

Library Center of the Ozarks

Board of Trustees Meeting May 7, 2024

Minutes

1. Roll Call of Trustees
 - a. PRESENT: Mindy Honey, Debbie Redford, Anne E McGregor, Garrett Vanderpool
 - b. ABSENT: Jeff Gerken
2. Minutes from previous meetings submitted for approval
 - a. April 16 Board Meeting
 - b. April 16 Closed Session
 - c. April 25 Study Session
 - i. Debbie Redford made motion to approve all minutes
 - ii. Mindy Honey seconded motion
 - iii. Motion to approve all minutes passed
3. Visitor Comments
 - a. Travys Saffle shared the following information with the Board of Trustees:
 - i. He is a long-time resident
 - ii. His wife is business owner in Forsyth
 - iii. His kids attend School of the Ozarks
 - iv. He is running for County Commissioner
 1. Emphasis on providing more infrastructure on East Side of county
 2. Running to make a difference, leave an impact, leave a legacy
 - v. Background in Real Estate, Investing
 - vi. Qualifications mirror the Job Description of the position of commissioner
4. Treasurer's Report -- Garrett Vanderpool
 - a. Garrett will provide a full report next meeting
5. Director's Report -- Essy Day
 - a. New Children's Supervisor begins May 20
 - b. Cleaning space behind thrift store, Jen will be moving there
 - c. Randy will paint at end of week, floor will be steam cleaned
 - d. Lia will be upstairs in corner office
 - e. Getting started on SRC
 - f. Prizes for reading 10, 20, 30, and 40 days for 20 minutes a day
 - g. Register in May, already have 100 people registered
 - h. A lot of good feedback
 - i. Uptick in all programs and in circulation

- j. 199 new cards in April
 - k. Door counter installed at front doors
 - l. Door counter ordered for downstairs
6. Old Business
- a. Technology Discussion
 - i. Q&A from Dazzee – Shane Naugher
 - 1. Received your RFP
 - 2. I think we have a good idea of what you’re looking to accomplish
 - 3. Know you have larger plans that will come into play and we can get design team to work on those
 - 4. Opened up to questions
 - a. Garrett –What was included in the proposal
 - b. Shane – gave you a basic plan and a Manage IT Plan
 - c. Anything outside of catastrophic is pushed to the next day for after-hours response time in basic support
 - d. Manage IT is probably going to fit your needs better.
 - e. If budget is concern, use Basic support
 - f. If you want full coverage, then go with Manage IT
 - g. Manage IT adds significant cost
 - h. In terms of today, I think Basic Plan is best for you.
 - i. Onboarding should be completed in 30 to 60 days
 - j. Garrett asked about cyber attacks to any of their customer
 - k. Shane responded about a cyber attack on a company they worked with and how it was addressed.
 - l. Essy asked about Website Development
 - m. Shane responded that they do not do Website Development but have partners in the industry who do that
 - ii. Q&A From Stronghold -- Jason, Greg and Avion
 - 1. Jason -- We try to give 24/7 support
 - 2. We don’t charge extra if you’re calling after hours or weekend
 - 3. What differentiates us from our competitors is our services
 - 4. Avion – has a project engineering background
 - 5. Does Quarterly or Monthly review
 - 6. Tell them what your objectives are and they align them with technology and come up with game plan
 - 7. They handle vendor services, too
 - 8. Garrett – is Vendor Management additional fee?

- a. Avion – Different levels of vendor management. Some are included and some are more of a project
- 9. Garrett -- Could you manage our phone system
 - a. Avion – Yes, we could do that
- 10. Garrett -- What is onboarding fee?
 - a. Avion – Each organization is case by case
- 11. Garrett -- What is fee for onboarding for up to 14 computers?
 - a. Avion – between \$1100 and \$1400
- 12. Garrett – Is your approach to give a single offering, or is it a Good, Better, Best approach
 - a. Avion – Two options, We can start with good base level of security then move on to a higher level
- 13. Garrett -- We're trying to get a cost estimate
 - a. Avion – Baseline cost \$65 per devise
- 14. Anne E -- How long are you onsite with clients after initial set up?
 - a. Avion – If you have a project that needs my attention, I can come once a week, once a month, whatever you need. We can have guys out there when you need it.
- 15. Garrett – Has a client been hacked while under Stronghold
 - a. We have not had Ransomware or any malicious attacks while under Stronghold, but we have helped several organizations that have had ransomware attacks
- 16. Debbie -- How long would onboarding take
 - a. Avion -- one day

