommendation 1: Management should strive to expedite the processing of invoices.

Develop a policy to expedite processing of invoices to adhere to the City's prompt payment policy, which states that invoices shall be made within 30 days of receipt of supporting payment documentation and invoices. The policy should take into consideration the time it takes the processed invoices to get to the Comptroller's Office and the time it takes for the Comptroller's Office to process the invoices.

Response
Library administration has instructed managers to review and approve invoices in a timely manner to ensure that payment is made within City guidelines. If an invoice is held the approving manager will add a note documenting that.

The accounting section will continue to request that vendors send invoices to the Business Office first so that they can be date stamped prior to going to the approving manager. This will document when the invoices are actually received.

The processed invoices are not sent via interoffice mail but are taken to the Comptroller's Office the next day by the Library's delivery staff. This is not a consideration in invoice processing.

Status
Completed

Recommendation 2: Management should clarify the policies and procedures manual to reflect their invoice approval process.

The results of the approvals testing demonstrated that Facilities and Fleet invoices were processed inconsistently, some with and some without the approval of the Business Operations Manager. Invoices should only be processed with the approval of the Business Operations Manager or designated individual, if the Business Operations Manager is unavailable.

Response
The procedure has been revised to clarify the process for review and approval. Facilities and Fleet managers review and approve invoices for their unit as the designated individuals. The Business Operations Manager approves invoices for

capital expenditures. The Business Operations Manager may choose to review the invoices, bit it is not required as they are already approved by a manager.

Status
Completed

Recommendation 3: The General Accounting Manager or designated individual should sign the control group registers.

The auditors were shown that the control group registers were initialed by the General Accounting Manager after the control group registers were approved. The results of control group testing demonstrated that numerous control group registers were not initialed by the General Accounting Manager.

Response
The General Accounting Manager does a quick review of the account numbers that the invoices are being paid from and initials the control group register. In his absence the Account Clerk is now initialing the documents.

Status
Completed

Cash Controls Audit Recommendation

Recommendation 1: Management should update and enforce their policy for the storage and access to cash in the branch libraries.

The auditors witnessed the storage of the change reserve in an unlocked plastic container in an unlocked supply cabinet in the library's circulation area. Best practices dictate that cash must be stored in a locking receptacle.

Response
MPL has had a policy that cash must be kept in staff areas only and remains locked. "Cash funds must never be left unattended unless they are locked in a secure place."

The auditors noted one location during their walkthroughs where this was not done. The manager in charge of branch operations has met with the staff at this location to bring this to their attention and to ensure that it has been remedied. The cash is now being stored appropriately.

Status
Completed

Recommendation 2: Surprise cash counts should be performed at least monthly, preferably weekly.

It is best practice in cashiering operations to count the cash in each cashier's drawer in order to verify the accuracy of the cash balance, at any given time, and to monitor the cashiering staff. These cash counts should be evidenced by the signature of the person performing the counts and the date the counts are performed.

Response
Cashiering functions are part of the duties of several positions in each branch library. They share a cash drawer. A reasonable schedule and training for surprise cash counts will be established by July 2014.

Status
In process

Recommendation 3: Management should establish formalized cash overage and shortage procedures.

MPL uses a Daily Cash Report prepared each day at each branch. The form lists the cash register tape's total receipts by revenue type, the actual cash received and any overage or shortage. All cash overages and shortages should be documented by each

library cash drawer on a daily basis and be included with the documentation of that day's activity.

Response

The Daily Cash Report has been revised to add a note section that will be used to document investigations, with the initials and dates of the person performing the investigation. The Library was initially considering investigation only of amounts over $5.00, however further discussions have led to a reduction in this amount to anything over $3.00. In addition a procedure is being drafted and training is being developed for circulation staff in conducting investigations. This should be completed in spring 2014.

Status

In process

Recommendation 4: Branch libraries should prepare the cash deposit in time for the scheduled pick-up.

The MCFLS delivery service picks up cash deposits from Branch libraries and delivers them to Central Library. In some cases the delivery service drivers make their delivery before the daily cash deposit has been prepared. The cash deposit will be secured in the branch library lockbox until the next scheduled delivery. The risk of loss is reduced due to the fact that there will be a significant reduction in the amount of time cash deposits are being held.

Response

MPL's schedule at branch libraries is based on customer use and budget. On days when the staff does not start in time to complete the daily cash deposit it will not be ready for that day's pick up. The Library Director will review this procedure with the Public Services Manager.

The risk of loss is reduced because the cash deposit is placed inside a locked bag which is then placed inside a lockbox in a secure location. When the delivery service picks up the cash deposit they must initial and date a log at the branch and another log when delivering it to a lockbox at the Central Library.

Status

In process

Recommendation 5: The cash deposits from the branch libraries should be reconciled individually and deposited daily.

Cash deposits received from the branch libraries are not processed or deposited until all cash bags are received from all 12 branch libraries for a given day. It may take

several days to get all of the deposits for one day. When cash reports are received they are reconciled in aggregate and the deposit is prepared for the Treasurer's Office.

Response
Reconciliation by individual location has been implemented. Due to limited staff in the Business Office it is more efficient to accumulate all locations by day and then prepare the deposit. It is also easier to verify that all locations have been received for each day's deposit.

Status
Completed implementation of reconciliation by location. Recommendation to deposit partial days will not be implemented.

Recommendation 6: The FMIS reconciliation should be formally documented by the preparer and reviewer.

The audit noted that an accounting assistant performs the reconciliation of FMIS to the cash received summary sheet on a monthly basis. The reconciliation is reviewed by the General Accounting Manager two to three times during the year and at year end. Currently the reconciliation is not signed by the accounting assistant or the General Accounting Manager. Each reconciliation should include the name of the preparer, the date prepared, and the reviewer's name and date reviewed.

Response
The accounting assistant is now initialing and dating the reconciliations and the Accounting Manager is initialing and dating when conducting the review.

Status
Completed

Recommendation 7: A weekly reconciliation should be performed between the Millennium system and the cash register for each branch library and the Central Library.

The audit determined that a reconciliation between the Millennium system and cash drawer receipts is not being done. This reconciliation should be performed in the Business Office with the assistance of the Library Branch Manager from each branch and the Central Library.

Response
Millennium is a software database system owned by the Milwaukee County Federated Library System that is used by all member libraries. It is very specialized library software database for collections and patron activity. It is not a financial software program. The Millennium daily reports show all activity

related to changes in patron records. It includes activity that does not flow through the cash register as well as information on payments that are not receipts of the Milwaukee Public Library. These receipts are not rung in the cash register as they are not the city's receipts so the Daily Reports would very rarely match. MPL does not have sufficient staff in the Business Office or Branch Managers to perform this labor intensive activity.

Library administration has asked MCFLS about the potential of upgrades to the software program that would allow this type of reporting.

MCFLS Response

Reconciliation with cash registers at the Milwaukee Public Library is somewhat problematic because of the shared nature of our system among 15 separate communities and how cash revenue is treated. Monies collected for overdue and manual charges are kept by the library receiving the fee regardless of the ownership of the item. Monies collected for replacement charges for suburban materials received at an MPL location, however, are sent back via a cash bag to the suburban library. [The reverse is also true. Monies received by suburban libraries for MPL materials are sent back to us via cash bag.] The problem with reconciliation is that transactions for suburban replacements are logged in Fines Paid as having been received and processed at the MPL library, but the money never enters a cash register at MPL. Thus, the cash register would not match with the Fines Paid file unless the suburban replacement charges were removed from the list. Reconciliation would thus require the extra step of differentiating between overdue money kept at the receiving library and replacement money sent back to the owning library. This would require the extra work with exporting and manipulating the file. We have also been told by circulation managers that reconciliation is difficult due to intra-day adjustments that are sometimes needed.

Status

Completed sending request to MCFLS. Recommendation will not be implemented.

Recommendation 8: Management should work with the management of MCFLS to develop strategies that will mitigate the identified control weaknesses.

-Eliminate the ability to back date the return date of library materials to any date.

Response

MCFLS' comments regarding this recommendation are shown below. MPL will not eliminate the ability to back date the return date as there are customer service and other situations that require this action, such as materials being

returned after closing but the same day, or special circulation periods for senior citizens.

MCFLS Response

Response: The ability to back date is an essential function for any library, particularly when dealing with time periods or days when materials are returned if a library is closed. Back dating ensures that fines are not incorrectly added to the patron record. Back dating is a routine process in libraries. Technically, there is an option available that requires an override for the backdating operation to occur, but libraries are choosing not to use this option. A change to this setting would have to be set system- wide and thus would affect all libraries, regardless of municipality.

Status

Completed sending request to MCFLS. Recommendation will not be implemented.

-Establish a formal policy for waiving fees and fines to aid management when monitoring employee activity. Review reports monthly or quarterly.

Response

MCFLS' comments regarding this recommendation are shown below. Current guidelines for waiving fees and fines will be codified and staff trained by July 1, 2014. The number of MPL staff with authority will be reviewed.

MCFLS Response

Currently a selected number (approximately 230) of MPL staff have been authorized by MPL management staff to waive fines and fees. This authority is granted to those staff deemed responsible to make the decision at key service points and rectify situations as needed (and often quickly at a busy circulation desk), e.g. if a fine was added to a patron's record in error. It is our assumption that there are guidelines established by libraries when it comes to decisions regarding the waiving of fines or fees. Staff throughout the system are instructed not to waive fines and fees for material that is not owned by their own municipality.

