



The Board of Trustees Minutes

Regular Meeting

Date: April 21, 2021

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| Attendees: | <i>Trustees</i> | <i>Staff</i> | <i>Guests</i> |
| | Jeffrey Armstrong | Andrew Mangels | |
| | Jennifer Darling | Jana Nassif | |
| | Kate Maver | CJ Lynce | |
| | Will Perry | Pam Linger | |
| | Robert Plantz | Karen Hunt | |
| | Elizabeth Sheehe | Connor Hazeldine | |

The Board met in the Board Room of Westlake Porter Public Library and by Zoom. Elizabeth Sheehe called the meeting to order at 6:30 p.m.

Minutes

Bob Plantz moved to approve the minutes from the Special Board Meeting March 17, 2021. Will Perry seconded the motion. All present were in favor.

Communications

Communications received through April 16, 2021 were delivered with the agenda. The Board congratulated Mr. Mangels for being named Elk Citizen of the Year for 2020. The Director commented it was nice to be recognized and feels the Elks could very much end up being a strategic partner for us. The Elks must keep their projects local due to their charter.

Public Comments

There were no public comments.

Administrative Reports

IT Report

The Fiscal Officer introduced Connor Hazeldine, IT Specialist. Connor has been with the Library three years. He began as part time and was quickly promoted to full time when he earned his degree. He has done many amazing things since he has been here.

Connor reported on Cybersecurity at the Library. The three greatest threats for our IT infrastructure come from three primary sources: phishing emails, malicious software (often by means of phishing Emails), and network security (or lack thereof).

Phishing emails typically want you to complete an action that would compromise some sort of information you possess.

Another type of phishing email employs a technique called social engineering. This impersonates someone in your organization or someone you know and tries to get you to perform an action, such as send them information they can use to make money or compromise identities.

The best way to counteract these threats is through education. Phishing tests are run approximately every six months. A number of templates are sent to all employees to keep them aware and to keep track of how likely they are to fall to a real phishing email. The test just

completed showed 28%--right around a typical phish rate of approximately 30%. After the test is complete, training is provided to point out the red flags of a true phishing email.

The next major category of cyber threats we face here at the library is malicious software. Malicious software is a large risk of clicking on phishing emails, like opening an attachment or going to a malicious website. This will install software on your computer, perhaps the most common kind in this age is ransomware. There are also botnets, this is when malicious software infects a computer—usually from opening an infected attachment.

There are many defenses that we employ against malicious software. One of the most important aspects is locking down local administrator access. This allows only certain individuals to install software on the workstation. Only those on the Tech Support Team have local administrator access, and it is only tied to their individual computer. They then have a separate account they can use to gain local administrative access on any WPPL computer. This does not grant them any sort of administrative access on servers, only workstations.

Next, we have the Avast Antivirus. This is the antivirus that is installed on all staff computers and all servers; it includes real time monitoring and notifications, including daily scans on all computers, and the ability to trigger remote scans. Jana and Connor get notifications if Avast detects any threats, this allows us to quickly take action against the computer.

To protect against ransomware, Connor overhauled shared drive permissions. Each person at the library can only access what is relevant to their job or department. This means that if one workstation gets infected with ransomware it is contained rather than spreading throughout the entirety of the drive.

Further insurance against malware or compromised endpoints is the password change policy for local machines. Onsite and offsite backups of all servers run daily to allow for quick and easy restoration.

Another main threat to network security is called a man in the middle attack. This is when an individual sets up a service to impersonate a legitimate contact. The biggest defense by far against this are SSL certificates, it is a certificate that your computer uses to verify that the computer on the other end is indeed the computer it says it is. All our external facing devices have SSL certificates to prevent this sort of issue.

But that is not the only way man in the middle attacks can happen, they can also happen from hackers finding and exploiting holes in software, most commonly due to devices that were not updated to newer versions that fix those problems.

Keeping current on server updates and network device updates are key, Connor checks for these and installs them on a weekly basis to ensure we are always up to date. This includes getting rid of out of support software. This was done with the network overhaul that included the replacement of all the switches in the library, and what we will do with our server architecture in 2023 before Windows 2012 R2 goes out of service.

