

**BARRY-LAWRENCE REGIONAL LIBRARY BOARD OF TRUSTEES  
MINUTES 2017**

JANUARY / FEBRUARY / MARCH / APRIL / MAY / JUNE  
JULY / AUGUST / SEPTEMBER / OCTOBER / NOVEMBER / DECEMBER

**JANUARY 19, 2017**

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, January 19, 2017 at the Pierce City Branch Library. Present were: Julie Vaughn, Charles Peiter, Marilyn Carey, Jan Vaughn, Felicity Nesbitt, IT Manager Noah Helterbrand, Director Gina Milburn, and Administrative Assistant Joyce Frazier. Absent were Ann Hall and Gina McIlrath. The meeting was called to order by Vice President Charles Peiter.

**NEW BUSINESS**

Information Technology Manager—Introduction: Director Milburn introduced the newly hired Information Technology Manager, Noah Helterbrand. Mr. Helterbrand has several years of computer experience with PC Solutions and most recently with Jack Henry. He started on Wednesday, January 11 and has already identified 25 technology projects that need to be completed. We are pleased to welcome Mr. Helterbrand to the library.

**MINUTES AND REPORTS**

**Minutes:** December 15, 2016 meeting minutes were reviewed. Motion made by Jan Vaughn to approve the minutes with no changes or corrections, second by M. Carey. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the December 2016 financial report and discussion followed. Our first current tax payments were received in the amount of \$221,916.22. Other than that we received very little income during the month. With the hiring of the new IT Manager, Director Milburn pointed out that the salary line item in expenditures will increase next month (will be reflected in the February financial report). She also pointed out that water and sewer costs across the system have increased approx. 25% over the budgeted amount. Other monthly expenditures are in line for this time of year. Motion made by M. Carey to approve the financial report, second by F. Nesbitt. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed the December circulation statistics and branch activity reports. Monett was first in circulation (6,036) with Cassville coming in second (5,903) and Mt. Vernon in third (5,344). E-book circulation continues to do well with 1,991 checkouts as compared to 1,626 last year. Our average daily circulation was 1,649 which was up from 1,476 in December 2015 even though we were open 4

days less. We had 2,784 uses of the computer and 745 Wi-Fi users. In December, the library offered 194 programs with participation of 4,857.

**Technology Report:** IT Manager Helterbrand presented the IT Manager's report.

- We requested a bandwidth upgrade for Pierce City to 5mb due to bandwidth issues.
- We requested a bandwidth upgrade for Cassville to 25mb for bandwidth issues and to enable support of upcoming disaster recovery site project.
- A digitally signed wildcard SSL certificate was purchased for blrlibrary.org. This will be used to help properly secure sites and communications.
- Began working on the Winter 2017 Technology Ladder Grant Application. We are requesting funds for next generation firewall equipment, which is a critical foundation of the majority of IT projects for 2017 and beyond. (Note: This is a matching grant. The library has to contribute 25% of the overall cost).
- Put together a server to service Symantec endpoint manager and also to bring out unifi controller in house.
- Created a list of IT projects (24 currently) for 2017 and beyond. This list is necessary in order to bring the library's IT infrastructure in line with current practices and procedures.

Motion made by F. Nesbitt to accept the IT Manager's report, second by Jan Vaughn. All members present voted in the affirmative. Motion carried.

**Director's Report:**

**Staff Changes:**

- Monett: Noah Helterbrand has been hired as the new IT Manager. His start date was January 11, 2017.
- Pierce City: Kathryn Robinson resigned as custodian at the Pierce City Branch Library. Her last day was January 16. She will, however, continue as custodian at the Miller Branch. We haven't yet determined if we will replace this position. In the meantime the Pierce City staff has taken over the cleaning of the branch.

**Staff Evaluations:** All annual staff evaluations have been completed.

**Inclement Weather:** The library system closed on Friday, January 13, 2017 due to the impending ice storm.

**Digital Newspaper Grant:** We received permission from Matt Butler, Digital Collections Coordinator for the Missouri State Library, to apply for a LSTA Grant to digitize the Wheaton Journal along with the Cassville Republican. We are only applying to digitize two newspapers instead of the four that we considered in the Letter of Intent. Depending on the outcome of this grant we may consider applying next year to digitize other local newspapers. The grant is due February 1, 2017.

**Donations:**

- Peterson Family Charitable Trust: The Cassville Branch has received a total of

\$13,640.51 from the Peterson Charitable Trust. We plan to purchase a new digital reader/printer (for newspaper microfilm) with funds from this trust.

- Cassville Branch Friends of the Library: The Cassville Friends of the Library were the beneficiary of Dale Armitage's life insurance policy. They received a little over \$7,000.
- Mt. Vernon Branch: The Mt. Vernon Branch Library received \$2,300 from the Mountaineer Turkey Strut.

**Holiday Gift Baskets:** In November Director Milburn reported that the library used premiums received from Quill along with various other donated items to make 4 holiday gift baskets. We used these gift baskets as a fundraiser to purchase holiday dvd's and cookbooks. We sold chances for \$1 each or 6 for \$5. The winning names were drawn on December 20, 2016: Julie Antle (Marionville), Roger Moreland (Marionville), Rafael Davila (Monett), and Charles Stalker (Aurora). Pictures of the winners were posted on our library web page and Facebook page. We made a little over \$300.

Motion made by Julie Vaughn to accept the Director's Report, second by M. Carey. All members present voted in the affirmative. Motion carried.

## **OLD BUSINESS**

**Strategic Planning (Mission Statement)—Assignment Review:** Since it had been some time since we had discussed this topic, Director Milburn reviewed the strategic Planning Mission Statement assignment. She will send out all the needed paperwork by e-mail after the meeting. Please come prepared to share your vision for the library and the words that you think are important to describe the library.

**Community Survey:** In mid-December we began distributing a community survey to our customers and community members. The survey is two pages long and asks for input about the use of the libraries, what services are most popular, and what services are needed in the future. We will use the information from the surveys to help with our strategic plan and planning for our next tax levy campaign. Surveys will be collected through the end of January 2017.

### **Calendar Year End Budget Review:**

- Director Milburn reported that we had received the bulk of our tax collections (current, delinquent, surcharge, intangible, etc.) for the fiscal year. So, far the total received is \$1,305,804.08. This is an increase of \$20,103.06 from this time last year (\$1,285,701.02). She also reported that we have received \$17,079.18 from state aid, state equalization and A&E funds. This is down \$3,590.88 from last year. We continue to receive less in state aid and equalization each year. Director Milburn reminded us that these combined funds have to last us through the end of 2017.
- Director Milburn requested that the board consider granting a 2% pay increase for library staff that have been employed at least 6 months and have successfully completed their initial employment period. A 2% increase would cost approximately \$15,000. She states that this increase would be made possible with savings from unfilled positions and health insurance since the beginning of the fiscal year. The

savings equals approximately \$18,000. After discussion F. Nesbitt made a motion to give a 2% increase to all qualified employees using funds that were saved from unfilled positions and health insurance with no impact on the general budget effective 2/1/2017, second by Julie Vaughn. All members present voted in the affirmative. Motion carried.

## **NEW BUSINESS**

**Short Takes for Trustees—“Board Meetings”:** Due to time constraints board members agreed to view the latest short take video at home. Director Milburn will send the link and instructions for viewing to all board members.

**Library Hours:** Across the system we have been closed on nights and Saturdays for 6 months. While circulation and use of the library remains the same or has increased, customer comments show that they would like to have extended hours back. After discussion of possible hour changes and a review of the end of the year budget a motion was made by Julie Vaughn, second by Jan Vaughn, to open Aurora, Cassville, Monett, and Mt. Vernon branches on Saturdays from 8:30-5:30. The Miller, Pierce City, Purdy, Eagle Rock and Marionville will remain closed on Saturdays and continue with their present hours. Felicity Nesbitt, Charles Peiter, Jan Vaughn, and Julie Vaughn all voted in the affirmative. Marilyn Carey abstained. Motion carried. The board will review the change in hours in 6 months and make any needed adjustments at that time.

**Tax Levy:** Director Milburn reported that it is too late for us to go back to the voters in April of this year. Therefore we will look at possibly going out for a tax levy increase in August (2017). After discussion the board decided to delay making any decisions until the February board meeting.

**Assigned Funds:** This agenda item was tabled until the next meeting.

## **CLOSED SESSION**

Motion was made by Julie Vaughn, second by F. Nesbitt to go into closed session for discussion of personnel issues. All members present voted in the affirmative. Motion carried.

No motions were made or actions taken during closed session.

Motion was made by F. Nesbitt, second by Jan Vaughn to return to open session after discussion of personnel issues. All members present voted in the affirmative. Motion carried.