Status

In process

-Create a reason field that would require the selection of a predefined reason code, if a fine or a fee is waived.

Response
Currently, a notes field is filled in by staff when waiving fees or fines for a customer. We requested that MCFLS explore upgrading the system to create pre-defined reasons. MCFLS' comment is shown below.

MCFLS Response
Our Millennium system does not currently have software capability that would allow the creation of a predefined reason code for waived fines or fees. To add such a feature would require either an enhancement from III (free) or the development of a new product (cost). We are not aware of any enhancement requests to this date from other Innovative customers requesting such a feature. Therefore, it would require having such an enhancement idea being supported by a significant number of III customers or it would require our contacting III to see if they would add this feature as a product at a cost to us. There also could be no desire on the part of III to add such a feature, regardless of cost. Adding a reason field would also impact other libraries within MCFLS, and it is unknown how others would feel about adding this feature.

Status
In process

-Develop a report that lists the amount of fines and fees waived, the reasons, the time period, the location, and the employee.

Response
MCFLSs response to our request that a system upgrade be explored that would create a report of fees and fines waived by reason, time, location and employee is shown below. Based on their response Library administration will investigate how to access this information and how usable it is.

MCFLS Response
3 of 4 of these can currently be obtained using via the Fines Paid file time period, branch, and employee.

Status
In process

-Develop a report to aid in performing the reconciliation of the weekly reconciliation between the Millennium system and the cash register that was recommended in number 7.

Response

We submitted a request to MCFLS that a system upgrade be explored that would create a cash reconciliation report.

MCFLS Response

As stated previously in reply to Recommendation 7, *reconciliation with cash registers at Milwaukee Public Library (and for that matter, any library in our system) is problematic because of the shared nature of our system among 15 communities and how cash is treated. A reconciliation report would need to subtract those fees that don't stay at the library, e.g. suburban replacement fees. As mentioned previously, we have also been told by circulation managers that reconciliation would be difficult due to intra-day adjustments that are sometimes needed.*

Status

Recommendation will not be implemented.

MILWAUKEE
PUBLIC LIBRARY

January 24, 2014

To: Paula A. Kiely, Director

From: Bruce Gay, Technical Services and Collections Director

Re: Awarding Contract for Wireless and Network Equipment Upgrade Project

On December 4, 2013, the library released a Request for Proposal (RFP) seeking a vendor for a wireless and network equipment upgrade. The library's network equipment was last upgraded late in 2008. This project would include the replacement of all networking equipment at all locations, including Central Library's third-floor hub equipment which provides all locations with network and internet access. The project also replaces the library's wireless equipment, including access points and wireless controllers.

Proposals were due on January 17, 2014. The library received three responses, which were read and ranked by library staff. The vendors submitting proposals were AE Business Systems, Heartland Business Solutions, and Wire Technologies, Inc.

The library seeks approval to contract with AE Business Solutions for replacing the wireless and network equipment.

This project is contingent on the awarding of E-rate money and will not begin before July 1, 2014. For the duration of the E-rate program, the library has received a 90% discount on all projects.

A summary of the results is on the following page.

MILWAUKEE
PUBLIC LIBRARY

TOTALS	Score is the average of 3 reviews on a 1 to 10 scale.						
Evaluation Criteria	**Weight**	AE Business Systems		Heartland Business Solutions		Wire Technologies, Inc.	
		Points	Score	Points	Score	Points	Score
Cost of Services, including initial installation and implementation, costs for replacing previous services, costs for service upgrades made during the life of the contract, and monthly or annual recurring charges for the life of the contract.	**30%**	6.3	18.90	8.7	26.10	8	24.00
Technology Infrastructure and Support.	**20%**	9.3	18.60	6.7	13.40	2	4.00
Speed and completeness of proposed implementation	**30%**	9.7	29.10	6.3	18.90	4	12.00
Proof of financial stability and references from existing customers for equivalent services.	**20%**	9.3	18.60	8	16.00	6	12.00
E-rate approved vendor.	**Yes/No**	Yes		Yes		Yes	
Total Points			85.20		74.40		52.00
Local Business Enterprise Score (Extra 5%)	**5%**		0.0		0.0		0.0
Total Plus LBE Points			**85.20**		**74.40**		**52.00**

Equipment and Installation Costs-- pre-E-rate discount	$946,231	$531,408	$470,852

The library's actual costs for the project, after the E-rate discount, will be $94,623.

814 W. Wisconsin Ave. • Milwaukee, WI 53233-2309 •

MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
FINANCE & PERSONNEL COMMITTEE
MINUTES
Wednesday February 12, 2014
Central Library Meeting Room 1

PRESENT: Ald. Nik Kovac, Sup. Theo Lipscomb, Sam McGovern Rowen, Joan Prince, Dir. Mark Sain, Paula Kiely

EXCUSED: Dir. Mark Sain

STAFF PRESENT: Bruce Gay, Joan Johnson, Bill Lenski, Crystal Sura

OTHERS PRESENT: Jeremy Hillenbrand and Mary Schuler, J.P. Morgan
Eric Pearson, Budget Division
Amy Hefter, Legislative Reference Bureau

Chair Theo Lipscomb called to order, the meeting of the Board of Trustees Finance & Personnel Committee, at 4:10 p.m. on Wednesday February 12, 2014 with a quorum present.

1. **Quarterly Review of Fund Investments**. The committee received the J.P. Morgan Financial Review and Market Outlook report dated January 16, 2014 prior to the meeting. Mr. Hillenbrand, JP Morgan investment associate, provided an update on the investment market, noting that U.S. markets continue to see slow but positive growth. He summarized the MPL Trust Fund investment accounts. The portfolio is positioned as 55.2% equities, 23.7% in alternative assets and 21.2% in fixed income and cash. No changes to the asset allocations were recommended. Informational item.

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2. **Quarterly Report of the Internal Control of the MPL Trust and Gift Funds**. In the absence of Library Business Operations Manager Taj Schoening, Director Kiely referred to the Internal Controls – Fourth Quarter 2013 memo, attachment A, page 2 of the agenda. All monthly bank statements were reviewed by Deputy Director Johnson. Reconciliations were prepared and approved monthly by Ms. Schoening and reported to be in order. Final financial activity for 2013 will be presented in March after the annual audit process is completed. The auditors will present their report to the Board at the April 22, 2014 meeting. Informational item.

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3. **2013 Spending Report**. Director Kiely referred to the 2013 Milwaukee Public Library Trust Fund Expenditures report, attachment B, page 3 of the agenda. The 2013 spending amount was authorized by the Board at the October 2012 meeting for adult, young adult and children's programming, marketing, contingency, and training. Not included in the report is the appropriation for collection materials. Informational item.

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4. **Audit Report Update**. Director Kiely stated that last year the City Comptroller's Office conducted audits of library expenditures and cash controls. Referring to attachment C, page 5 of the agenda, she noted three recommendations provided from the expenditures audit were acted on and completed as listed on the MPL Audit of Expenditure and Cash Controls 1st Quarterly Update-January 2014. Recommendations provided from the cash controls audit have been reviewed and in some cases complying with the recommendation was not feasible. Regarding reconciliation of cash deposits daily, a pilot process will be tested at one branch to see if it is practical. Discussion ensued on processes related to the Millennium software database system used for collections and patron activity and discussions with the Milwaukee County Federated Library System that concluded in audit recommendations that will not be implemented. All responses have been communicated back to the auditor. Library administration will provide audit updates to the MPL Finance & Personnel Committee at their quarterly meetings. Informational item.

5. **E-Rate Contract**. Technical Services and Collections Director Bruce Gay referred to attachment D, page 14 of the agenda. In summary, the library seeks approval to contract with AE Business Solutions for replacing the library systems wireless and network equipment. Expected funding of 90% from the Federal Government's E-rate program for discounted telecommunication services will leave a balance for the library of $94,623. The E-rate program allows schools and libraries to apply for funding every two years and the discount percentage is based on the city's level of poverty. E-rate approval is expected in the fall of 2014 with the replacement of the equipment taking place in the summer of 2015. Trustee McGovern-Rowen moved and Trustee Prince seconded a motion to approve the award of the contract with AE Business Solutions for replacing the library systems wireless and network equipment in the amount of $94,623. Motion passed.

The meeting of the Library Board's Finance & Personnel Committee was adjourned at 4:40 p.m.. on Wednesday February 12, 2014.

MILWAUKEE
PUBLIC LIBRARY

Paula A. Kiely
Director

February 25, 2014

To: Library Services & Programs Committee of the
Milwaukee Public Library Board of Trustees:
Chairperson Sharon Cook, Denise Callaway, Ald. Milele Coggs,
Chris Layden, Sam McGovern-Rowen, *all trustees are welcome to attend*
MPL: Joan Johnson, Michael Weber

From: Paula A. Kiely
Library Director

Re: Library Services & Programs Committee Meeting
March 3, 2014
5:30 p.m.-6:30 p.m.
Central Library Meeting Room 1
814 W. Wisconsin Ave.