To help monitor for open services we use a service provided by the Department of Homeland Security: Cyber Infrastructure and Security Administration. Their Cyber Hygiene Vulnerability Scanning is available to us for free since we are a government entity. This sends Jana and Connor comprehensive reports that scan our three external facing IP addresses (Staff, Public, and PC Compliant) for any vulnerabilities.

Jennifer Darling asked if employee or public computers are more at risk? Connor explained there is almost no risk to the public computers because they go into deep freeze which completely wipes the computer after each use.

Jennifer Darling asked if Connor is testing staff every six months by sending fake phishing emails, is it easier for them to recognize that it is a test? Connor explained in reality it can be closer to nine months so users have forgotten about the tests.

CJ Lynce added the test emails were very convincing. We have seen, through training, there has been a significant improvement in spotting phishing and have not had as many repeat users.

Elizabeth Sheehe thanked Connor for his very informative report. Connor left the meeting at 7 pm.

Human Resources Report

The Human Resources Report for March was delivered with the agenda.

Pam Linger, Human Resource Manager, reported the EAC (Employee Advisory Committee) has been focusing on Staff Week. The theme will be Turn the Page on a Healthier You. Activities will be spread throughout the week.

Assistant Director's Report

The Assistant Director's Report for March was delivered with the agenda.

CJ Lynce, Assistant Director, reported we have been taking small but steady steps at getting back to normal. Since we have removed our age restriction, we have seen kids coming back in. Not pre-pandemic numbers but starting to come back and it is nice to see some activity in Youth Services again. All tables are distanced. It has been night and day in Adult Services. It is nice to see patrons in the computer area again and patrons are happy to have access to computers without pre-registration. We completely smashed the average daily record of patrons on the very first day of moving the computers back. We have been able to keep up with the cleaning and patrons are very happy.

With the return of tables, two gentlemen have been in almost every day to play chess.

Yesterday, the quarantining of materials was eliminated. Circulation should be finished with the backlog by the end of the week, making a big impact on workflow in Circulation.

The Director explained it was an education process to have staff feel comfortable handling materials. The Assistant Director sent a great email to staff explaining the process and low risk. The Director was able to share the email with his Director's group and they were very grateful for the information since it was so well done and thoughtful.

Mr. Lynce reported the study rooms are in pretty high demand for medical accommodations and people using Zoom or other teleconferencing. The Youth Services study rooms are being used by staff for virtual programming.

Next we hope to resume meeting room use for small groups. In addition, the staff are planning outdoor programs to start in June. This will include storytimes in the reading garden and outdoor movies once a month. As we receive new guidance from the State and CDC, we will look at hybrid programming.

Jennifer Darling shared her very own CJ mission moment. She called at 5:57 pm on a Friday when leaving for vacation. CJ found her items and put them in a locker so they could pick them up. Thank you CJ!

Jennifer Darling asked when the Diversity, Equity and Inclusion Committee meets because she would like to attend. CJ invited her to join at any time. The meetings are generally the last Tuesday of every month and are currently being held on Zoom. The Committee is working on recommendations for staff training.

The Director reported George Needham sent an email to area Directors asking for information about Diversity Committees. The Director was able to share a document written by Natalie Jemiola when the Committee began. The Directors found the document very helpful.

Bob Plantz asked if we have the resources to continue internet programs as we come out of the pandemic or if we will have to divert funds back to in person. We have received great feedback on these programs and he would hate to see them go.

CJ Lynce answered we will continue to provide online programming but as we transition to in person you will see less. Making just one video is very time consuming. For instance, in May, Live@11 will see a reduction of programs per week but will not go away completely.

The Book Group that Frances Brawner leads has been meeting successfully digitally since we closed. When meeting in person the group typically saw twenty or so in attendance. Since meeting online, the group has grown to over thirty participants each month and has members who would not be able to meet if the group were in person.

Elizabeth Sheehe commented she attended the group this month and there were almost too many for all to be heard, so Frances offered to take comments that she would pass along. She will also send materials ahead of time. Ms. Sheehe commented further that Frances does a phenomenal job of juggling all the conversation and has developed a plan to make sure it does not get out of hand.

