

MEMORANDUM:

To: Winnefox Library System Trustees
From: Mark Arend, Assistant Director
Subject: Report of System activities
Date: 23 July 2019

The following is an update of activities since our last meeting. I would be happy to provide further details at our meeting, or feel free to give me a call or send an email in advance.

Library reimbursement payments across county lines (Act 420) report: I have received information from all our counties and the information is attached.

2020 County Funding: 2020 county funding requests have been submitted to counties.

Network Security Update: As you may have heard, ransomware and other attacks on local government computer systems are on the increase. At least two library systems and several cities in other states have been attacked this year. Winnefox had two attacks last year: in one case one of our servers was locked up and in the other an email account was hacked.

We are addressing this several ways:

- In 2017 we had an outside consultant assess our network and have implemented their recommendations. We plan on having the network assessed again next year.
- Many organizations and institutions are vulnerable because they do not backup their data; when they are attacked by ransomware they cannot restore the lost data. For many years we have backed up active data on a daily basis. This includes the ILS circulation and borrowers' records and Winnefox and library files on our shared drives. Once a week all data is backed up to a server at another library.
- We have regularly reminded library staff of the dangers of phishing emails and informed them of the latest scams going around.
- In partnership with other library systems, we have begun security awareness training for all staff with email accounts. The first step was to send phishing emails to email users at Winnefox, all member libraries, and the Winnebago Co. Literacy Council. About 10% of users were taken in and clicked on the malicious link. While not good, it is considerably better than the other systems, where between 30% and 40% were tricked. This will be followed by a series of online training modules which we are mandating all email users take. While we don't often mandate training for staff at member libraries, a data breach or ransomware attack would affect all our libraries.

On the whole, I think we are better-protected than many other organizations. This is due to the awareness of this issue by Network Manager Pete Hodge and his hard work protecting the network and training library staff.

Wisconsin Library Association Conference: The WLA annual conference is early this year. It will be 9 – 11 October at the Kalahari Convention Center at Wisconsin Dells. These conferences are always a great opportunity to learn more about libraries and to meet with other trustees from around the state. The Conference Committee always includes programs sure to be of interest to trustees. Information will soon be available on the WLA page at <http://wla.wisconsinlibraries.org/events-conferences/annual-conference/wla-conference-home>

A Final Note: I am anticipating that this will be my final board meeting and that my successor will be with you in September. I have enjoyed my time here and my work with board, staff, and libraries. Thank you for your support of local libraries.

To: Winnefox Library System Board of Trustees
Winnefox library directors
From: Mark Arend, Assistant Director
Re: Library reimbursement across county lines
Date: 23 July 2019

Now that billing for the 2020 budget year is done I am able to make a report showing which libraries are billing and how much Winnefox counties are being billed.

Twenty-five of our member libraries have chosen to bill adjacent counties, the same as last year. For the most part, billing totals have not changed significantly since last year. In some cases libraries are not billing every county they are entitled to.

- Fond du Lac County Libraries will receive a total of \$70,849, up from \$60,685, last year.
 - Brandon is billing Dodge, Green Lake, and Winnebago counties for \$1,579.
 - Campbellsport is billing Dodge & Sheboygan counties for \$5,401.
 - Fond du Lac is billing Calumet, Dodge, Green Lake, Sheboygan, & Winnebago counties for \$ 17,357.
 - North Fond du Lac is billing Calumet & Winnebago Counties for \$1,996
 - Oakfield is billing Green Lake & Dodge counties for \$362
 - Ripon is billing Dodge, Green Lake, & Winnebago counties for \$44,154
- Some of these libraries may also be billing Washington County, which does not accept billing sent through the System.
- Green Lake County Libraries will receive a total of \$54,945, up from \$54,639 last year.
 - Berlin is billing Fond du Lac, Marquette, & Winnebago counties for a total of \$20,283. Because the City of Berlin lies partially in Waushara County they will be receiving reimbursement of \$35,865 from them under Act 150, not Act 420, and this amount is not included in the county total above.
 - Green Lake is billing Fond du Lac, Marquette, Waushara, & Winnebago counties for a total of \$7,819
 - Kingston is billing Columbia, Fond du Lac, Marquette, & Winnebago counties for \$5,975
 - Markesan is billing Columbia, Dodge, Fond du Lac, & Marquette counties for \$1,691
 - Princeton is billing Fond du Lac, Marquette, Waushara, & Winnebago counties for \$19,177.
- Marquette County Libraries will receive a total of \$6,319, down from \$8,111 last year.
 - Montello is billing Columbia, Green Lake & Waushara counties for \$2,225
 - Neshkoro is billing Green Lake & Waushara counties for \$2,723
 - Oxford is billing Green Lake County for \$211
 - Packwaukee is billing Green Lake County for \$210
 - Westfield is billing Green Lake & Waushara counties for \$950

Because they receive significant use from Adams County, Oxford has a long-standing agreement by which Adams Co. reimburses them for use by their residents; they expect this to continue in 2020. Because it has a consolidated county library Adams Co. is not required to pay libraries in adjacent counties for use by its residents.