MEETING NOTICE AND AGENDA

1. **Recommendation of Library Administration to Deny Library Privileges**. Library Administration will request permanent banning from all Milwaukee Public Libraries for two patrons.

   Attachment A, page 2

2. **Access to Services – Library Cards**. The committee will discuss strategies for increasing the number of people with active library cards.

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), 286-3062 (TDD), or Central Library, 814 W. Wisconsin Ave., Milwaukee, WI 53233 Attn: Accommodation Request.

814 W. Wisconsin Ave. • Milwaukee, WI 53233 •

MILWAUKEE
PUBLIC LIBRARY

February 20, 2014

To: Paula Kiely, Director

From: Michael Weber, Security Manager

Re: Fred Blacks

I'm writing to request your support for a permanent ban from all Milwaukee Public Libraries for Fred Blacks as a result of his actions as outlined below.

On February 11, 2014 a Central Library Security Officer approached a table where Mr. Blacks appeared to be sleeping and verified that he did not need medical attention by tapping on the table and making sure that he was conscious.

Mr. Blacks was sleeping (security staff has had to wake him up in the past) and he was reminded that sleeping was not allowed in the library.

About 10 minutes later, Mr. Blacks got up from the table and ran toward the security officer as she was approaching and punched her in the face. The officer was able to block some of the blow, but she still ended up hitting the floor. He gathered his belongings and walked out of the building. On his way out, he said, "That's what you get for getting in my face."

The Security Officer sustained a black eye and had a cut on her cheek.

On August 1, 2012 a patron indicated that she was hit in the face while in the rotunda by an unknown suspect (later identified as Mr. Blacks). The Milwaukee Police Department (MPD) issued a municipal citation for Assault and Battery.

On December 19, 2013 Mr. Blacks was reminded that sleeping was not allowed in the library multiple times and eventually MPD had to respond because he refused to leave. He was banned from all MPL locations for 30 days and was given a Trespassing Citation from MPD.

On December 29, 2013 Mr. Blacks was given a municipal citation for Assault and Battery for an incident that occurred at the Grand Avenue Mall.

The impact on the Library regarding this physical assault is that it caused bodily harm for one contracted officer, it was alarming to nearby staff and patrons, and it created a heightened sense of vulnerability among the entire staff by coming so soon after a previous violent incident.

A permanent ban, if approved, will give us the ability to pursue legal action with the help of the District Attorney's Office if the patron violates the terms of the permanent ban.

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MILWAUKEE
PUBLIC LIBRARY

February 20, 2014

To: Paula Kiely, Director

From: Michael Weber, Security Manager

Re: James Mayfield

I'm writing to request your support for a permanent ban from all Milwaukee Public Libraries for James Mayfield as a result of his actions as outlined below.

On January 28, 2014 Mr. Mayfield inappropriately touched a Milwaukee Public Library staff member. Mr. Mayfield walked by and extended his hand so that his hand could touch the butt of a female staff member as she was shelving books.

The Milwaukee Police Department responded and determined that they didn't have enough evidence to arrest him, so they escorted Mr. Mayfield out of the building. Mr. Mayfield was told that he was banned pending administrative review from all MPL locations. A letter indicating this was also given to Mr. Mayfield.

Five minutes after being escorted out of the Central Library by Milwaukee Police Officers, Mr. Mayfield failed to comply with his current ban and he re-entered the Central Library. Staff reminded him that he was banned and they called 911.

Mr. Mayfield then picked up a pencil and threatened to start stabbing staff members with it. He then made a comment about coming back with a gun and shooting up the place. As he was leaving, he pushed books off of a display table and then he threw one of the self-checkout machines on to the floor.

The impact on the Library regarding Mr. Mayfield's intense display of anger and destructive behavior is that it caused varying degrees of anxiety and feelings of vulnerability among the staff and some patrons.

A permanent ban, if approved, will give us the ability to pursue legal action with the help of the District Attorney's Office if the patron continues to violate the terms of the permanent ban.

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MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
LIBRARY SERVICES & PROGRAMS COMMITTEE
MINUTES
Monday March 3, 2014
Central Library Meeting Room 1

PRESENT: Sharon Cook, Denise Callaway, Chris Layden, Sam McGovern-Rowen, Paula Kiely

EXCUSED: Ald. Milele Coggs

STAFF PRESENT: Joan Johnson, Crystal Sura

Chair Sharon Cook called the meeting of the Board of Trustees Library Services & Programs Committee to order, at 5:33 p.m. on Monday March 3, 2014 with a quorum present. Trustees Callaway and Layden participated via conference phone. Trustee Layden joined the meeting at 6:00 p.m. during the discussion of item 2.

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1. **Recommendation of Library Administration to Deny Library Privileges**. Referring to attachment A, page 2 of the agenda, Director Kiely stated that she supports the recommendation from MPL Security Manager Michael Weber, to permanently ban Mr. Fred Blacks and Mr. James Mayfield from entering any City of Milwaukee Public Library. Having read the memos outlining the inappropriate behaviors leading up to the request, Trustee McGovern-Rowen moved and Trustee Callaway seconded a motion to accept the library's recommendation. Trustee Cook asked the Committee to acknowledge the fact that even though the Milwaukee Police Department did not take action against Mr. Mayfield, the Board has authority to deny library privileges to patrons who disrupt the library's ability to provide service in a safe environment. She added that the Board considers ban requests serious and is committed to ensure the protection of staff and patrons in library buildings. The recommendation to permanently ban the two patrons named in the attachment will go to the full Board for approval at the regular meeting on March 25, 2014. Motion passed. Director Kiely noted that library administration is developing strategies to decrease library security incidents and will be meeting with Police Chief Flynn. Trustee Callaway said that if incidents are school-age related, she would like to approach the Milwaukee Public School (MPS) principals regarding the Positive Behavior Interventions and Supports (PBIS) system that MPS has in place to see if the strategies used could be applied at libraries.

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2. **Access to Services – Library Cards**. Director Kiely distributed a document titled Increasing Access to Library Services. The document listed priority markets and target groups, identified in market segmentation data, gathered during the strategic planning process. She explained that the library intends to launch a library card campaign this fall and that reinstating lapsed or blocked cards should be addressed. Discussion ensued. Ideas discussed included offering amnesty to patrons who return their overdue materials or waiving fines altogether. Another topic was how to reach the customer. The library is researching library card data and how it can be used to enhance a card campaign. It was

2. **Access to Services – Library Cards**. (continued)
suggested that a pilot project be held in a specific neighborhood. Trustee Cook requested a fact sheet on the overdue fines. It was agreed that the Trustees and staff can advocate for the library, encouraging peers to access MPL and learn about the resources it offers. Another idea was to increase the presence of the library at community events to issue library cards and promote services such as the CountyCat Mobile App that allows web-enabled mobile device users to search the catalog and get information, and Zinio which offers downloadable magazines. Trustee Cook asked that a demonstration be provided to the Trustees at a future meeting. Informational item.

The meeting of the Board's Library Services & Programs Committee was adjourned at 6:32 p.m. on Monday March 3, 2014.

STATEMENT CONCERNING PUBLIC LIBRARY SYSTEM EFFECTIVENESS

As required by Wis. Stat. s. 43.58(6)(c), the following statement with the appropriate wording indicated (that the library system either did or did not provide effective leadership and adequately meet the needs of the library) must be approved by the library board. The decision about whether the library system did or did not provide effective leadership and adequately meet the needs of the library 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 (*Name of Public Library*) Board of Trustees hereby states that in 2013, the Milwaukee County Federated Library System (*Name of Public Library System / Service*)

Indicate with an X one of the following two statements.

☐ **Did** provide effective leadership and adequately meet the needs of the library.

☐ **Did not** provide effective leadership and adequately meet the needs of the library.

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

* The statement ***may*** be sent directly to the Division for Libraries and Technology (DLT), Jamie McCanless, P.O. Box 7841, Madison, WI 53707-7841. This page need not be forwarded to your library system.

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 your public library system.