Jennifer Darling asked if the new 3D printer is a replacement or an addition? CJ Lynce responded we have two right now that are frequently broken so a new one was purchased. Staff is currently being trained on the new machine. It is amazing how advanced the new technology is four years later.

Financial Reports

The Financial Reports for March were delivered with the agenda.

The Fiscal Officer informed the Board she will be presenting the 2022 Tax Budget for approval at the May Board meeting.

Chip Halvorsen accelerated the roll-out of the self-check-out feature in the mobile app so it could be launched during National Library Week! Thank you, Chip! Staff spent three weeks testing the app and giving feedback to Chip. Chip put together easy to follow instructions for staff and patrons and Aaron Spears put together a short demonstration video.

Bob Plantz asked if there was anything to share from the meeting the Fiscal Officer and Director had with Meeder Investment Management. The Fiscal Officer responded we will see a decrease in interest income as interest rates go down.

Mr. Plantz asked why funds were transferred to the Star Ohio account? The Fiscal Officer explained the funds in the Library's Star Plus account have been transferred into our Star Ohio account. Effective May 31, 2021, the Treasurer's office will terminate the Star Plus brand and a new program will be announced. Until we have more information on the new program, we will keep the funds in our Star Ohio account.

Jennifer Darling asked why computers were set up in the Quiet Room. The Director explained there was a particular patron who felt the library proper was too noisy. We worked with him to put computers in designated quiet space. This has been very successful. There is almost always someone using those computers. It is a good example of listening to a patron and finding a solution to their concerns.

Jennifer asked about the Library Safety Town Model. The Director explained the Safety Town buildings were due to be replaced and the city asked for participants to help. Jim Newton built a scaled down version of our building!

Director's Report

HR

Pam's time with us is coming to an end. Next month will be her last meeting with the Board. As part of getting ready to leave, she is putting together a document to include all the HR things we cannot afford to forget about and how to handle the process.

Parades

The parades are scheduled to happen this year. We will drive the vans and will put out the word if anyone wants to march with us.

PLF Funding

The Ohio House of Representatives did not put the PLF at 1.7% in the house budget. It will now go to the Senate and we will lobby the Senate to raise the percentage from the current 1.66% to 1.7%. It is very important to advocate for that. Our Senator, Matt Dolan, is a big library supporter and will probably support the increase. Senator Dolan came into the library this weekend to pose for a picture with the Director to encourage people to vote as part of a League of Women Voters initiative.

Bus Shelter

The Director discussed the various options for a bus shelter. RTA will send their people out for a site visit. The Director will invite someone from the City to attend as well to determine if a shelter is viable. If it is, he will approach the Friends for funding. The Board would then be able to approve in May.

Bob Plantz asked if there is any liability or insurance issues if we add a shelter. The Director believes it would not be more so than any other event or activity on our property. He will check with our insurance agent to ensure there is no added insurance required.

Front Doors

After meeting with Duane Van Dyke and discussing options for double doors at the front of the building, it seems creating something that is cost effective and aesthetically pleasing is somewhat unlikely.

One component is the air curtain, designed to keep air from drifting in and out of the space, is not terribly effective and is almost twenty years old. There could be new technology that would be more effective. The double door option is way out of our price range so they are looking at different solutions.

Reading Garden

We are not going to try to complete the refurbishing of the garden before the Art Festival as there are just too many variables. We will be meeting with an electrical engineer in the next week or so and from there develop a complete timeline and bidding documents. We would like to have that phase complete by the May Board meeting, but if not, then June. The Reading Garden will be in fine shape for the Art Festival.

Board Timeline

The Director explained there is a Board timeline that we follow throughout the year as a reminder of when we should be thinking about Board business during the year. He is proposing a note be added for the Board president to ask the trustees to make a contribution to the levy campaign in the spring and to the Foundation in the fall. The trustees are not required to make a donation but it would help to defray the costs of increasingly expensive levy campaigns. The Director is grateful the Friends contribute \$2,000 each year for the levy campaign. This would just be an ask for an amount each trustee would be comfortable with.