Having no other business to discuss a motion to adjourn was made by Julie Vaughn, second by F. Nesbitt. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

**The next Scheduled Board Meeting will be held at 9:00 a.m. on Thursday, February 16, 2017 at the Pierce City Branch Library.**

[Click to return to top of page](#)

## FEBRUARY 16, 2017

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, February 16, 2017 at the Pierce City Branch Library. Present were: Charles Peiter, Marilyn Carey, Jan Vaughn, Ann Hall, Gina McIlrath, IT Manager Noah Helterbrand, Director Gina Milburn, Administrative Assistant Joyce Frazier and guests Frank Preston (Pierce City Friends of the Library President) and Karen Foster (Shell Knob Friends of the Library President). Absent were Felicity Nesbitt and Julie Vaughn. The meeting was called to order by President Ann Hall.

### MINUTES AND REPORTS

**Minutes:** January 19, 2017 meeting minutes were reviewed. Motion made by M. Carey to approve the minutes with no changes or corrections, second by Jan Vaughn. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the January 2016 financial report and discussion followed. In February we received the bulk of our current tax payments (\$1,125,714.2). This, along with delinquent tax, surcharge tax, etc. collections, will have to last us until the end of the year. Our overall year to date income is up approximately \$6,000 from this time last year. Our expenditures are down approximately \$74,000 from January 2016, due in part to savings in salaries and health insurance. Motion made by C. Peiter to approve the financial report, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn gave a brief overview of the 2nd Quarter statistics and a more detailed review of the January 2017 statistics. Monett, Cassville, and Mt. Vernon continue to be the three top branch circulators. Monett was first (6,702)

with Cassville coming in second (6,199) and Mt. Vernon in third (5,640). E-book circulation was up slightly from last year with 2,068 checkouts. Our average daily circulation continues to do well with an average of 1,904 circulations per day. This was up from 1,510 from January 2016 in spite of the fact that we were open 5 less days this year. We had 2,858 uses of the computer and 763 Wi-Fi users. In January, the library offered 200 programs with participation of 3,464.

**Technology Report:** IT Manager Helterbrand presented his report.

- \*Successfully submitted Winter LSTA grant and receipt was confirmed.
- \*Rebuilt AD (active directory) and group policies. Monett is connected. Branches will be connected after new firewalls are in place.
- \*Moved blrlibrary.org domain DNS (domain name servers) to our domain provider.
- \*TLC is now accessible using SSL (encrypts our data).
- \*We purchased RMM (remote monitoring and management) software and rolled it out to over 100 endpoints.
- \*We now have a NOC (network operations center) display in our office showing all network alerts instantly. This also significantly upgraded our remote support capability.
- \*We purchased Deep Freeze and have begun the process of rolling it out. (Deep Freeze is a product of Faronics. It protects endpoints by Freezing a snapshot of a computer's desired configuration and settings defined by the IT Administrator. With an instant reboot, any unwelcome or unwanted changes are removed from the system, restoring it to its pristine Frozen state.)
- \*Simultaneous to the Deep Freeze rollout, those machines are being setup to auto-shutdown, auto-boot, auto-login, and have managed updates.
- \*Once rollout is completed, we should see a significant reduction in librarian time spent on computer tasks.
- \*USB scanning machines will be eliminated.
- \*Patrons will be afforded more flexible use of the computers while maintaining privacy and security.
- \*We should see a reduction in electrical bills.
- \*Brought all email services in house and secured.
- \*Unsecure protocols have been disabled.
- \*All email is synced with the server for centralized backup and multi endpoint usage.
- \*AV/Spam scanning is in place.
- \*Delivery times for external emails have been reduced from 1 to 12 hours to a matter of seconds.
- \*Webmail is now more user friendly.
- \*Installed and have begun populating a dedicated IT asset management system.
- \*goBEC (fiber network) paperwork was submitted for the Cassville Branch. They will be upgraded to a 250mb fiber connection in approximately 60 days.
- \*MOREnet sent the paperwork for review for fiber upgrades to Pierce City and Aurora.
- \*We have a computer on order from MDC to provide service to the new microfilm system in Cassville.
- \*We identified issues with network switching at a number of branches. One switch for Monett has been swapped out and it significantly improved performance and administration.

\*Several unnecessary legacy VLANs (virtual local area networks) have been removed. This and the switching improvements will be rolled out to the branches once we get the grant for the new firewalls.

#### GOING FORWARD:

\*We would like approval to purchase a basic 3D printer for internal testing and demo, staff education, and policy development.

\*We would like approval to pursue a central IP PBX (internet protocol private branch exchange) to unify the library's phone system across all branches, and look into using a SIP (session initiation protocol) trunk provider for phone services. Preliminary review of the numbers looks like we could achieve some very significant cost savings.

\*We would also like to look into micropayment solutions, such as Square or Paypal here, to address new payment technology and patron needs.

Motion made by Jan Vaughn to accept the IT Manager's report, second by C. Peiter. All members present voted in the affirmative. Motion carried.

#### **Director's Report:**

##### **Staff Changes:**

- Aurora: We had a vacant part time clerk position that was held until the board reviewed branch hours at the January meeting. Now that we are open on Saturdays we need to fill this position. It was posted at the end of January and they began interviewing Wednesday morning.
- Pierce City: We have a part time custodial position that is open. It was posted last week and we hope to get it filled by the end of the month.

**Digital Newspaper Grant:** The grant application was submitted January 31, 2017.

**Digital Microfilm Reader:** On Tuesday, February 14, we met with Missouri Documents at the Cassville Branch to learn about a digital microfilm reader. This reader will replace the older models that we own at the Cassville Branch. Funds from the Peterson Family Charitable Trust will be used to purchase the microfilm reader as well as a computer, monitor, and printer.

**Missouri Association of School Librarians Conference:** Briana Kleine, part time clerk (Monett Branch), applied for and received a scholarship to attend the Missouri Association of School Librarians Conference March 26-28. She is requesting paid time off for Tuesday, March 28. After discussion a motion was made by G. McIlrath, second by M. Carey to approve 8 hours paid leave for Briana Kleine for March 28, 2017. All members present voted in the affirmative. Motion carried. The Board asks that Ms. Kleine submit a written report of her attendance at the conference for the April board meeting.

**Trustee Vacancy:** It has been a year since Christina Barnes resigned from the library board. So far the commissioners have been unable to find someone to fill this position. Director Milburn contacted them recently and spoke with Commissioner

Shad. They are aware of the vacancy and will continue to look for someone, preferably from the Eagle Rock area. If you know of anyone in Barry County that might be interested please pass along the information.

**Maintenance:** We have called Heller Heat and Air twice this week to look at the HVAC system at the Monett Branch.

**Appearance and Hygiene Personnel Policy 9.2:** In this policy we gave staff permission to wear jeans and library themed t-shirts on Fridays/Saturdays and select days throughout the year. Over the last couple of years Director Milburn has relaxed the policy to allow staff to wear nice jeans throughout the week. We have had mixed results with this policy and she thinks that we are at a point where we need to either enforce the policy or allow jeans to be worn at any given time. After discussion it was decided that the policy would be enforced as written.

Motion made by G. McIlrath to accept the Director's Report, second by C. Peiter. All members present voted in the affirmative. Motion carried.

After getting the online video ready for viewing IT Manager Noah Helterbrand exited the meeting.

## **NEW BUSINESS**

**Short Takes for Trustees:** The board viewed the 3rd video in the series, "Board Ethics". Next month we will watch, "Library Advocacy".

## **OLD BUSINESS**

**Strategic Planning (Mission Statement)—Assignment Review:** We reviewed the handouts that were provided after the last meeting. Board members were asked to give input about key words that they felt were important to include in our mission statement. We discussed the importance of having a mission statement that was short, to the point, and that would easily encompass what we want the public to know about the library and its services. Jan Vaughn and Gina McIlrath both came up with possible statements using some of the keywords provided in the handouts:

- \* Connecting people to the transforming power of knowledge. (Vaughn)
- \* Enriching the lives of individuals and our communities through innovation and imagination. (McIlrath)

We will continue this discussion at the next board meeting when all board members are present.

**Community Survey—Overview of Results:** In mid-December we began distributing a community survey to our customers and community members. The survey was two pages long and asked for input about the use of the libraries, what services are most popular, and what services are needed in the future. Surveys were collected through February 10, 2017. We received a total of 318 surveys. Director Milburn compiled the



survey responses into a spread sheet. She also provided a typed list of all customer comments and suggestions along with charts and graphs of the responses. These compilations were provided to the board members at the meeting. We will discuss further once all board members have a chance to review the handouts.

## **NEW BUSINESS**

**Tax Levy:** We discussed the possibility of putting the tax levy ballot issue on the August ballot. Waiting until August would give us time to hold community meetings and time to put together a PAC committee that could provide “yes” material to the public.