President, Library Board of Trustees Signature	Name of President *Print or type*	Date Signed
➢		

MILWAUKEE PUBLIC LIBRARY SYSTEM

PERSONNEL ACTIONS

COVERING PERIOD: JANUARY 5, 2014 THROUGH MARCH 1, 2014
The Secretary reports the following personnel actions:

REGULAR APPOINTMENT

Elienid Ortiz-Colon - Library Circulation Aide - Forest Home	01/08/14
Kaliya Whitaker - Library Circulation Aide - WTBBL	01/08/14
Riangelique Perry - Library Circulation Aide - Circulation	01/13/14
Malayia Roper - Library Circulation Aide - Capitol	01/13/14
Kyle Eklund - Library Circulation Assistant I - Zablocki	01/21/14
Ashante Yates - Library Circulation Aide - Mill Road	02/04/14

PROVISIONAL APPOINTMENT MADE REGULAR

Pablem Roberts - Custodial Worker II - CL - Facilities & Fleet	02/02/14

TEMPORARY APPOINTMENT

Kale Noel - Custodial Worker II - CL - Facilities & Fleet (AUX)	02/02/14

REINSTATEMENT

Donielle Lewis - Library Circulation Aide - Martin Luther King	01/27/14

EMERGENCY APPOINTMENT

Nancy Dayton - Library Circulation Assistant I - Circulation	01/06/14
Karen Radtke - Librarian III - Extension Services	01/13/14
Joy Kilimann - Librarian III - Extension Services	01/14/14
Kathi Gardner - Library Circulation Assistant I - Extension Services	02/05/14
Nancy Dayton - Library Circulation Assistant I - Circulation	02/10/14
Nancy Torphy - Librarian III - Extension Services	02/19/14

EXPIRATION OF EMERGENCY APPOINTMENT

Nancy Dayton - Library Circulation Assistant I - Circulation	01/08/14
Joy Kilimann - Librarian III - Extension Services	01/15/14
Karen Radtke - Librarian III - Extension Services	01/24/14
Kathi Gardner - Library Circulation Assistant I - Extension Services	02/06/14

EXPIRATION OF PROVISIONAL APPOINTMENT

Kale Noel - Custodial Worker II - CL - Facilities & Fleet	02/01/14

PROMOTION

Karica Ware - Library Circulation Assistant I to Library Circulation Assistant II - Circulation	02/16/14

PROMOTION / TRANSFER

Hillary Evans - Library Reference Assistant - Subject Services TO: Librarian I - Atkinson	01/05/14

PROMOTION / TRANSFER - PROVISIONAL APPOINTMENT

Casey Lapworth - Librarian II - Mill Road TO: Provisional Library Branch Manager - Atkinson	01/05/14

TRANSFER

Carl Chopp - Neighborhood Library Services Assistant - Mill Road to Center Street	01/05/14
Amy Finn - Librarian III - Atkinson to Mill Road	01/05/14
Charles Reaves - Neighborhood Library Services Assistant - Center Street to Mill Road	01/05/14
Pablem Roberts - Custodial Worker II - CL - Facilities & Fleet to Villard Square	02/16/14

TRANSFER - PROVISIONAL APPOINTMENT

Anthony Frausto - Provisional Library Branch Manager - Atkinson to Martin Luther King	01/05/14

TRANSFER TO ANOTHER CITY DEPARTMENT

Daniel Stupar - Library Circulation Assistant I - Washington Park To: Milwaukee Police Officer - Milwaukee Police Department	01/18/14
Danielle Rodriguez - Library Technician IV - Capitol TO: Program Assistant II - Department of Public Works	01/31/14

EXPIRATION OF TEMPORARY ADDITIONAL ASSIGNMENT

Hermoine Bell Henderson - Library Branch Manager - Center Street & Martin Luther King TO: Library Branch Manager - Center Street	01/05/14

LEAVE OF ABSENCE 24.0 OR MORE HOURS

Stacy Silva - Library Circulation Aide - Forest Home - 25 days	12/12/13
Virginia Rogers-Couch - Custodial Worker II - CL - Facilities and Fleet - 80.0 hours	12/23/13
Mary Jeske - Library Circulation Assistant I - Circulation - 40.0 hours	01/06/14
Rebecca Manz - Librarian I - WTBBL - 40.0 hours	01/06/14
Anthony Murphy - Custodial Worker II - CL - Facilities & Fleet - 65.3 hours	01/20/14
Mary Jeske - Library Circulation Assistant I - Circulation - 24.0 hours	01/27/14
Rebecca Manz - Librarian I - WTBBL - 40.0 hours	01/27/14
Anthony Murphy - Custodial Worker II - CL - Facilities & Fleet - 80.0 hours	02/03/14
Rebecca Manz - Librarian I - WTBBL - 40.0 hours	02/10/14
Anthony Murphy - Custodial Worker II - CL - Facilities & Fleet - 80.0 hours	02/17/14

RETURN FROM LEAVE OF ABSENCE

Stacy Silva - Library Circulation Aide - Forest Home	01/06/14

DISCHARGE

Alicia Cosey - Library Circulation Assistant I - Circulation (AUX)	01/28/14

RESIGNATION

Jessica Jackson - Custodial Worker II - CL - Facilities & Fleet	01/09/14
Julio Rivera - Library Circulation Aide - Zablocki	01/25/14
Xaivue Lor - Library Circulation Aide - Circulation	02/01/14
Shawanda Collins - Library Circulation Aide - Martin Luther King	02/03/14
Matthew Roeder - Library Circulation Aide - Circulation	02/11/14
Joanne Ratke - Library Technology Specialist - Technical Services / Automation	02/22/14
Vania Jurkiewicz - Library Circulation Aide - Zablocki	02/24/14

MILWAUKEE PUBLIC LIBRARY
FINANCIAL REPORT
January 31, 2014

REVENUES

	2014			2013		
	Budget	Received to date	% Received	Budget	Received to date	% Received
Additional City Appropriation	$20,562,106	$2,067,009	10.1%	$20,303,028	$1,310,355	6.5%
Fines	$350,000	$34,898	10.0%	$350,000	$39,245	11.2%
Lost Materials, etc.	$129,800	$9,465	7.3%	$136,300	$9,444	6.9%
MCFLS Contracts	$713,000	$0	0.0%	$791,100	$0	0.0%
Total City Appropriation	**$21,754,906**	**$2,111,372**	**9.7%**	**$21,580,428**	**$1,359,044**	**6.3%**

EXPENSES

City

	Budget	Spent to date	% Spent	Budget	Spent to date	% Spent
Salaries	$11,736,357	$1,461,179	12.5%	$11,669,888	$933,835	8.0%
Fringe Benefits	$5,516,088	$528,739	9.6%	$5,601,547	$353,341	6.3%
Operating Expenses						
General Office Expense	$162,500	$2,053	1.3%	$164,850	$535	0.3%
Tools & Machinery Parts	$26,100	$1,143	4.4%	$26,100	$1,115	4.3%
Construction Supplies	$40,900	$560	1.4%	$40,900	$1,349	3.3%
Energy	$743,658	$165	0.0%	$713,185	$0	0.0%
Other Operating Supplies	$216,334	$14,288	6.6%	$293,158	$4,521	1.5%
Vehicle Rental	$8,300	$599	7.2%	$8,300	$419	5.0%
Non-Vehicle Equipment Rental	$31,800	$1,982	6.2%	$31,300	$0	0.0%
Professional Services	$59,000	$0	0.0%	$56,187	$1,900	3.4%
Information Technology Services	$290,000	$7,993	2.8%	$201,000	$7,833	3.9%
Property Services	$811,137	$77,135	9.5%	$787,600	$43,456	5.5%
Infrastructure Services	$26,000	$0	0.0%	$26,000	$0	0.0%
Vehicle Repair Services	$500	$0	0.0%	$500	$0	0.0%
Other Operating Services	$135,100	$15,484	11.5%	$123,500	$10,875	8.8%
Reimburse Other Departments	$76,900	($62)	-0.1%	$76,900	($135)	-0.2%
Total	**$2,628,229**	**$121,340**	**4.6%**	**$2,549,480**	**$71,868**	**2.8%**
Equipment						
Library Materials	$1,566,653	$0	0.0%	$1,535,934	$0	0.0%
Computers, etc.	$253,710	$114	0.0%	$200,500	$0	0.0%
Other	$53,869	$0	0.0%	$23,079	$0	0.0%
Total	**$1,874,232**	**$114**	**0.0%**	**$1,759,513**	**$0**	**0.0%**
Total City Expenses	**$21,754,906**	**$2,111,372**	**9.7%**	**$21,580,428**	**$1,359,044**	**6.3%**

MILWAUKEE PUBLIC LIBRARY
FINANCIAL REPORT
January 31, 2014

ADDITIONAL FUNDING SOURCES

	2014			2013		
	Budget	Spent to date	% Spent	Budget	Spent to date	% Spent
Other Dept. Appr.						
Villard Square Lease	$13,182	$0	0.0%	$13,182	$0	0.0%
Contract Grants						
Teacher in the Library	$100,000	$4,122	4.1%	$113,000	$4,738	4.2%
WTBBL	$968,700	$517,613	53.4%	$968,700	$444,467	45.9%
ILS	$84,690	$45,627	53.9%	$84,690	$42,581	50.3%
Total	**$1,153,390**	**$567,362**	**49.2%**	**$1,166,390**	**$491,786**	**42.2%**
Trust Fund						
Materials	$53,846	$0	0.0%	$56,150	$37,500	66.8%
Programming	$23,500	$2,650	11.3%	$21,500	$2,769	12.9%
Training	$7,500	$1,120	14.9%	$7,368	$1,100	14.9%
Marketing	$11,000	$0	0.0%	$11,000	$0	0.0%
Contingency	$1,000	$350	35.0%	$1,500	$187	12.5%
Total	**$96,846**	**$4,120**	**4.3%**	**$97,518**	**$41,556**	**42.6%**
Foundation Funds						
	Balance	Spent to date	% Spent	Balance	Spent to date	% Spent
Materials	$140,554	$63	0.0%	$218,906	$17,229	7.9%
Programming	$54,860	$6,639	12.1%	$12,060	$10,618	88.0%
Total	**$195,414**	**$6,702**	**3.4%**	**$230,966**	**$27,847**	**12.1%**