- Waushara County Libraries will receive a total of \$17,079, down from \$18,623 last year.
 - Coloma is billing Marquette Co. for \$8,606
 - Plainfield is billing Marquette Co. for \$406.
 - Poy Sippi is billing Winnebago Co. for \$466.
 - Redgranite is billing Marquette Co. for \$332.
 - Wautoma is billing Green Lake, Marquette, & Winnebago counties for \$7,954
 - Wild Rose is billing Marquette Co. for \$113.
- Winnebago County Libraries will receive a total of \$63,305, up from \$50,630 last year.
 - Menasha is billing Fond du Lac, Green Lake, and Waushara counties for \$336
 - Neenah is billing Calumet, Fond du Lac, Green Lake, & Waushara counties for \$23,262
 - Omro is billing Fond du Lac & Waushara counties for \$2,592
 - Oshkosh is billing Calumet, Fond du Lac, Green Lake, & Waushara Counties for \$35,998
 - Winneconne is billing Fond du Lac & Waushara counties for \$1,117
 - Because the City of Menasha lies partially in Calumet County they will be receiving reimbursement of \$96,676 from them under Act 150, not Act 420, and this amount is not included in the county total above.

All of our member counties are being billed by libraries in adjacent counties:

- Fond du Lac County is being billed a total of \$94,578, up from \$86,626 last year, by these libraries:
 - Calumet Co. libraries
 - Brillion, Chilton, Kiel, & New Holstein
 - Dodge Co. libraries
 - Beaver Dam, Brownsville, Fox Lake, Horicon, Juneau, & Lomira
 - Green Lake Co. libraries
 - Berlin, Green Lake, Kingston, Markesan, & Princeton
 - Sheboygan Co. libraries
 - Elkhart Lake, Plymouth, Sheboygan, & Sheboygan Falls
 - Washington Co. libraries
 - Germantown, Hartford, Kewaskum & West Bend
 - Winnebago Co. libraries
 - Menasha, Neenah, Omro, Oshkosh & Winneconne
- Green Lake County is being billed a total of \$40,133, up from \$36,089 last year, by these libraries:
 - Columbia Co. libraries
 - Cambria, Columbus, Pardeeville, Portage, Rio, & Randolph
 - Dodge Co. libraries
 - Beaver Dam, Fox Lake & Waupun
 - Fond du Lac Co. libraries
 - Brandon, Fond du Lac, & Ripon
 - Marquette Co. libraries
 - Montello, Neshkoro, Oxford, & Packwaukee & Westfield.

- Waushara Co. libraries
 - Wautoma
- Winnebago Co. libraries
 - Menasha, Neenah & Oshkosh
- Marquette County is being billed a total of \$76,613, down from \$78,944 last year, by these libraries:
 - Columbia Co. libraries
 - Cambria, Columbus, Lodi, Pardeeville, Portage, Randolph, Rio, Wisconsin Dells, & Wyocena
 - Green Lake Co. libraries
 - Berlin, Green Lake, Kingston, Markesan, & Princeton
 - Waushara Co. libraries
 - Coloma, Plainfield, Redgranite, Wild Rose, & Wautoma
- Waushara County is being billed a total of \$47,110, up from \$40,385 last year, by these libraries:
 - Green Lake Co. libraries
 - Green Lake & Princeton.
 - Marquette Co. libraries
 - Montello, Neshkoro, & Westfield
 - Winnebago Co. libraries
 - Menasha, Neenah, Omro, Oshkosh, & Winneconne
 - Waupaca Co. libraries
 - Freemont, Waupaca, & Weyauwega
- Winnebago County is being billed a total of \$50,178, up from last year, by these libraries:
 - Fond du Lac Co. libraries
 - Brandon, Fond du Lac, North Fond du Lac, Oakfield, & Ripon
 - Green Lake Co. libraries
 - Berlin, Green Lake, Kingston, & Princeton
 - Waushara Co. libraries
 - Poy Sippi & Wautoma