**Assigned Funds:** The board discussed how to assign 2016 end of year funds. Items up for consideration were:

\* \$50,000—Shell Knob Building Fund. This combined with what the Friends have already raised should be enough to hire an architect to do a preliminary set of drawings of the proposed building.

\* \$25,000—Monett Building Fund

\* \$250,000—Maintenance Contingency Fund. We have several projects/potential projects to put out for bid in the spring such as the entrance ramp at Aurora and the heating/cooling units at Monett.

\* \$25,000—New Van. The old van is closing in on 400,000 miles.

\* \$30,000—“New” maintenance position. This position would be responsible for the constant repairs and maintenance issues that arise when you have 10 branch locations to take care of.

\* \$20,000—Technology

A motion was made by C. Peiter to approve assigning funds as outlined above, second by Jan Vaughn. All members present voted in the affirmative. Motion carried.

Having no other business to discuss a motion to adjourn was made by M. Carey, second by C. Peiter. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

The next Scheduled Board Meeting will be held at 9:00 a.m. on Thursday, March 16, 2017 at the Pierce City Branch Library.

[Click to return to top of page](#)

## MARCH 17, 2017

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Friday, March 17, 2017 at the Pierce City Branch Library. Present were: Charles Peiter, Marilyn Carey, Jan Vaughn, Ann Hall, Gina McIlrath, Julie Vaughn, Ruth Buchner, IT Manager Noah Helterbrand, Director Gina Milburn, and Administrative Assistant Joyce Frazier. Absent was Felicity Nesbitt. The meeting was called to order by President Ann Hall.

### **NEW BUSINESS**

New Board Member Introduction—Ruth Buchner, Eagle Rock: New board member Ruth Buchner was welcomed. Ms. Buchner was appointed by the Barry County Commissioners to finish the term of Christina Barnes. Her term will expire June 20, 2018.

### **MINUTES AND REPORTS**

**Minutes:** February 16, 2017 meeting minutes were reviewed. Motion made by M. Carey to approve the minutes with no changes or corrections, second by Jan Vaughn. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the February 2017 financial report and discussion followed. Income is almost even with February of last year. In expenditures we have expended less in salaries and health insurance as compared to February 2016. This is due to staff vacancies and full time staff that opted out of health insurance. Overall, we are holding the line with expenditures. Motion made by C. Peiter to approve the financial report, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed February statistics. Monett circulated the most materials (6,570) with Cassville coming in second (6,259) and Mt. Vernon in third (5,871). E-book circulation had 1,935 checkouts. Our average daily circulation continues to do well with an average of 1701 circulations per day. This is our first month for the large branches to be open again on Saturdays. We had 3,377 uses of the computer and 876 Wi-Fi users. Both computer and wifi use showed an increase over last month. In February, the library offered 215 programs with participation of 4,314. Passive programs continue to be successful.

**Technology Report:** IT Manager Helterbrand presented his report.

- We continue to rollout Deep Freeze at the branch locations. Six branches now have at least one public computer with Deep Freeze.
  - We are starting to rollout the Deep Freeze console for supervisors. This enables supervisors to see public computer screens in real time and lock/unlock or reset the computers if necessary.
  - Management and monitoring software rollout is nearly completed. There are only a few circulation computers remaining.
  - We are moving applicable computers to auto-shutdown at night for power conservation. They will boot up automatically in the morning. To reduce staff interaction, applicable computers will also automatically login. For branches where this is setup, this change has been well received by the staff.
- 
- Our IT asset management system is now fully completed thanks to a lot of hard work by Lee Ann Rosewicz.
  - MOREnet connection upgrade requests have been signed and submitted.
  - Cassville's new microfilm system has been installed.
  - goBEC (Barry County Electric) will soon begin the installation of the fiber optic connection at Cassville.
  - We purchased a basic 3D printer. We have made a number of prints and have identified a number of points which we are using to form education, methods, and policies for 3D printing.
  - Electronic payments are being taken at two branches using the PayPal Here system. Minor issues have been encountered, but the experience is becoming smoother as we refine policy and procedure. We have not taken a significant volume of payments yet, but customers making the payments through the system have been happy so far.
  - Google has approved the library for their non-profit programs, including G Suite. In the past, Google has not allowed public libraries to receive these donated services. So this is a very exciting development. The enterprise services we can utilize for free include device management, expanded capability email services, online documents, creating a library intranet, and free internet advertising for the library and its programming/events.

Motion made by Julie Vaughn to accept the IT Manager's report, second by Jan Vaughn. All members present voted in the affirmative. Motion carried.

**Director's Report:**

**Staff Changes:**

- Aurora: Ann Groskurth has been hired to fill the part time clerk opening. Her first day was March 7, 2017.
- Pierce City: Interviews will begin soon for the custodial position. Linda Lanning, part time library assistant, submitted her resignation effective April 30, 2017. This position has been posted and we hope to fill the position before Ms. Lanning leaves.

**Trustee Vacancy:** The Barry County Commissioners appointed Ruth Buchner, Eagle Rock, to fill the open trustee position. Felicity Nesbitt, Cassville, submitted her resignation and will not seek reappointment after her term expires, June 30, 2017.

**Free Little Library:** We have had a handful of branch staff inquire if it is possible for the library to install free little libraries in their communities. After discussion the board agreed that this should be a community project rather than a library project.

**Maintenance:** Tucker Electric has been hired to fix the issue that we have at the Cassville Branch Library with the light pole that was removed. They are going to dig up the concrete, put in a new junction box, and then fill in the hole.

**Very Ready Reading Program Kit:** In order to encourage more Missouri libraries to expand their early literacy efforts, the State Library is offering a Very Ready Reading Program Complete Kit to all public libraries that have had staff or appropriate volunteers complete early literacy training in live, webinar or webcast format. As one of the public libraries that qualified we were able to order one of these kits for free.

**Public Library Collection Development Support Grant:** The library was invited to apply for a one time public library collection development support grant for \$7,408.48. We submitted our application on March 15, 2017. If approved for this grant we will expend the grant funds on books, cds, and dvd's for all ages.

**Monett Historical Society:** Director Milburn attended the Monett Historical Society's Board Meeting on March 8. She asked if it would be possible to partner with them to present genealogy and local history programs that would be held at the museum and to partner with them on future digital archive projects.

Motion made by M. Carey to accept the Director's Report, second by C. Peiter. All members present voted in the affirmative. Motion carried.

## **OLD BUSINESS**

**Strategic Planning (Mission Statement):** We reviewed the two mission statement suggestions from the last meeting. Director Milburn shared that this was a discussion item at the Supervisor's Meeting on March 10th. The branch supervisors really liked Ms. Vaughn's suggestion the best. We also discussed three words that could be used in conjunction with the statement—connect, transform, inspire.

\*Connecting people to the transforming power of knowledge. (Jan Vaughn)

\*Enriching the lives of individuals and our communities through innovation and imagination. (Gina McIlrath)

Due to time constraints the discussion was tabled until the April meeting.

**Community Survey—Where do we go from here?:** Now that the survey has been completed and tabulated we plan to move to the next phase. We would like to ask for community input through the use of community forums. Director Milburn shared that

she talked with the supervisors about how to accomplish this and the type of questions that should be asked. The supervisor's decided that before going forward they would all view the webinar "Library 2.017 Adapt and Innovate". More information will be provided at the April board meeting.

## **NEW BUSINESS**

**Monett HVAC Bids:** In late February Director Milburn asked for an e-mail vote to go out for bid for the Monett HVAC system. All board members at the time voted to approve the request. C. Peiter made a motion to ratify the vote to go out for bid on a new HVAC unit, second by Julie Vaughn. All members present voted in the affirmative. Motion carried.

With approval from the board, a legal bid notice was placed in the Monett Times and Cassville Democrat with a due date of March 15. We received two bids to replace the York 20 ton rooftop unit, one from Specialty Air in Springfield and one from Heller Heat and Air in Aurora. Since this is a public works project both companies bid in compliance with the prevailing wage law.

- Specialty Air: \$21,657.09 with an additional \$1,725 for a 5 year extended warranty for a total of \$23,382.09.
- Heller Heat and Air: \$21,156.00 with an additional \$1,725 for a 5 year extended warranty for a total of \$22,881.00.

After discussion a motion was made by C. Peiter, second by Jan Vaughn to accept the bid of \$22,881 (includes 5 year extended warranty) from Heller Heat and Air. All members present voted in the affirmative. Motion carried.

**Monett Duct Cleaning Quotes:** As far as we know the duct work at the Monett Branch has never been cleaned. Since we will have a new HVAC unit installed we thought that this would be a good time to make sure everything is nice and clean. We asked three companies to provide us with a quote to clean the ducts and air vents.