MILWAUKEE PUBLIC LIBRARY
FINANCIAL REPORT
February 28, 2014

REVENUES

	2014			2013		
	Budget	Received to date	% Received	Budget	Received to date	% Received
Additional City Appropriation	$20,562,106	$3,728,366	18.1%	$20,303,028	$2,942,257	14.5%
Fines	$350,000	$51,095	14.6%	$350,000	$58,139	16.6%
Lost Materials, etc.	$129,800	$16,817	13.0%	$136,300	$17,532	12.9%
MCFLS Contracts	$713,000	$0	0.0%	$791,100	$11,462	1.4%
Total City Appropriation	**$21,754,906**	**$3,796,278**	**17.5%**	**$21,580,428**	**$3,029,390**	**14.0%**

EXPENSES

City

	Budget	Spent to date	% Spent	Budget	Spent to date	% Spent
Salaries	$11,736,357	$2,360,675	20.1%	$11,669,888	$1,842,997	15.8%
Fringe Benefits	$5,516,088	$974,016	17.7%	$5,601,547	$791,523	14.1%
Operating Expenses						
General Office Expense	$162,500	$11,135	6.9%	$164,850	$3,756	2.3%
Tools & Machinery Parts	$26,100	$2,226	8.5%	$26,100	$2,697	10.3%
Construction Supplies	$40,900	$1,229	3.0%	$40,900	$1,835	4.5%
Energy	$743,658	$86,323	11.6%	$713,185	$0	0.0%
Other Operating Supplies	$216,334	$42,355	19.6%	$293,158	$57,442	19.6%
Vehicle Rental	$8,300	$934	11.3%	$8,300	$848	10.2%
Non-Vehicle Equipment Rental	$31,800	$1,982	6.2%	$31,300	$3,387	10.8%
Professional Services	$59,000	$1,307	2.2%	$56,187	$4,643	8.3%
Information Technology Services	$290,000	$16,350	5.6%	$201,000	$40,162	20.0%
Property Services	$811,137	$115,919	14.3%	$787,600	$69,498	8.8%
Infrastructure Services	$26,000	$0	0.0%	$26,000	$3,670	14.1%
Vehicle Repair Services	$500	$0	0.0%	$500	$0	0.0%
Other Operating Services	$135,100	$17,828	13.2%	$123,500	$16,072	13.0%
Reimburse Other Departments	$76,900	($1,220)	-1.6%	$76,900	($285)	-0.4%
Total	**$2,628,229**	**$296,368**	**11.3%**	**$2,549,480**	**$203,725**	**8.0%**
Equipment						
Library Materials	$1,566,653	$162,587	10.4%	$1,535,934	$189,085	12.3%
Computers, etc.	$253,710	$2,063	0.8%	$200,500	$131	0.1%
Other	$53,869	$569	1.1%	$23,079	$1,929	8.4%
Total	**$1,874,232**	**$165,219**	**8.8%**	**$1,759,513**	**$191,145**	**10.9%**
Total City Expenses	**$21,754,906**	**$3,796,278**	**17.5%**	**$21,580,428**	**$3,029,390**	**14.0%**

MILWAUKEE PUBLIC LIBRARY
FINANCIAL REPORT
February 28, 2014

ADDITIONAL FUNDING SOURCES

	2014			2013		
	Budget	Spent to date	% Spent	Budget	Spent to date	% Spent
Other Dept. Appr.						
Villard Square Lease	$13,182	$0	0.0%	$13,182	$0	0.0%
Contract Grants						
Teacher in the Library	$100,000	$13,516	13.5%	$113,000	$12,521	11.1%
WTBBL	$968,700	$581,947	60.1%	$968,700	$499,710	51.6%
ILS	$84,690	$50,678	59.8%	$84,690	$48,968	57.8%
Total	**$1,153,390**	**$646,141**	**56.0%**	**$1,166,390**	**$561,199**	**48.1%**
Trust Fund						
Materials	$53,846	$0	0.0%	$56,150	$37,601	67.0%
Programming	$23,500	$3,447	14.7%	$21,500	$4,732	22.0%
Training	$7,500	$1,498	20.0%	$7,368	$1,230	16.7%
Marketing	$11,000	$0	0.0%	$11,000	$150	1.4%
Contingency	$1,000	$350	35.0%	$1,500	$240	16.0%
Total	**$96,846**	**$5,295**	**5.5%**	**$97,518**	**$43,953**	**45.1%**
Foundation Funds						
	Balance	Spent to date	% Spent	Balance	Spent to date	% Spent
Materials	$118,481	$9,352	7.9%	$407,134	$46,423	11.4%
Programming	$76,933	$19,021	24.7%	$50,359	$19,663	39.0%
Total	**$195,414**	**$28,373**	**14.5%**	**$457,493**	**$66,086**	**14.4%**

Director's Report
January / February / March 2014

East Library Development has been delayed due to extreme weather conditions in January and February. We are working closely with Developer HSI to finalize the work on the Library space. Also related to East, artist Ray Chi was selected to receive the commission for outdoor art.

A Request for Proposals for the renovation of the Tippecanoe Branch was issued and proposals are due March 31. Trustee Gurda will participate in the reviewing and ranking process along with staff. Presentations by the finalists are scheduled for April 17, during the regular meeting of the Building and Development Committee.

The frigid weather contributed to a decline in library use. Although the library was open, hours were shortened on 3 days for safety reasons and many people chose not to visit.

The Mayor mentioned the Library during his State of the City Address, specifically citing access to information as a foundation for education and MPL as continually evolving and responding to needs of the community. He also mentioned bridging the digital divide, upgrading libraries, the summer reading program and Teacher in the Library.

Black History Month

From Soup to Nuts: African American Culinary Inventions. This program was held in the Martin Luther King Library by Chef Dion Willis on February 26. Chef Willis spoke about various African American culinary inventions and then demonstrated how they are prepared. Participants in the program were able to sample the food and ask questions on their preparation and history.

Wisconsin's African American History. On February 12, at Martin Luther King Library, historian Clayborn Benson spoke about historical figures that were important in Wisconsin history. Topics included in the discussion were: the migration of African Americans to Wisconsin, northern abolitionism in Wisconsin, and how laws in the state affected African Americans.

Created Equal. Milwaukee Public Library is a partner with America's Black Holocaust Museum (ABHM) in presenting Created Equal: America's Civil Rights Struggle. This is a series of movies and discussion on issues related to bi-racial marriage, abolition, slavery and the freedom riders. The first event was held at the Martin Luther King Library, with others at Central, Villard Square and Bay View. Librarian Maria Cunningham Benn is coordinating the events with ABHM.

Events

Author Visit – Sue Monk Kidd. On Monday February 10, MPL welcomed Sue Monk Kidd to Centennial Hall to talk about her novel "The Invention of Wings." Ms. Kidd was a wonderful speaker and appreciated that 331 people came to see her in the bitter cold (+9 degrees, a warm-up for us). Librarian Jacki Potratz and Library Reference Assistant Allie Schwartz coordinated the program with Boswell Books and the Friends of the Library.

Author Visit – Krauthammer. On March 6, Dr. Charles Krauthammer made a rare public appearance at Centennial Hall. He was promoting his book "Things That Matter." Seven hundred tickets were distributed and additional staff and volunteers were present, so it was a packed house. Librarian Tom Olson and Eric Johnson, planned the event with help from the Communications and Marketing Department, the Friends of the Library and Boswell Books. Mary Milinkovich, coordinator of Humanities, Arts and Special Collections and Circulation Manager Mary Evans helped with welcoming and directing the crowd. The crowd was very appreciative and it was a great success for MPL.

Author Visit – Geenen. On March 9, author Paul Geenen shared information from his book "Civil Rights Activism in Milwaukee" in the Rare Books Room. The audience of 24 was engaged and kept the discussion lively. Librarian Heather Smith worked with Boswell Books in presenting the program.

Happy Birthday Dr. Seuss. Milwaukee Public Library celebrated the 110th birthday of Theodor Geisel, aka, Dr. Seuss, with birthday celebrations that honored his literary contributions to children. Books that were published 50 plus years ago still light up the imagination of our youngest readers. This year, families danced along to the Figureheads and enjoyed the juggling talents of Chris Fascione. Kids created art projects, decorated cookies, had their faces painted, met some turtles, matched fox's socks, wrote poetry, and enjoyed stories in our story nook. Our door count was consistent with past years with over 1000 people enjoying the event. The celebrations continued into the first weeks of March at the neighborhood libraries with stories and magic. The library is grateful to the Penworthy Company for sponsoring these and many other children's programs.

