

Library Center of the Ozarks
Board of Trustees Meeting April 2, 2024
Minutes

Meeting called to order at 11:05 am

1. Roll Call of Trustees
 - a. Present: Garrett Vanderpool, Jeff Gerken, Debbie Redford, Mindy Honey
 - b. Absent: Anne E. McGregor
2. March 19, 2024 Meeting Minutes presented for approval by Mindy Honey
 - a. Jeff Gerken moved to approve minutes
 - b. Garrett Vanderpool seconded motion
 - c. Minutes approved
3. Visitor Comments
 - a. Three visitors were present
 - i. Ann McDowell
 - ii. Brenda Romine
 - iii. Raeanne Presley
 - b. No comments from any of the visitors
4. Treasurer's Report – Garrett Vanderpool
5. Invited Guest
 - a. Stronghold IT Service, Jason Rincker, Chief Revenue Officer, gave presentation on proposed IT services for LCO
 - i. Office in Joplin
 - ii. Celebrating 34 years in business
 - iii. Managed Service Provider, divided into three teams
 - iv. Shared info on his team
 - v. Discussed range of services
 - vi. 43 employees but merged with New Charter Technology with 1100 employees and access to many more resources
 - vii. Relationship with Microsoft and licensed by Microsoft directly
 - viii. Work with Joplin Public Library, Carthage Public Library, Newton County Library and Cedar County Library
 - ix. One area of company, Cyber 74, works with nothing but security
 - x. Identify, Protect, Detect, Respond, Recover
 - xi. Emergency Response Model
 1. Email or call if there is a problem
 2. Have people monitoring 24/7
 3. Answer phones 7 am to 5 pm, Sister company answers phone other hours
 4. Engineers on call at all times
 - xii. Can have backup onsite, on the cloud or in Springfield underground
 - xiii. Discussed scaling solutions for LCO
 - xiv. Discussed onboarding for new clients
 1. We want to make sure new clients are safe, stable and secure

- xv. Discussed approach to vendor management and partnerships
 - xvi. Discussed Software licensing and compliance
 - xvii. Details on pricing structure
 - 1. Monthly fee covers 24/7 service
 - 2. Special projects that fall outside of standard agreement are price per project with no hourly fees
 - 3. Pricing will be customized to LCO
 - xviii. Can offer remote support for many services but will drive from Springfield if needed
 - xix. Discussed handling of hardware procurement and maintenance
 - xx. Discussed handling of service disruptions
 - xxi. Explained approach to Cloud Computing
 - xxii. Discussed approach to LCO staff training or continued educational resources
 - xxiii. Explained how they prioritize and manage multiple clients
 - xxiv. Questions and Answers
 - 1. How will they determine when to come and when to stay remote
 - a. 85 -95% of tickets can be handled remotely
 - b. 1 ½ to 2 hours maximum to get to us
 - 2. Do they have experience with migration of an ILS system?
 - a. Have helped with migration, not necessarily ILS
6. Directors Reports -- Essy Day, Operations Consultant
- a. Statistics for month of March
 - b. Programs, Circulation
 - c. Added new items
 - d. Registered new patrons
 - e. Hired two new part time employees
 - f. Gave info on Summer Reading Program
 - i. Adding 2 weeks to program
 - ii. Performers every other week
 - iii. Asking Friends if they will pay for performers
 - g. Planning to get Thrift Store painted and floor cleaned in preparation for Summer Reading
 - h. Want to move Technical Services downstairs
 - i. Want to get doors re-keyed
 - i. Garrett suggested keyless entry on all exterior doors
 - ii. Board gave Essy verbal permission to get prices on keyless entry on exterior doors. Essy will send bids via email to board with recommendations
 - 1. Garrett recommended Federal Protection, NetWatch and Atlas Security
 - iii. Brief discussion on posting agenda for Board meetings, where and when it must be placed
7. Old Business -- None
8. New Business
- a. Introduction to Public Libraries – Postponed until next meeting
9. No Committee Reports, Public Comments or Comments from Trustees

10. Next meeting April 16, 11:00 am
11. Meeting to adjourn to closed session
 - a. Jeff made motion to move into closed session
 - b. Garrett seconded motion
12. Meeting adjourned to Closed Session at 12:45 pmAdjournment
 - a. Open session reconvened at 1:01 p.m. from closed session
 - b. Jeff made a motion to adjourn the meeting
 - c. Garrett seconded the motion
 - d. Slate approved