- Scott's Air Duct Cleaning (Springfield): \$3,600. They did not provide a complete list of the work to be done. The work would be completed in one day (we have to close) and 2 evenings.
- LCS Kleen-Aire (Springfield): \$4,770.19. They provided a list for the scope of work. The work would be completed in one day (we have to close) and several evenings depending on how things go. The price goes to \$5,556.20 if we want them to complete work on a Sunday.
- Enviro-Air (Springfield): \$7,150. They provided a list for the scope of work. The work would be completed in 5 evenings.

After discussion a motion was made by Jan Vaughn to accept the quote (\$4,770.19) from LCS Kleen-Aire, with the library being closed one day, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

**Short Takes for Trustees:** The board viewed the 4th video in the series, "Library Advocacy". Next month we will watch, "Library Policies".

**Policy Changes/Additions:**

- 7.1 Vacation (Personnel Policy): Discussed the possibility of changing the sentence "Employees are encouraged to take their vacation period in one or two week increments" to "Employees must take their vacation period in one or two week increments". The board was not able to come to a consensus about "encourage" versus "must". We will come up with some alternate words to choose from. Discussion was tabled until next meeting.
- 4.75 Electronic Payments (Policy and Procedures Manual): We are working to allow customers to pay fines and fees electronically using PayPal. Through the end of March it is being tested at the Monett and Mt. Vernon Branch locations. Director Milburn handed out a draft copy of the potential procedure and policy for this service. We will discuss further at the April meeting after the test month is completed.

**Tax Levy:** We continued to discuss the possibility of putting the tax levy ballot issue on the August ballot. All present agreed that before moving forward it was necessary to hold community forums to gain approval from community members.

**CLOSED SESSION**

Motion was made by Julie Vaughn, second by R. Buchner to go into closed session for discussion of real estate. All members present voted in the affirmative. Motion carried.

No motions were made or actions taken during closed session.

Motion was made by R. Buchner, second by C. Peiter to return to open session after discussion of real estate. All members present voted in the affirmative. Motion carried.

Having no other business to discuss a motion to adjourn was made by Julie Vaughn, second by R. Buchner. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

The next Scheduled Board Meeting will be held at 9:00 a.m. in April 2017 (date to be determined) at the Pierce City Branch Library.

[Click to return to top of page](#)

## APRIL 18, 2017

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Tuesday, April 18, 2017 at the Pierce City Branch Library. Present were: Charles Peiter, Marilyn Carey, Ann Hall, Gina McIlrath, Ruth Buchner, IT Manager Noah Helterbrand, Director Gina Milburn, and Administrative Assistant Joyce Frazier. Absent were Jan Vaughn, Julie Vaughn, and Felicity Nesbitt. The meeting was called to order by President Ann Hall.

### MINUTES AND REPORTS

**Minutes:** March 17, 2017 meeting minutes were reviewed. Motion made by C. Peiter to approve the minutes with no changes or corrections, second by M. Carey. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the March 2017 financial report and discussion followed. We have collected the bulk of our current taxes for the year. We only have one more year of e-rate refunds for telephone service. Our income is stable for the year. In expenditures we are pretty much in line with last year. Director Milburn noted that we paid our property insurance and expended funds for e-materials. Motion made by G. McIlrath to approve the financial report, second by R. Buchner. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed March statistics. Circulation is up this month as compared to last year with 35,290 circulations compared to 33,431 in 2016. Monett circulated the most materials (7,305) with Cassville coming in second (6,967) and Mt. Vernon in third (6,722). E-book circulation had 2,225 checkouts. Our average daily circulation continues to do well with an average of 1,564 circulations per day. We had 3,813 uses of the computer and 989 Wi-Fi users. Both computer and Wi-Fi use showed an increase over last month. The IT Department has worked to improve the performance of the computers and this is reflected in the use of the computers. In March, the library offered 252 programs with participation of 4,893.

**Technology Report:** IT Manager Helterbrand presented his report. We expanded the rollout of Deep Freeze. Nine branches now have at least one public computer with Deep Freeze and eight branches have it on all public computers. All of those same systems plus catalog and circulation computers also auto shutdown and boot up. This should reduce our electrical consumption. MOREnet connection upgrade requests have been completed.

Remaining electronic payment equipment has been ordered. We should receive those this week for rollout next week. (Once completed all 10 branches will be able to provide electronic payment options to our customers)

Google G Suite was implemented on April 17, 2017. Mr. Helterbrand conducted two group training events prior to the rollout.

We have replaced almost 30 mechanical hard drives in public computers with small solid state drives. This has had a significant impact on the speed of the public computers at a very minimal cost.

We are replacing the remote video units with Chromecasts. These “just work”.

Motion made by C. Peiter to accept the IT Manager’s report, second by M. Carey. All members present voted in the affirmative. Motion carried.

### **Director’s Report:**

#### **Staff Changes:**

Marionville: April Coring, part time Library Assistant Adult Services, resigned with an effective date of April 26, 2017. The position is posted and we hope to fill it by the first of May.

Monett: Briana Kleine, part time clerk, resigned with an effective date of April 4, 2017. We have hired Missy Smith as the new part time clerk.

Pierce City: Rebecca Mayberry was hired to fill the part time Library Assistant Adult Services vacancy. She will train at the Monett Branch beginning April 17, 2017 and will start at the Pierce City Branch on Monday, May 1, 2017. Ms. Mayberry will also serve as part time custodian for the branch.

Shell Knob: Part time custodian Bill Lietz’s, last day was April 12, 2017. Instead of replacing the position, the Eagle Rock/Shell Knob staff will share the custodial responsibilities.

#### **Maintenance:**

**Aurora:** We thought that we were going to have to take out and replace portions of the front handicap sidewalk/ramp that were uneven. Fortunately Joyce Frazier discovered a low tech solution—concrete lifting. On Thursday, April 13, 2017 “The Concrete Lifter” fixed our uneven sidewalk for \$1,820. This included caulking all the cracks and seams. Cox Roofing is taking a look at the section of the roof that they replaced because it is still leaking.

**Monett:** We are moving ahead with our plans to replace the 20 ton rooftop HVAC unit at the Monett Branch. On April 19, 2017 (weather permitting) Heller Heat and Air will work on the project. Bond Street, next to the library, will be closed for a short time in order for the crane to lift the old unit off the building and then lift the new unit on. Once this work is completed we will close the branch on Monday, May 1, 2017 (barring any unforeseen issues) in order for the duct work to be cleaned.

**Public Library Collection Development Support Grant:** We applied for and received a onetime public library collection development support grant for \$7,408.48. We will



expend the grant funds on books and dvd's for all ages. The branches will display the new material at their location and will be asking our customers for input about how the collection impacts their lives.

**Federal Library Grants:** 95% of the grants that we apply for are administered through the State Library using LSTA (Library Services and Technology Act) funds. LSTA funds come from IMLS (Institute of Museums and Library Services). With the possibility of IMLS being removed from the federal budget all future grants are currently on hold. We are waiting to hear about two different grant applications, one for technology and one for digitization of newspapers. Both of these are on hold until a decision is reached. Director Milburn encourages everyone to contact their senators and representatives to ask them to fully fund IMLS.

**Monett Building Fund Donation:** We received a \$50,000 donation to the Monett Building Fund from a donor that wishes to remain anonymous. We are grateful for the ongoing support of our building project.

**Peterson Family Trust:** We received a \$3,437.06 check from the trust. These funds will be expended for the Cassville Branch Library.

**NASA @ My Library:** We applied for a NASA @ My Library grant. The intent of the program is to increase and enhance STEM learning opportunities for library customers throughout the nation, including geographic areas and populations currently underserved in STEM education. Seventy five public libraries will be selected to participate in the 18 month project with the opportunity to extend for an additional two year period. If we receive the grant we will get a \$500 programming stipend, two facilitation kits valued at \$750, a two day NASA workshop for one staff member, and an \$800 travel stipend. We will be notified by May 1, 2017 as to whether or not we have been awarded this grant opportunity.

Motion made by M. Carey to accept the Director's Report, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

## **OLD BUSINESS**

**Electronic Payments, Policy and Procedures Manual 4.75:** We have been offering an electronic payment option at the Monett and Mt. Vernon Branch locations for the last couple of months. It has been going well and we have decided to roll it out at all branch locations. Director Milburn handed out a draft copy of a policy and procedure for this service at the March meeting. After discussion, a motion was made by C. Peiter to approve the 1st reading of the Electronic Payments Policy (4.75), second by G. McIlrath. All present voted in the affirmative. Motion carried. 2nd reading motion was made by R. Buchner, second by M. Carey. All present voted in the affirmative. Motion carried.

**Strategic Planning (Mission Statement):** After discussion R. Buchner made a motion to approve our new mission statement “Connecting people to the transforming power of knowledge” (Connect, Transform, Inspire), 2nd by C. Peiter. All members present voted in the affirmative. Motion carried.