Connections

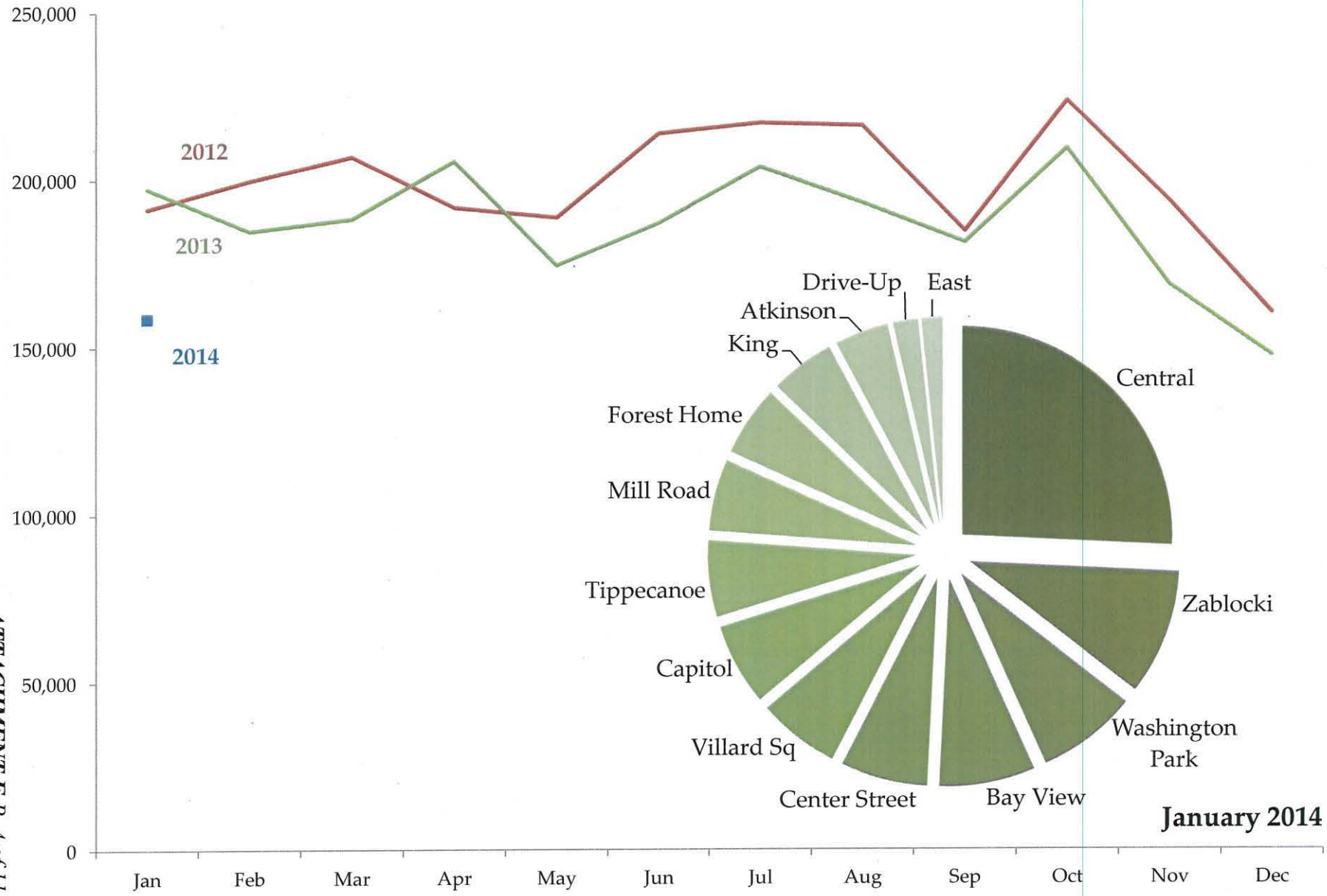
From Around the Globe. In February the Milwaukee Public Library received requests via email for information about two items in its rarities collection from two European scholars. First, a French scholar and expert on Description de l'Egypte, a 22 volume set published between 1809 and 1828 detailing the findings of Napoleon's scientific expedition to Egypt wanted to confirm that the Library has the Imperial edition published by Imperial binder Tessier. The scholar is trying to trace the histories of all extant copies of these rare sets. He corresponded in French and staff answered in English but with the help of French speaking staff and Google Translate communication took place. Second, a professor in Germany contacted the library for information on the binding, chapter headings and pagination of Die Feindlichen Bruder, a 2 volume, undated set published in Milwaukee. He contacted MPL because it has one of the few remaining copies of the book. The professor spoke English well and staff was able to correspond with him in English. Rare Books Librarian Pat DeFrain commented "It is amazing that through the magic of the Internet and scanning, digital images and e-mail, staff are able to receive and easily answer such inquiries."

Programs

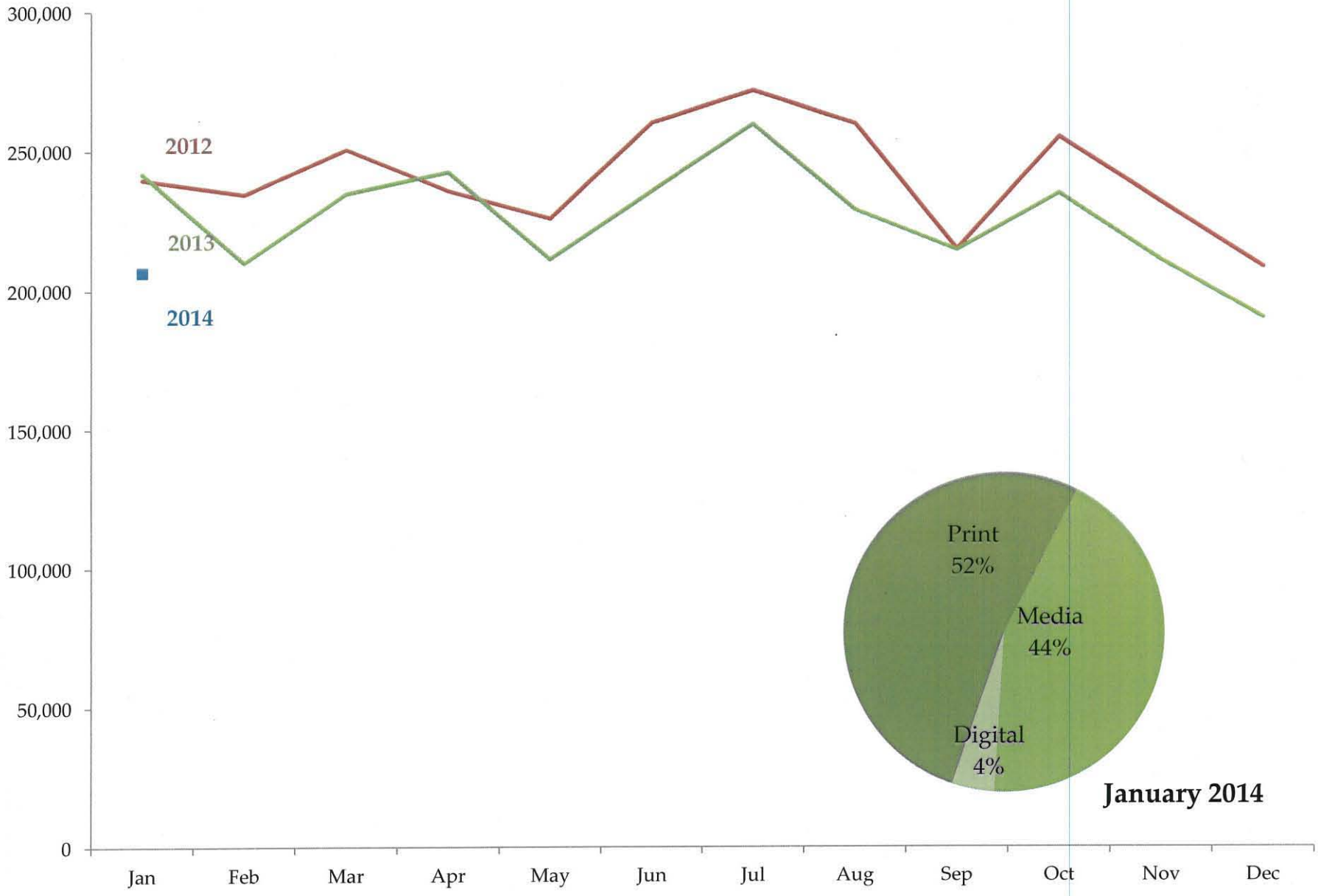
Listening Party. Milwaukee Symphony Orchestra (MSO) cellist Kathy Collison came to the library on March 8 for a Listening Party. MPL partnered with MSO to highlight One City, One Symphony. Mozart's Grove was filled with twenty-one guests learning about and enjoying Beethoven's Symphony No. 9, featuring "Ode to Joy" and John Adam's "The Wound Dress" featuring text from Walt Whitman's Civil War Poetry. Music librarian Beth Blaesing coordinated the event.

Digital Collections. In January, Central launched a monthly program called BYOD – Bring Your Own Device. On the second Saturday of each month, library staff will instruct patrons on how to download books and music from the library's collection to their electronic device. Reference and circulation staff is providing help.