iii. Discussion

- 1. The board discussed what they learned from each of the companies
 - a. Debbie Redford moved to approve Dazzee as IT Managed Service Provider
 - b. Mindy Honey seconded motion
 - c. Motion Passed

b. Library policies

- i. Debbie Redford moved to accept Volunteer policy
 - 1. Garrett Vanderpool seconded
 - 2. Motion to approve policy passed
- ii. Mindy Honey made motion to accept Petioning policy
 - 1. Debbie Redford seconded
 - 2. Motion to approve policy passed

- iii. Mindy Honey moved to accept Youth and the Library policy
 - 1. Garrett Vanderpool Seconded
 - 2. Motion to approve policy passed
- iv. Mindy Honey moved to approve Community Bulletin Board policy
 - 1. Garrett Vanderpool Seconded
 - 2. Motion to approve policy passed
- v. Garrett Vanderpool moved to approve Citizens and Staff Safety policy
 - 1. Debbie Seconded
 - 2. Motion to approve policy passed
- vi. Debbie Redford moved to accept Revised volunteer and community engagement policy
 - 1. Garrett seconded
 - 2. Motion to approve policy passed
- vii. Debbie Redford moved to accept Revised Collection Development policy
 - 1. Garrett Vanderpool seconded
 - 2. Motion to approve policy passed

7. New Business

- a. Vision Tracker -- Garrett Vanderpool
 - i. Discussion of Vision Tracker Check List and what had been written by the board previously
 - ii. Looked at one-year plan
 - iii. Rocks – should be things to focus on for next 90 days
 - 1. Specific library issues for that list
 - a. Look at roof in current building
 - b. Inspection of room and AC Units
 - 2. Discussion of items that should be done as Rocks
 - a. IT should be on the list
 - b. 2025 Budget needs to be done
 - c. 2024 Budget revision
 - d. Complete policies and procedures
 - e. Completion of Library Associations Audit Punch List
 - f. Identifying tasks through 2024
 - g. Tech for meeting rooms
 - h. Renovations and needs for downstairs
 - i. Definite plan of what needs to be done for USDA loan application
 - 3. Discussion on identifying land search committee

- a. Anne E -- We can look at the Matrix of the committee, but we need to look at this after September's budget hearing
 - b. Garrett -- I think hiring an outside project management team will be beneficial, or hire a project manager for that process
 - iv. Issues List
 - 1. Things that need to be done before next meeting
 - v. Assignment of tasks
 - 1. IT Implementation – Essy and Garrett
 - 2. Budget -- Anne, Garrett, Essy
 - 3. Onboard and Orient New Treasurer – Mindy and Garrett
 - 4. Complete Mo Library Checklist – Anne and Essy
 - 5. Building Punchlist – Jeff and Essy
 - 6. Matrix for subcommittees -- Debbie
- 8. Comments from Trustees
 - a. Debbie -- Love the new openness in the library
 - b. Master Gardeners are doing a great job
 - c. Anne E – Had a request for information from individual in community wanting staff salaries
 - i. Went to attorney and got back with her with current titles and salaries
 - ii. Person posted info on Next Door
- 9. Back to New Business
 - a. Circulation policy
 - i. New policy highlights
 - 1. Introduces organization cards, caretaker cards, student cards, short term resident cards
 - 2. Check out length to 21 days
 - 3. Renewal policies
 - 4. Online renewal
 - 5. Claims/Returned items
 - 6. Inventory
 - 7. No charge for scanning items to inventory
 - ii. Discussion of removing student cards and considering college students as short-term residents
 - iii. Debbie moved to approve Circulation policy
 - iv. Garrett Seconded
 - v. Policy approved

10. Adjournment

- a. Debbie moved to adjourn
- b. Garrett Seconded
- c. Meeting adjourned at 1:07 pm