## **NEW BUSINESS**

**Short Takes for Trustees:** We were unable to view the 5th video in the series due to technical issues. Therefore, next month we will view both the 5th and 6th video.

**Tax Levy:** After discussion the board decided to wait until April 2018 to put the tax levy increase back on the ballot. This will give us time to plan and prepare. We will hold community meetings through the summer to get input about the library system and to gather support for the levy measure. During this time we will also work to find two people (one from each county) to co-chair a Political Action Committee.

**Nominating Committee for Officers, 2017-2018:** Charles Peiter, Marilyn Carey, and G. McIlrath will serve as the nominating committee to elect new officers at the June 2017 meeting.

## **CLOSED SESSION**

Motion was made by R. Buchner, second by G. McIlrath to go into closed session for discussion of real estate and personnel. All members present voted in the affirmative. Motion carried.

No motions were made or actions taken during closed session.

Motion was made by M. Carey, second by C. Peiter to return to open session after discussion of real estate. All members present voted in the affirmative. Motion carried.

Having no other business to discuss a motion to adjourn was made by G. McIlrath, second by R. Buchner. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

The next Scheduled Board Meeting will be held at 9:00 a.m., May 18, 2017 at the Pierce City Branch Library.

[Click to return to top of page](#)

## MAY 18, 2017

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, May 18, 2017 at the Pierce City Branch Library. Present were: Ann Hall, Gina McIlrath, Ruth Buchner, Jan Vaughn, Julie Vaughn, Felicity Nesbitt, IT Manager Noah Helterbrand, Director Gina Milburn, and Administrative Assistant Joyce Frazier. Absent were Marilyn Carey and Charles Peiter. The meeting was called to order by President Ann Hall.

### MINUTES AND REPORTS

**Minutes:** April 18, 2017 meeting minutes were reviewed. Motion made by Julie Vaughn to approve the minutes with no changes or corrections, second by F. Nesbitt. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the April 2017 financial report and discussion followed. We received our 3rd/4th quarter state aid payment. It was significantly less than last year. Expenditures are as expected for the month. Motion made by G. McIlrath to approve the financial report, second by F. Nesbitt. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed April and 3rd quarter statistics. Circulation was slightly less (31,061) than last year (31,484). We were open 4 less days this year, but our average daily circulation was higher at 1,515 (compared to 1,307 in 2016). This month Cassville lead in circulations with 6,712. Monett (6,044) and Mt. Vernon (6,009) were close behind. E-material circulation had 2,231 checkouts. We had 3,121 uses of the computer and 777 Wi-Fi users. In April, the library offered 240 programs with participation of 5,463.

**Technology Report:** IT Manager Helterbrand presented his report.

- All public computers are now using Deep Freeze.
- goBEC should be installing Cassville's second connection within the next week. Mr. Helterbrand has already done equipment preparations and matched the network configuration to Monett's.
- All locations are now equipped to process credit cards. In the first 18 days of May, 7

- of 10 branch locations did a total of 47 transactions (3 have not used the equipment yet). In the month of April there were 54 transactions. Usage seems to be catching on.
- After a full month of the new staff email we have had zero issues with the service itself, and only a few minor user issues.
  - Mr. Helterbrand identified 79 users with incorrect charges on their accounts. Those charges were corrected and he attempted to contact some of the customers, but has received no responses so far.
  - He identified a small pool of users that have outstanding debts in collections, but have not paid in more than a year. He emailed these customers with an offer to pay securely online through PayPal online invoicing. He received sufficient response to this to warrant continuing and expanding this effort, as it brings in fine and fee revenue that would otherwise never be recovered.
  - Mr. Helterbrand recommends that the library drop UMS and the associated TLC module, and instead send delinquent accounts mail and/or email notices on a regular basis. After 30 days we can offer them secure online payments as an option. After discussion Julie Vaughn made a motion to eliminate UMS service and to work delinquent fines in house with a \$3.00 recovery fee charge, second by G. McIlrath. All members present voted in the affirmative. Motion carried.
  - Several instances of account issues have been found where staff took payments for fines, but the payment was not properly recorded in TLC. This will be addressed by requiring staff to provide all customers making fine payments over \$1.00 with a printed receipt. Printing a receipt ensures the payment has been properly recorded in TLC and the customer has a record of it. To mitigate the cost of providing these receipts, a single networked thermal receipt printer will be installed at each of the 5 large branches.
  - We are preparing to implement eFaxing services to replace our traditional fax machines. This will give us more flexible faxing at a substantially lower cost and less equipment to maintain. This move is required as part of the groundwork for our upcoming system wide phone upgrades.

Motion made by R. Buchner to accept the IT Manager's report, second by F. Nesbitt. All members present voted in the affirmative. Motion carried.

### **Director's Report:**

#### **Staff Changes:**

- Cassville: Angie Judd, full time Library Assistant—Adult Services submitted her resignation with an effective date of May 31, 2017. This position will be posted internally and we hope to fill it soon.
- Marionville: Delora Manning, part time clerk, was promoted to the part time Library Assistant—Adult Services position vacated by April Coring. Brenda Lopez was hired to fill the part time clerk position with a start date of May 22, 2017.
- Miller: Kaitlyn Robinson, part time Library Assistant—Adult Services and Kathryn Robinson, part time custodian submitted resignations with an effective date of May 31, 2017.
- Monett: Missy Smith, part time clerk resigned with an effective date of April 24, 2017. Azia Donnini was hired to fill this position with a start date of May 17, 2017.

**Maintenance:**

- Cassville: The hole left by the removal of the power pole at the east end of the parking lot has been repaired and filled in.
- Monett: The 20 ton rooftop HVAC unit at the Monett Branch was replaced as scheduled April 19, 2017 by Heller Heat and Air. As discussed at the April Board meeting the Monett Branch was closed on Monday, May 1, 2017 in order for the duct work to be cleaned.

**NASA @ My Library:** We did not receive the NASA @ My Library grant that we applied for in April. There were over 500 applications with only 75 receiving the grant. We will continue to work with NASA as we have in the past to provide programming for our branch libraries.

**2017 Summer Reading Club:** Registration for the SRC program began on Monday, May 15, 2017. The theme this year is “Build a Better World. The program will run through the end of July. We will be giving out incentives this year as in the past and will hold a grand prize drawing at the end of the summer. Customers of all ages are invited to participate by reading or attending programs.

**Aurora Meeting Room Request:** “Peers Encouraging and Empowering Peers” (P.E.E.P.’s), a state run “recovery” center is relocating to the Aurora area. They would like to use the meeting room at Aurora until they find something and get settled in— Wednesdays at 5:30 p.m. and Fridays from 12-4 through July. They will give a \$100 donation for the use of the room. They are a non-profit organization and have provided us their 501c3 paperwork. After discussion Jan Vaughn made a motion to approve use of the meeting room at the Aurora Branch as requested by the “P.E.E.P.’s in Recovery” group, second by F. Nesbitt. All members present voted in the affirmative. Motion carried.

Motion made by G. McIlrath to accept the Director’s Report, second by Julie Vaughn. All members present voted in the affirmative. Motion carried.

**OLD BUSINESS**

**Strategic Planning:** To help move the strategic planning along, Director Milburn asked that the board brainstorm about what they would like to see happen at the library in the next year, three years, and five years. Here are the ideas that were discussed:

- Check out non-traditional items (toy kits, fishing poles, cake pans, etc.)—3 years
- Seed Swap—1 year
- 40 hour week for all branches—1 year
- Bookmobile/Pop Up Library (mobile unit)—5 years
- Books by Mail—3 year
- Social Media Marketing—1 year
- Monett Building Project—5 year

**NEW BUSINESS**

**Remarks**—Karen Foster, Shell Knob Friends of the Library (FOL) President: Ms. Foster requested that the board consider adding an extra day (Thursday) in the near future to the Shell Knob Branch. She feels that it is needed for the number of customers that are using the library and to serve customers that will be in Shell Knob on Thursdays on the OATS bus.

**Short Takes for Trustees:** Due to time constraints the board decided to view the “Library Policies” and “Strategic Planning” videos at home.

**Branch Hours/Staff**—Miller and Purdy: Purdy and Miller are the two least used branches in the library system. Director Milburn shared with the board the expenditures versus tax collections, circulation statistics, county/branch library community populations, and overall use for each branch in the system. The board discussed long term staffing and hours of these two branches. Discussion was tabled until the end of the summer when the summer reading program is completed.