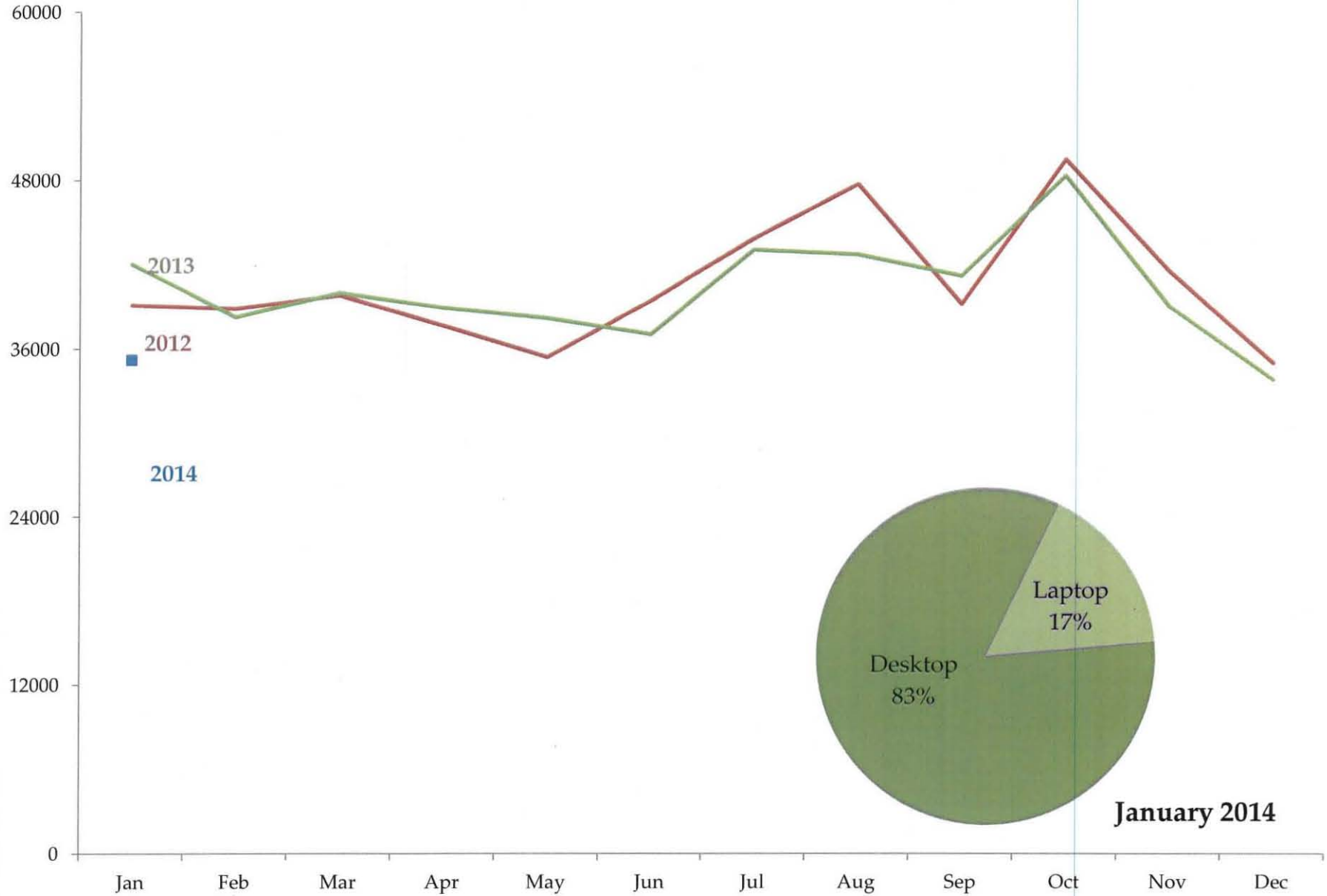
Milwaukee Public Library Visits



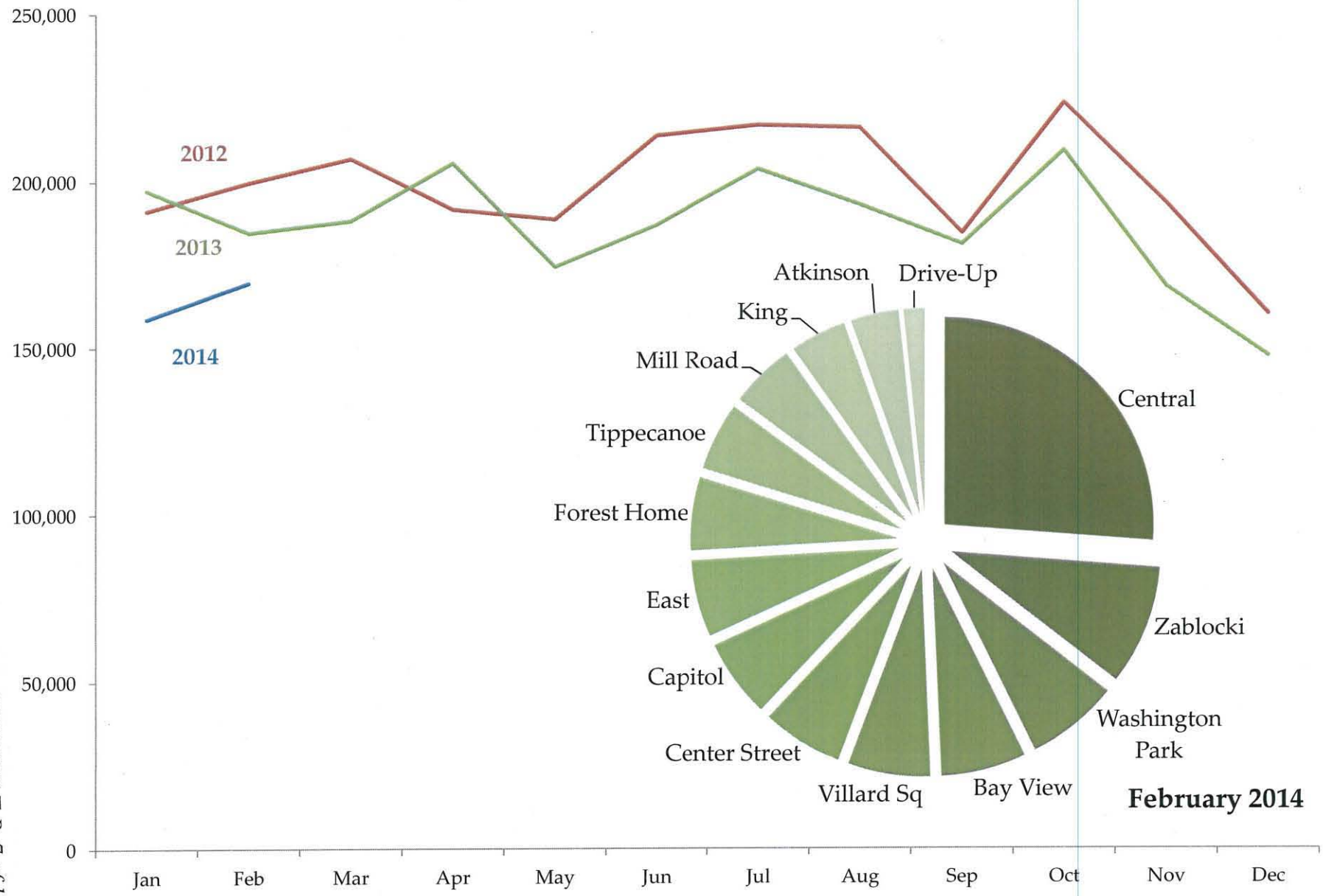
Milwaukee Public Library Circulation



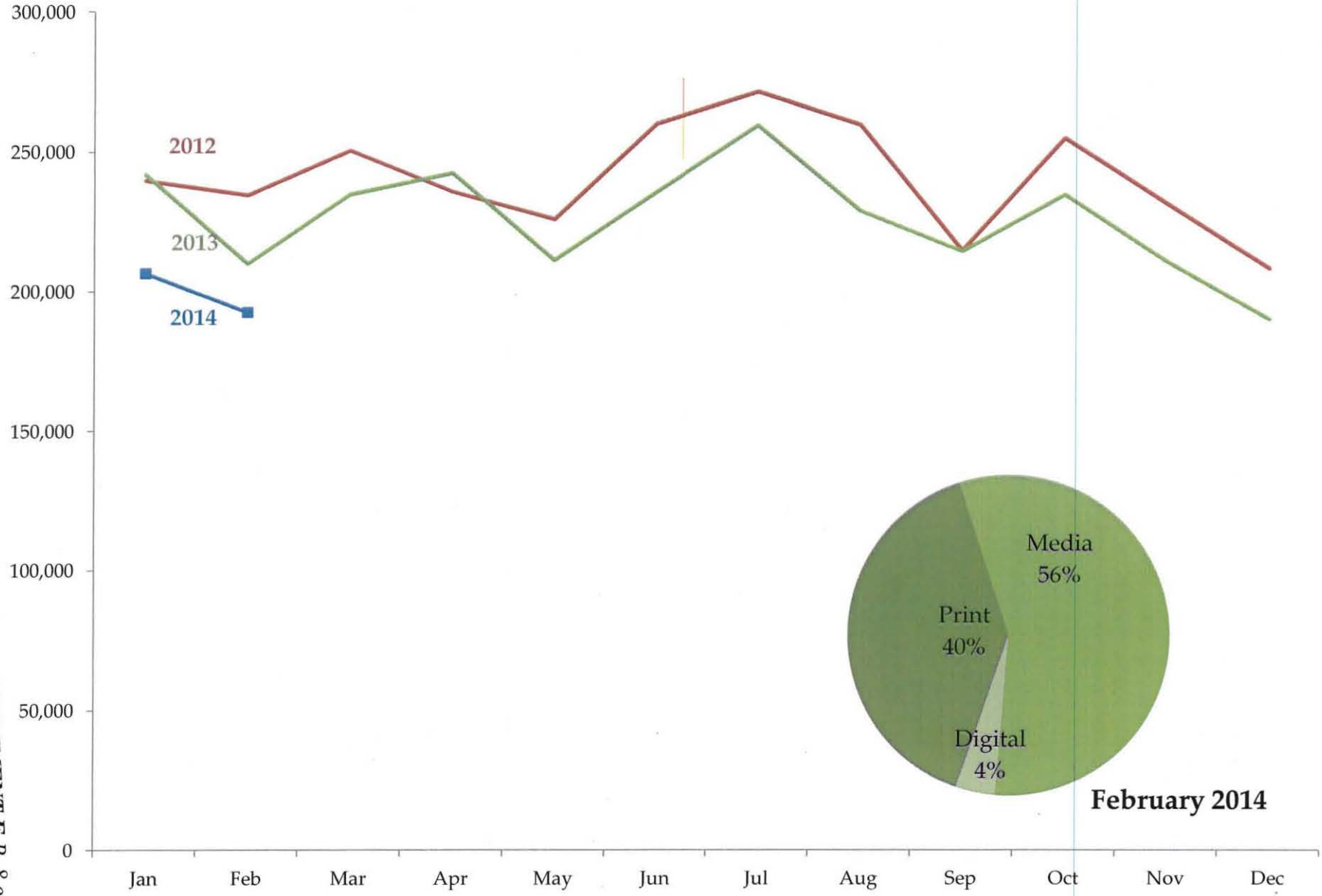
Milwaukee Public Library Hours of Computer Usage