He is also recommending addressing trustee conflict of interest and ethics compliance on an ongoing basis during the January Organizational Meeting to serve as a yearly reminder of their duty of care as a Board member and ethics. He is proposing adding this to the Organizational Meeting checklist and that he, the Board President and Fiscal Officer will work to make sure the documents in the Board manual are the ones we want to use. They will probably need to be modified to include a signature. This will also serve as a reminder to the trustees as part of their strategic planning board checklist.

Robishaw Book

We were approached about reprinting/publishing the 1993 William Robishaw book "You've Come A Long Way Westlake ... and You've Got a Long Way to Go." A committee, including Chad Statler, the Westlake Historical Society, and other members of the community will be taking on the project. When completed, we will have the copyright to the updated book.

Space Planning

The space planning project has been reposted for qualifications since so much time has passed since the first posting. The Admin team will narrow down the list and conduct interviews to get the right company. They would welcome Board participation so the Director will ask Jason Nolde if he would like to participate in the process. The Director also asked other board members to let him know if you would also like to participate in evaluating the firms.

The Director is hoping an architect can be chosen by the beginning of May so that can be brought to the Board in May. By that point, the strategic planning will be substantially complete so the space planner will be able to see our strategic initiatives in addition to what they see as a long term plan for libraries and come up with a complete plan.

Strategic Planning

The Director explained they have been working with Allison Motz since the last meeting. It was agreed then that they would take the original six initiatives and pare them down to: 3 (We will strengthen and expand our community partnerships, collaborations and connections), 4 (We will proactively evaluate technologies and implement those that support community needs, enhance user experiences and advance library operations) and 5 (We will maximize library resources to use our space efficiently, effectively and aesthetically).

The Director discussed the proposed goal statement for Focus Area 3: We will strengthen and expand our community partnerships and collaborations evidenced by developing guidelines and MOUs with at least five existing and new strategic partners by July 2022.

He does not feel we can use the partnership with Connecting for Kids because that is long standing and established. He would very much like to build a partnership with The Farrell Foundation. Another area might be to take a group we have been involved with, such as Rotary, but establishing guidelines to develop more of a strategic partnership. The Elks are another example. The Elks have donated money to the Library but with more formal recognition between the two, there is a lot of potential there. The Elks are growing all the time.

These partnerships will be crucial. Most of our librarians are “imbedded” in some group in the area. He would like to see a better accounting for their time with these organizations and show tangible benefits of being involved with groups.

Focus Area 4: We will expand our maker offerings, equipment that facilitates creation of content, through the addition of four new maker-related technologies, with a target of achieving ten monthly repeat customers in the maker space by the end of June 2022.

This goal is primarily about maker technology but no goal excludes tangential things so it doesn't mean if a technology comes along that is not specifically maker, it doesn't fall under this goal. Everyone understands we need a maker space and maker type spaces. We need equipment that facilitates creation of content. The key to measuring success will be use over time.

Lastly, Focus Area 5: We will develop a space plan that accounts for current and future use of our building and includes the design of a Maker Space, updated collection space layouts, and enhanced meeting, programming, and reading spaces by December 2021.

There are two components here: One is the design of the program—what kind of equipment we will get and the programming around it, which falls into 4 but then where is this all going to go? The space plan is the goal and some of the things to look at specifically are where maker space can be used, the updated collection space layouts—how to leverage our collections and where they are; if we want to add a collection like a foreign language collection--where will it fit so it doesn't look tacked on?

Enhanced meeting, programming and maker spaces fit the need we saw for additional study and meeting rooms.

The Director explained if the Board agrees with these areas, the Admin team will work with Allison to develop objectives and key indicators that build out a plan. At that point it becomes a staff-driven process.

Will Perry asked what we currently have that would be considered maker technologies. The Director explained currently the most obvious example is 3D printing. There are a handful of other technologies that allow people to come in and create content such as machines that will transfer video tape to DVD. Then we have non-traditional items.