**Base Salary Rates:** It is increasingly difficult to keep part time staff employed for any length of time. The library’s turnover rate has been high over the last year. There are many factors that contribute to turnover. The biggest hurdles are pay, education, and work experience. At the present time our entry level part time clerical positions only pay minimum wage. The rest of the pay scale is based on the entry level pay and adjusted according to education level and position. It is hard to hire and retain qualified staff for what we pay them. In preparation for budget discussions at the end of June, Director Milburn drafted a plan to increase and adjust starting pay levels per position over a five year period. If the board was interested in pursuing pay level adjustments then Director Milburn will work on a full plan to implement. It was also suggested that we consider giving part time staff limited benefits, such as vacation and allowing full time staff the ability to take vacation after a 6 month initial employment period rather than 12 months. After discussion the board approved Director Milburn’s request and asked her to present phase one at the budget discussion at June’s board meeting.

**Nominating Committee Report:** The nominating committee will report on officer nominations at the June meeting.

## **CLOSED SESSION**

Motion was made by Julie Vaughn, second by Jan Vaughn to go into closed session for discussion of personnel. All members present voted in the affirmative. Motion carried.

No motions were made or actions taken during closed session.

Motion was made by R. Buchner, second by G. McIlrath to return to open session after discussion of personnel. All members present voted in the affirmative. Motion carried.

Having no other business to discuss a motion to adjourn was made by Julie Vaughn, second by G. McIlrath. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

**The next Scheduled Board Meeting will be held at 9:00 a.m., June 22, 2017 at the Pierce City Branch Library.**

[Click to return to top of page](#)

June 22, 2017

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, June 22, 2017 at the Pierce City Branch Library. Present were: Ann Hall, Gina McIlrath, Ruth Buchner, Jan Vaughn, Julie Vaughn, Charles Peiter, Director Gina Milburn, and Administrative Assistant Joyce Frazier. Absent were Marilyn Carey and IT Manager Noah Helterbrand. The meeting was called to order by President Ann Hall.

**CLOSED SESSION:**

Motion was made by Jan Vaughn, second by C. Peiter to go into closed session for discussion of personnel. All members present voted in the affirmative. Motion carried. No motions were made or actions taken during closed session.

Motion was made by C. Peiter, second by G. McIlrath to return to open session after discussion of personnel. All members present voted in the affirmative. Motion carried.

**MINUTES AND REPORTS:**

**Minutes:** May 18, 2017 meeting minutes were reviewed. Motion made by Jan Vaughn to approve the minutes with no changes or corrections, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the May 2017 financial report and discussion followed. Motion made by C. Peiter to approve the financial report, second by Julie Vaughn. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed the May statistics. This was our best month this year. Circulation was slightly higher this year (35,654) than last year (31,926) in spite of being open 2 less days. Our average daily circulation was 1,633 compared to 1,388 in 2016. This month Cassville had a solid lead with 8,018 circulations. Monett and Mt. Vernon tied with 6,788 each. E-material circulation had 2,320 checkouts. We had 3,134 uses of the computer and 837 Wi-Fi users. In May, the library offered 166 programs with a participation of 5,698.

**Technology Report:** In Manager Helterbrand's absence Director Milburn presented the IT Report.

- goBEC installed their fiber at the Cassville Branch. There have been no further complaints about the internet speed.
  - We started sending email alerts for balance notices to all applicable customers. The response has been outstanding. Multiple customers have returned material marked as lost as long ago as early 2012. Several have come in and paid fines or paid them online through PayPal.
  - We were awarded the LSTA Grant to replace and upgrade the firewalls. We will begin the bid process soon.
  - Our damage assessment for the Marionville Branch for lightning damage was accepted. Four computers and the fax machine will be replaced.
- Motion made by Julie Vaughn to accept the IT Manager's report, second by Jan Vaughn. All members present voted in the affirmative. Motion carried.

#### **Director's Report:**

##### **Staff Changes:**

- **Aurora:** Rachel Brown, part time clerk, submitted her resignation effective June 19, 2017. Sarah Cornell has been hired as her replacement with a start date of June 19, 2017.
- **Cassville:** Donna Lawson has been hired to fill the vacant full time Library Assistant Adult Services position with a start date of June 1, 2017.
- **Miller:** Kathy Wells has been hired to fill the vacant part time Library Assistant Adult Services position with a start date of May 26, 2017.
- **Mt. Vernon:** Wanda Tinney, part time clerk, submitted her resignation effective July 19, 2017. We have posted the position and hope to fill it before she leaves.
- **Purdy:** Terry Canady's last day was May 22, 2017. Jennifer Frazier has been hired to fill that position until the end of the summer with a start date of May 25, 2017.
- **Regional Office:** Noah Helterbrand submitted his resignation effective June 27, 2017. We are exploring the possibility of outsourcing certain parts of our technology department. Note: After discussion, Director Milburn was asked to contact network consulting companies for quotes. She will compile the information and send it to the board to review.

##### **Maintenance:**

- **Marionville:** At the end of May, the branch was struck by lightning twice causing damage to the electrical system, outside lights, and to several computers. The total cost of the repairs was estimated to be \$4,690.81 (\$2,453.81 electrical, \$2,237 computers). We submitted a claim to our insurance provider to help cover the expense of the repairs. After our \$1,000 deductible we received a check from the insurance company for \$3,690.81. Post Electric was hired to repair all the electrical issues.



• **Mt. Vernon:** During a storm in late May, in the northwest corner of the parking lot, a tree split and fell onto the car of Supervisor Rinker. Shields Tree Service has been hired to remove the tree.

**Board Appointments:** Jan Vaughn, Lawrence County, has been re-appointed to another 4 year term ending in 2021. We have an open position in Barry County that was vacated by Felicity Nesbitt.

**Missouri Public Library Director's Conference:** Director Milburn attended the Missouri Public Library Director's Conference held June 1-2 in Columbia, MO. Items discussed included MALA Update, Missouri State Library Update, and National Library Legislative Date. MOREnet trainer Joey Bryan provided us with information about STEAM activities in the library involving robots and coding. Barbara Reading, state librarian, announced her retirement.

**Branch Evaluations:** Joyce Frazier and Director Milburn completed evaluations of all the branch locations this month. At this time there are no major issues other than several locations need to be weeded to provide additional shelf space. Purdy is the worst and will be addressed by the end of the summer.

Motion made by Jan Vaughn to accept the Director's Report, second by Charles Peiter. All members present voted in the affirmative. Motion carried.

#### **NEW BUSINESS:**

**Mt. Vernon Storm Damage:** On May 25, 2017 Director Milburn reported to the board by e-mail or phone calls that Mt. Vernon Supervisor Cindy Rinker's car was damaged on May 19th when a storm moved through the area. The tree in the northeast corner split and fell on her car. The insurance company was contacted to see if the library's insurance would cover any or all of the damage. Unfortunately it was considered an "Act of God" and therefore not covered. She shared the estimates to repair the car (\$3,979 and \$4,866)—both of which were more than the value of the car (\$1,533). Director Milburn asked the board to consider compensating Ms. Rinker for part or all of the damage. After discussion the board members were asked to vote by e-mail or phone to provide compensation to Ms. Rinker in the amount of \$1,000 or \$1,500 for the damage. Julie Vaughn abstained. Gina McIlrath, Jan Vaughn, Charles Peiter, Ruth Buchner and Marilyn Carey voted to pay her \$1,500. Ann Hall voted to pay her \$1,000. After discussion, a motion was made by C. Peiter, second by Julie Vaughn to ratify the e-mail/phone poll to approve a \$1,500 payment to Cindy Rinker. All members present voted in the affirmative. Motion carried.

#### **Request for Full Time Status (and Insurance) for Eagle Rock/Shell Knob**

**Supervisor:** On May 22, 2017 Director Milburn requested an e-mail vote to upgrade the branch supervisor position at Eagle Rock/Shell Knob to full time. Jennifer Cochran is presently in this position and is working 32 hours. She is the only supervisor in the system that is supervising two branch locations in a part time position. An upgrade to full time would also come with full health, dental, and vision insurance benefits. Julie Vaughn, Marilyn Carey, Jan Vaughn, Charles Peiter, Regina McIlrath, and Ann Hall voted yes. After discussion, Jan Vaughn made a motion to ratify the e-mail poll to approve upgrading the Eagle Rock/Shell Knob Branch Supervisor position to full time, second by Charles Peiter. All members present voted in the affirmative. Motion carried.

**Report of Nominating Committee Report/Election of Officers:** The nominating committee met prior to the meeting to discuss the nomination of officers for 2017-

2018. The following board members were nominated to serve as board officers: Ann Hall—President, Gina McIlrath—Vice President, and Julie Vaughn Secretary/Treasurer. No other nominations were made from the floor. Motion was made by Jan Vaughn, second by C. Peiter to accept the nominated officers as presented by the Nominating Committee. All present voted in the affirmative. Motion carried.