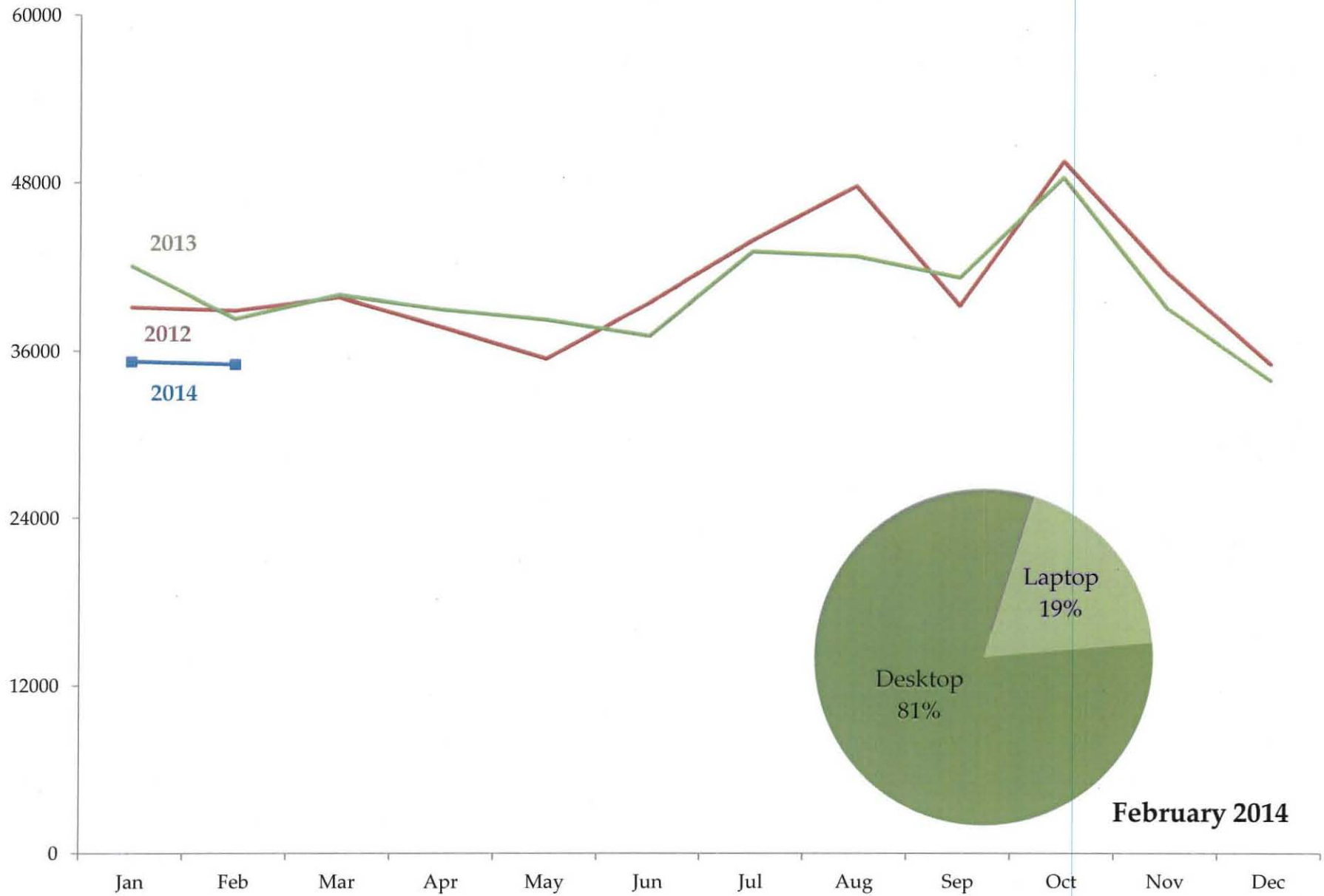
Milwaukee Public Library Visits



Milwaukee Public Library Circulation



Milwaukee Public Library Hours of Computer Usage



Milwaukee Public Library
Computer, Internet, and Electronic Statistics
January, 2014

Unique Visitors to the MPL Website						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
	86,038	93,610	-8.1%	86,038	96,310	-10.7%

Database Hits						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
	6,271	5,269	19.0%	6,271	5,269	19.0%
	21.1% In-library 78.9% Remote	31.9% In-library 68.1% Remote		21.1% In-library 78.9% Remote	31.9% In-library 68.1% Remote	

OverDrive Digital Download Circulation, by format						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
eBooks	6,461	3,834	68.5%	6,461	3,834	68.5%
Audiobooks	2,386	1,429	67.0%	2,386	1,429	67.0%

Downloads of Digital Music through Freegal						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
	1,998	2,644	-24%	1,998	2,644	-24%

Milwaukee Patron Holds Placed Through CountyCat						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
	44,209	42,417	4.2%	44,209	42,417	4.2%

Paging Slips						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
Central	13,452	13,078	2.9%	13,452	13,078	2.9%
Atkinson	725	748	-3.1%	725	748	-3.1%
Bay View	3,241	3,134	3.4%	3,241	3,134	3.4%
Capitol	2,686	2,517	6.7%	2,686	2,517	6.7%
Center Street	1,083	957	13.2%	1,083	957	13.2%
East	1,171	2,485	-52.9%	1,171	2,485	-52.9%
Forest Home	893	816	9.4%	893	816	9.4%
Martin Luther King	790	742	6.5%	790	742	6.5%
Mill Road	1,131	1,054	7.3%	1,131	1,054	7.3%
Tippecanoe	1,610	1,522	5.8%	1,610	1,522	5.8%
Villard Square	791	782	1.2%	791	782	1.2%
Washington Park	1,216	989	23.0%	1,216	989	23.0%
Zablocki	2,384	1,998	19.3%	2,384	1,998	19.3%
YCOS--Outreach	286	391	-26.9%	286	391	-26.9%
TOTAL	31,459	31,213	0.8%	31,459	31,213	0.8%

Milwaukee Public Library
Computer, Internet, and Electronic Statistics
February, 2014

Unique Visitors to the MPL Website						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
	87,568	84,366	3.8%	173,606	180,676	-3.9%

Database Hits						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
	5,671	4,875	16.3%	10,664	10,144	5.1%
	22.5% In-library 77.5% Remote	33.5% In-library 66.5% Remote		24.4% In-library 87.6% Remote	32.6% In-library 67.4% Remote	

OverDrive Digital Download Circulation, by format						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
eBooks	5,505	3,579	53.8%	11,966	7,413	61.4%
Audiobooks	2,152	1,429	50.6%	4,538	2,923	55.3%

Downloads of Digital Music through Freegal						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
	1,831	2,245	-18%	3,829	4,889	-22%

Milwaukee Patron Holds Placed Through CountyCat						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
	40,822	38,189	6.9%	85,031	80,606	5.5%

Paging Slips						
	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
Central	12,263	11,196	9.5%	25,715	24,274	5.9%
Atkinson	926	633	46.3%	1,651	1,381	19.6%
Bay View	2,723	2,716	0.3%	5,964	5,850	2.0%
Capitol	2,250	2,233	0.8%	4,936	4,750	3.9%
Center Street	993	851	16.7%	2,076	1,808	14.8%
East	1,084	2,052	-47.2%	2,255	4,537	-50.3%
Forest Home	904	765	18.2%	1,797	1,581	13.7%
Martin Luther King	694	674	3.0%	1,484	1,416	4.8%
Mill Road	898	825	8.9%	2,029	1,879	8.0%
Tippecanoe	1,296	1,233	5.1%	2,906	2,755	5.5%
Villard Square	652	740	-11.9%	1,443	1,522	-5.2%
Washington Park	1,022	901	13.4%	2,238	1,890	18.4%
Zablocki	1,790	1,900	-5.8%	4,174	3,898	7.1%
YCOS--Outreach	241	299	-19.4%	527	690	-23.6%
TOTAL	27,736	27,018	2.7%	59,195	58,231	1.7%