CJ Lynce answered some things that we are initially considering would be expanding 3D printing to let patrons be hands on instead of submitting a print and staff printing it. Another area that is under consideration, mainly because of its low barrier to entry, would be vinyl cutting and vinyl printing. These machines are relatively easy to use. That could include things like sticker making and t-shirts. We are looking at material fabrications through laser engravers or CNC machines. Also looking at music production and video recording and production. The software is a little more complex but in terms of space, is easy to implement. There is a balance between having dedicated space and the barrier to entry.

Kate Maver moved to accept the Human Resource, Assistant Director, Financial, and Director's Reports. Will Perry seconded the motion. All present were in favor.

Board Reports

Board President's Report

Ms. Sheehe asked the Board to consider a donation to the Levy Pac. The Director explained Sarah Rintamaki is the treasurer of the Pac and he will send them her information.

Ms. Sheehe commented Library Week was great and she is glad the Friends are so active.

New Business

Motion to open the Library on October 11, 2021

Jeff Armstrong moved to open the Library on October 11, 2021. Bob Plantz seconded the motion.

Since Staff Day will be virtual for 2021, there is no reason to close the library on that day. The motion is needed to amend our open/close dates.

All present were in favor.

Motion to approve the revised Strategic Plan goals as presented.

Kate Maver moved to approve the revised Strategic Plan Goals as presented. Jennifer Darling seconded the motion. All present were in favor.

The Director explained the next step would be for the Admin Team to develop objectives and key performance indicators to support each goal.

Elizabeth Sheehe will not be present at the next meeting and Will Perry will attend by Zoom. Jennifer Darling will head the May Board meeting.

Diversity Report

Jennifer Darling met with Tianyi Krupka, who was a past trustee candidate, to talk to her about what ideas she had about engaging diverse members of the Westlake Community. She is very involved in the Asian community and has many contacts throughout Westlake. She has worked with the Mayor on different projects and is clearly interested in the library and really great to work with. She was fantastic.

There is overlap in things she is recommending with our emerging strategic plan.

In their discussion, Ms. Krupka indicated that going to individual communities and asking what they need might be awkward for them. Ms. Krupka suggested holding an international festival in the summer. Ideas like a talent show focusing on things that are a part of the different cultures and could include cuisine. She said it might be small at first but everybody that attends or participates could tell someone else in their community who could tell somebody else . . . that's really the grass roots way to engage other members that are not right in front of us at any given time.

She also suggested a popular thing in other cultures is to hold a cultural movie night. It could be family friendly or someone would watch the children while the adults watch a movie somewhere else.

Another element she talked about that might be more programming related: She thought it might be helpful to offer resources that focus on the mental health of immigrant children. She said people don't realize the pressure on the children. So many immigrants give up everything to come here and then the pressure is on the children. There are so many members of the medical community from other cultures, she suggested we could ask them to talk about parents and children on that element of immigrant life.

Ms. Krupka encouraged programs around cuisine, including presentations about the food. It might be gathering to learn how to prepare something from different cultures and talking about the stories behind it.

Other things to highlight: Feelings of isolation and lack of trust in both directions—work to overcome this aspect—and feelings of depression in the children.

She cautioned several times on going too fast.

Ms. Krupka talked about how much she has enjoyed HOOPLA because of all the Chinese material. It probably is the same for other cultures so we could talk about HOOPLA more so other communities realize there is this resource.

Elizabeth Sheehe commented this is all really exciting and believes there is a lot we can do.

CJ Lynce reported we have just purchased a large screen to watch movies outside. The licensing we have allows for outdoor viewing. This can work in a great way to invite different communities into our programming.

The Director reported he pulled together this type of festival in Kansas City. The space with the path will turn into good festival space. The Rotary is hoping for fifty vendors for the Art Show with distancing.

The Director believes Connecting for Kids can help because they work with kids thirteen and under.

Adjourn

The meeting adjourned at 8:26 pm.

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| Recorded by: Karen Hunt, WPPL Sr. Administrative Associate | |
| Attested by: | |
| _____ | _____ |
| Elizabeth Sheehe, WPPL Board President | Jennifer Darling, WPPL Board Vice President |