**Corporate Authorization Resolution:** Motion was made by Jan Vaughn, second by C. Peiter, to add Julie Vaughn—newly elected Secretary/Treasurer and Gina McIlrath—newly elected Vice President to be additional signers for all checking accounts and investments for the library district effective July 1, 2017. Director Milburn will be the primary signer and in her absence other signers will be the executive board members: President Ann Hall, Vice President Gina McIlrath, and Secretary/Treasurer Julie Vaughn. All Members present voted in the affirmative. Motion carried.

**FY18 Meeting Dates and Times:** After discussion, a motion was made by Jan Vaughn, second by C. Peiter to keep the regular meeting date on the third Thursday of each month at 9 a.m. at the Pierce City Branch Library. All present voted in the affirmative. Motion carried. There will be no meeting during the month of July. The first scheduled board meeting of the new fiscal year will be August 17, 2017.

**Proposed 2017-2018 Budget:** Director Milburn shared several budget handouts for the board to review: income projections, budget income averages, expenditure projections, budgeted item breakdowns, capital/furniture/maintenance expenditure projections, staff health/dental/vision insurance projected costs, salary expenditure projections, and a proposed revised salary schedule. Director Milburn reviewed the proposed budget figures and discussion followed.

- Proposed tax revenue figures were based on the 2016-2017 income from county real estate/personal property taxes and the average overall increase in taxes over a 5 year period. Using the average overall increase has worked well for us as it provides a more realistic number. Assessments will not be received until late July or early August, so these numbers will need to be adjusted at the August meeting. Board Member Peiter also reminded us that all personal property is being re-assessed in both counties which may result in an increase in our tax base. State Aid this year is estimated at a rate of \$.38 per capita providing that the Governor does not withhold any funds. There may be little or no State Equalization again this year. Other income includes TIF distribution, donations, fines/fees, book sale income, e-rate refunds, and investment income. Income is projected to be \$1,555,705.

- The proposed budget for expenditures is projected to be more than the last fiscal year. This is due to the fact that we are seeing increases in many of our line items like utilities. We are also need to spend more on technology in order to meet the increased demands of staff and customers on our technology resources (wifi, internet, computers, etc.). Additional expenditure line items that were discussed included health/dental/vision insurance, staff salaries, utilities (water/sewer has increased dramatically), capital improvements (primarily money for a new vehicle), furnishings/equipment/maintenance, and technology. Expenditures are projected to be \$1,606,456. Once we have a better idea about our income projections in August we will make adjustments to bring this more in line with our income.

- As requested at the May 2017 board meeting, Director Milburn shared a plan to begin

adjusting base salary levels for staff. This plan also includes a new salary schedule with additional proposed positions. If the board decides to approve the plan it would not take effect until January 2018. The discussion was tabled until the August meeting. After discussion a motion was made by C. Peiter, second by R. Buchner to approve as presented the proposed budget of \$1,555,705 for income and \$1,606,456 for expenditures. All members present voted in the affirmative. Motion carried.

**Public Tax Levy Hearing Date:** Motion was made by R. Buchner, second by G. McIlrath to set the tax levy hearing date and time for Thursday, August 17, 2017, 9:00 a.m., at the Pierce City Branch. All present voted in the affirmative. Motion carried. Having no other business to discuss a motion to adjourn was made by C. Peiter, second by Julie Vaughn. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

There will be no meeting held in July. The next Scheduled Board Meeting will be held at 9:00 a.m., August 17, 2017 at the Pierce City Branch Library.

[Click to return to top of page](#)

August 17, 2017

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, August 17, 2017 at the Pierce City Branch Library. Present were: Ann Hall, Gina McIlrath, Ruth Buchner, Julie Vaughn, Charles Peiter, Marilyn Carey, Wendy Miekley, Computer Technician Lee Ann Rosewicz, Director Gina Milburn, and Administrative Assistant Joyce Frazier. Also present were guests Vicky Harp, Virlene Bennett, Cheryl Williams, Karen Foster, Anita Augustine, and Jeremiah Cook. Absent was Jan Vaughn. The meeting was called to order by President Ann Hall.

**PUBLIC HEARING TO SET 2017-2018 TAX LEVY:** As required, notice of the public tax hearing was posted in all ten branch locations, seven days prior to the hearing. The maximum authorized levy and last voter approved levy of 15 cents (.1500) per \$100 valuation was proposed on the annual pro forma report. After discussion, a motion was made by C. Peiter to set the tax levy for the 2017-2018 fiscal year at 15 cents (.1500) per \$100 valuation, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

**NEW BUSINESS:**

**New Board Member Introduction:** Director Milburn introduced new board member Wendy Miekley of Exeter, MO. Ms. Miekley is filling the Barry County Trustee spot vacated by Felicity Nesbitt.

**Cassville Children's Mural:** Vicky Harp and Virlene Bennett spoke to the board about the mural in the children's department that was done in memory of their sister, Becky Fischer. Becky Fischer was the Cassville Children's Librarian prior to her death in 2004. In the fall of 2015 the library moved around the teen section and the children's section in order to make the best use of space. This provided a much larger area for the children and a more private space for the teens. Unfortunately taller shelving had to be used for the teen material and part of the mural was covered with shelving and books. The library was careful not to damage the mural in the process. The shelving is secured to the wall just below the mural. Ms. Harp and Ms. Bennett asked that the board remove the shelving so that the mural could again be seen. While the board was sympathetic, they agreed that the shelving should remain as is. After discussion, Administrative Assistant Joyce Frazier suggested that we find or take a picture of the mural, enlarge it, and then frame it. The framed photo would then be hung in the new children's section for all to see. This was agreeable to all parties. Director Milburn and Administrative Assistant Frazier will work on this project and report back to the board.

#### **CLOSED SESSION:**

Motion was made by Julie Vaughn, second by C. Peiter to go into closed session for discussion of personnel and real estate. All members present voted in the affirmative. Motion carried.

No motions were made or actions taken during closed session.

Motion was made by R. Buchner, second by C. Peiter to return to open session after discussion of personnel. All members present voted in the affirmative. Motion carried.

#### **MINUTES AND REPORTS:**

**Minutes:** June 22, 2017 meeting minutes were reviewed. Motion made by Julie Vaughn, second by G. McIlrath to approve the minutes with one change—ratifying the e-mail vote for approval of the minutes on June 28, 2017. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the June and July 2017 financial reports and discussion followed. We ended FY 2017 (June) collecting more income than we budgeted. This was due mostly to an increase in donations and memorials, including a \$50,000 anonymous gift to the Monett Building Fund and funds donated for the Shell Knob Building Project. Our expenditures for the year totaled just under the amount that we budgeted. For July our income was \$17,359.48 and our expenditures were \$124,008.93. This is typical for the first month of the fiscal year. We have very little income beyond delinquent taxes, fines, fees and donations. We have sufficient funds in checking operations to finish the calendar year providing there are no major repairs or disasters to address. Motion made by C. Peiter to approve the financial report, second by Julie Vaughn. All members present voted in the affirmative. Motion carried.

**Officer Changes for Financial Accounts:** With changes to the elected officers, board member Charles Peiter and former board member Felicity Nesbitt have been or will be removed from all accounts including the safety deposit box account. Board President

Ann Hall and Director Gina Milburn will remain on all accounts. Gina McIlrath, Vice President and Julie Vaughn, Secretary Treasurer will be added.

- 1st State Bank—Checking account and four CD's.
- 1st Independent Bank—Two CD's (84 and 86)
- Simmons Bank—1 CD

As stated in last month's minutes, Director Milburn will be the primary signer and in her absence two of the three executive board members as outlined in the Corporate Authorization Resolution. A motion was made by Julie Vaughn, second by R. Buchner to approve the changes to the above mentioned accounts. All members present voted in the affirmative. Motion carried.

**Balance Budget Figures for 2016-2017:** President Ann Hall requested a motion to balance the budget figures for the last fiscal year ending with June 2017. Motion made by C. Peiter second by R. Buchner to balance the budget figures according to CPA standards for FY 2016-2017. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed the June, July, and 4th quarter 2017 statistics.

- June 2017: Cassville was first in circulation with 8,098 checkouts. Monett (7,753) and Mt. Vernon (7,439) came in second and third. Purdy (945) and Miller (918) have the fewest checkouts. Our average daily circulation was slightly higher than last year. Director Milburn discovered a discrepancy in the circulation counts. Earlier in the fiscal year, in an effort to automate computer signups, each branch was assigned a library card to record computer signups. Unfortunately these "stats only" counts were calculated in the overall circulation numbers. This issue wasn't discovered until it was time to do the annual statistical counts. Director Milburn backed out all of those numbers causing a slight drop in overall circulation. Moving forward in the New Year this has been addressed and the computer signups will no longer be counted in the overall circulation statistics.
- July 2017: Cassville continued to be first in circulation with 7,254 checkouts. Mt. Vernon (6,722) and Monett (6,290) came in second and third. Average daily circulation was about the same as last year. E-material circulation keeps growing. This month there were 2,427 e-material (e-books/e-audio) checkouts, about 400 more than last year. The library had a lot going on this month, especially with Summer Reading Club programming. The library provided 160 programs with 4,396 attendees.
- 4th quarter 2017: During the 4th quarter the library had 105,040 circulations, added 513 new cardholders, served 52,793 customers, had 9,643 computer uses, and provided 585 programs.

