

Library Center of the Ozarks

Board of Trustees Meeting

March 19, 2024

Minutes

1. Roll Call of Trustees
 - a. Jeff Gerken, Debbie Redford, Mindy Honey, Garrett Vanderpool and Anne E McGregor all present
2. Approval of March 5, 2024 minutes
 - a. Debbie Redford made motion to accept
 - b. Garrett Vanderpool seconded motion
 - c. Slate approved
3. Treasurer's Report -- Garrett Vanderpool
 - a. Everything is going well
 - b. Circulation Desk has brought in about \$1500 since last meeting
 - c. Working on getting new POS
 - d. End of March we will be finished with Q1, so we will have a report for first quarter
 - e. Did bring on a new employee since last meeting
 - f. We are getting new vendors set up and getting them ready for payment
 - g. Jeff moved to approve report
 - h. Mindy seconded
 - i. Motion to approve Treasurer's report passed
4. Invited Guests
 - a. Shane Naugher, President, DaZZee IT Services
 - i. Questioned what Library is looking for in an IT Service
 1. Anne E McGregor – Basically Front of the House and Back of the House
 - a. Front of House is Public, making sure the computers the public is using are working property
 - b. Back of House is staff communications and computer needs
 2. Garrett Vanderpool -- Looking for someone that can be strategic and forward thinking. Someone than can be here when there is a problem, but can look ahead and prevent problems
 3. Essy Day -- Stated the library uses a lot of software and contracts with a lot of vendors. Need an IT guy that can get on phone with vendors, walk through and get things taken care of. Also, implement strategies that allows the library to better communicate with the public
 4. Debbie Redford -- The Library and board needs assistance establishing a technology vision, not just what the library needs now, but what the library needs in the future.
 - ii. Shane made presentation and reported:

1. 17 Staff members
 2. Everything for Dazzee is driven by company's core values
 3. They focus on being proactive – each client get monthly audits, quarterly meetings with success, strategy and budgeting
 4. Centralized services secure and automatic
 5. Average Response Time 16 – 22 minutes. 80% Same Day Resolution
 6. Many Resources and unmatched Client Experience
 7. Cyber Security focused
 8. Full support from Day 1, 90 Days for full onboarding
 9. Questions from the Board answered
 - a. Have not worked with a library before, but worked with a lot of city governments and non-profits
 - b. Dazzee would become a liaison between the library team and vendors
 - c. Value of having an external firm vs an in house IT person provides a team of experts and more indepth knowledge and experience than one person can usually have.
 - b. Garrett stated that the library is in the evaluation stage of how the library will move forward with technology support in the future. Board will evaluate presentation and make a recommendation of first vendor of choice before asking for price quotes
5. Director's Report -- Essy Day
- a. Been busy look at processes and how we do things
 - b. Looking over the facility\
 - c. New hire is doing great
 - d. More positions to be filled
 - e. Next month Essy plans to discuss statistics.
 - f. Anne E reported that she has asked Essy to present a sample organizational chart next meeting for a typical library and then give recommendations for the future of our library
6. Old Business
- a. Trustee Appointment Suggested Process
 - i. Anne E McGregor reported sending an email with language involved with suggestions process
 - ii. Anne E reported she understands the board is to submit a slate to commissioners
 - iii. Anne E suggested to create an application to put on website by April 15, vote by June 18, then present to commissioners
 - iv. Would want to get on their agenda the 3rd or 4th Monday in June to fill Garrett's seat
 - v. Mindy Honey suggested creating application by April 16, post and leave it up until May 31, vote on it on June 4 and give recommendation to commissioners and get set to be on County agenda
 - vi. Jeff Gerken made a motion to follow that timeline
 - vii. Debbie Redford seconded
 - viii. Motion passed

- b. USDA Loan
 - i. Debbie Redford reported she had heard back from White River Valley Electric
 - ii. Need to work on our Long Range Business Plan
 - c. Library Operational Policy
 - i. Essy did some clean up on the policy
 - ii. Debbie moved to pass with modifications Essy made
 - iii. Garrett seconded motion
 - iv. Trustees approved motion
 - d. Programming Guidelines
 - i. Programming Policy
 - 1. Debbie made a motion to approve with the edits as suggested
 - 2. Garrett seconded the motion
 - 3. Slate approved
 - ii. Children's Programming Policy
 - 1. Jeff Gerken moved to approve policy
 - 2. Mindy Honey seconded motion
 - 3. Board approved policy
 - iii. Request for Reconsideration of Program form
 - 1. Mindy Honey moved to accept form
 - 2. Debbie Redford seconded motion
 - 3. Discussion on how this form would be used if anyone has issues with any of our programs
 - 4. Trustees voted to approve form
7. New Business
- a. Library Operational Policy
 - i. Staff Dress Code policy
 - 1. Essy presented a policy for staff dress code due to questions received at interviews
 - 2. Discussion on wording regarding promotional or political clothing
 - 3. Mindy Honey moved to approve staff dress code with amendments as discussed
 - 4. Jeff Gerken seconded motion
 - 5. Board approved staff dress code
 - ii. Child Safety Policy
 - 1. Essy explained why it is important that children 12 and under shouldn't be left unattended in Library
 - 2. The board discussed concern about how to handle disruptive children
 - a. Jeff Gerken moved to approve Child Safety Policy
 - b. Mindy Honey seconded motion
 - c. Board approved policy
8. Committee Report
- a. Search Committee
 - i. Bradbury Miller
 - 1. Anne E McGregor stated that the initial amount was paid

2. Company was very understanding about halting search for now

9. Next Meeting April 2, 11:00 am

10. Adjournment

- a. Jeff Gerken moved to Adjourn
- b. Mindy Honey seconded motion
- c. Meeting Adjourned 12:46 pm