**Technology Report:** Computer Technician, Lee Ann Rosewicz reviewed the Technology Report:

- Ms. Rosewicz has taken over the handling of day-to-day technology needs for the library system and has been working with Director Milburn on how to proceed with the library's technology needs moving forward. The hiring of an outside IT Management company should provide the library with a more secure and stable network environment.
- The library is currently working with Layer3, an IT Management company to configure and install eight firewalls purchased with funds from the LSTA Technology Ladder Grant. A technician from Layer3, who is in charge of configuring the firewalls, came for

an onsite visit to both the RO and Cassville locations, Tuesday, August 15th. He verified information about our network to ensure proper firewall configurations. At this time Layer3 plans to begin replacing the firewalls Tuesday of next week.

- We are still trying to resolve some unknowns and determine how to proceed regarding several projects that the former IT Manager had begun, but not completed. Installing receipt printers at the branches, swapping out a couple of local servers, and setting up all branches on a Domain are the primary projects still to be completed.
- A new computer was purchased in July to replace the aging bookkeeping computer. The most current version of software used for bookkeeping will not properly run on the computer currently being used. We will be working with the accountant to set up the new computer and install the new bookkeeping software.

Motion made by R. Buchner to accept the Technology Report, second by W. Miekley. All members present voted in the affirmative. Motion carried.

#### **Director's Report:**

##### **Staff Changes:**

- Mt. Vernon: Kaitlyn Robinson (formerly of Miller) has been filling in for Wanda Tinney, who resigned in June. She will continue to work these hours indefinitely.
- Regional Office: Charlotte Eaton, full time material processor, will retire at the end of August after 22 years with the library. Her position has been posted and we hope to interview soon.
- Shell Knob: Donna Terry, part time clerk, resigned with an effective date of July 19, 2017. However, she will substitute on an as needed basis. David Pryor was hired to fill this position with a start date of July 27, 2017.

##### **Maintenance:**

- Aurora: We are having issues with the air-conditioning in the children's area. We hope to get this resolved soon.
- Miller: We had to replace the water heater.
- Mt. Vernon: The handicap door button assemble had to be replaced at the front door at a cost of \$1,600.

**Board Appointment:** Wendy Miekley of Exeter has been appointed to serve for Barry County. Her term will expire 2021. She replaces the position vacated by Felicity Nesbitt. All Board of Trustee positions are now filled.

**Veteran's Day:** The November 11th Veteran's Day holiday falls on Saturday this year. We would like to observe this holiday on the Friday before or the Monday after. The federal observance of this holiday is on the Friday before, November 10. After discussion, W. Miekley

made a motion to close the library on Friday, November 10 in observance of Veteran's Day, second by Julie Vaughn. All members present voted in the affirmative. Motion carried. The library will be open on Saturday November 11.

**Mt. Vernon Branch:** The library purchased storage cabinets for the meeting room using donated funds from the Mt. Vernon Turkey Trot.

Motion made by C. Peiter to accept the Director's Report, second by R. Buchner. All members present voted in the affirmative. Motion carried.

#### **OLD BUSINESS:**

**Firewall Quotes:** On July 17, 2017 Director Milburn requested that the board approve by e-mail the quote submitted by Layer3 for the purchase of new firewalls. We applied for and were granted a Technology Ladder Grant from the state to pay for the purchase of new firewalls and switches. We have a more than a year to complete this grant, but needed to move quickly with the firewall purchase because the license will soon expire on our outdated firewalls. The cost for the new firewalls is \$14,053.36 and \$1,500 to configure them. The grant will pay for 75% of the cost with the library responsible for 25%. Jan Vaughn, Ann Hall, Wendy Miekley, Gina McIlrath, Julie Vaughn, Marilyn Carey, and Charles Peiter voted yes. After discussion, G. McIlrath made a motion to ratify the e-mail poll to approve the purchase of the firewalls/configuration from Layer 3, second by M. Carey. All members present voted in the affirmative. Motion carried.

**Revised FY 2017-2018 Budget:** Revision to the 2017-2018 Operating Budget presented at the June 2017 meeting were discussed. The revisions were based end of year expenditures that have been made and the projected tax income estimates that have been received. Using handouts provided in the board members packets, Director Milburn reviewed the changes.

- **Income projections:** Actual income through end of June 2017 changed from \$1,606,980.34 to \$1,619,944.24. For the new fiscal year, state aid was calculated at an estimated rate of \$.38 per capita for an estimated total of \$28,000. We expect to receive more in current taxes because of the reassessed property values and new construction in both counties. Therefore the estimated income from current taxes went from \$1,189,916 to \$1,219,916. This is the next to the last year that we will collect e-rate refunds for telephone services. The amount that we should receive is \$4,059.73. The projected 2017-2018 income increased from \$1,555,705 to \$1,602,764.73.

- **Expenditure projections:** Slight increases or decreases were made to the following line items—salary (decrease), payroll expenditures (increase), audit/professional services (increase), conference/continuing education (increase), technology (decrease), telephone (increase), gas/electric (increase), health insurance (increase), furniture/equipment (increase) and capital improvements (decreased to \$0). The salary estimate for the IT Manager position was moved to audit/professional services to reflect the change from a person to a company. The expenditure projection decreased from \$1,606,456 to \$1,600,238.43.

- **Director Milburn reviewed potential changes to staff salaries and positions.**

- \* In order to prepare for the possibility of minimum wage becoming a “living” wage of \$10.00 per hour Director Milburn suggested that we proactively increase our library clerk starting wage incrementally over the next 5 years. At the present time the starting wage for clerks is \$7.70 (state minimum wage) per hour. She suggests increasing it to \$8.00 hour beginning January 1, 2018. If the clerks starting wage increased then the entire pay plan would need adjustment. Director Milburn then reviewed the proposed pay plan included in the board packet.

- \* Director Milburn requested that the Library Clerk position be renamed and upgraded to Library Assistant. As Library Assistants they would still be primarily responsible for circulation and shelving, but their duties would be expanded to helping with programs.

- \* Director Milburn reviewed the Salary Schedule for 2017-2018. There are several changes and additions to the schedule. Possible new positions were added to the schedule to prepare for the future, such as a Marketing/Social Media Manager,

Cataloger, and Maintenance Supervisor. We would fill these positions as the need arises and funding allows. The new salary schedule also make allowances for positions to be paid more depending on experience and education.

\* With the removal of the IT Manager position and the adjustments to salaries the proposed salary expenditure decreased from \$893,000 to \$838,940.43. If the board decides to keep all salaries and wages as is with no increases the salary expenditure would drop to \$799,811 with total expenditures dropping to \$1,561,109.

After discussion a motion was made by G. McIlrath, second by R. Buchner to approve the revised FY 2017-2018 Operating Budget figures including the pay plan adjustment, Library

**Assistant position, and the new salary schedule.** The pay plan adjustment, Library Assistant position and new salary schedule will not go into effect until January 1, 2018. The pay plan adjustment is contingent upon tax collections in December 2017. All members present voted in the affirmative. Motion carried.

**Purdy and Miller Branches:** Discussion tabled until next meeting.

### **NEW BUSINESS:**

**IT Managed Services—Review of Quotes:** With the resignation of our IT Manager in June we decided to explore using a company that provides managed network services. Five companies were asked to submit quotes: KPM Technology, J Mark, MOREnet, PC Solutions and Layer3. J Mark declined the offer to submit a quote. MOREnet and PC solutions did not provide a quote. KPM and Layer3 did submit quotes. Both provide similar services, and received favorable comments from references. Quote packets were provided to board members as part of their pre-board meeting reading packets:

- KPM was established in 1999 and is based out of Springfield. They have 8 full time staff and one intern. There were three levels of services quoted. Pricing per month is: Network Guardian (\$9,040), Remote Guardian (\$5,800), and Network Sentinel (\$2,020). The quote was for number of servers and number of PC's/Laptops.
- Layer3 has been in business for 15 years and are based out of Springfield. Their employee retention rate is in the top 1% of all Network Consulting firms in the United States. The library has the option to enter into a month-to-month agreement for an initial pilot period of 3 months at the same rate as an annual agreement. After the pilot period the library may extend the agreement for an additional 36 months. There were three levels of services quoted. Pricing per month is: Platinum (\$6,510), Gold (\$4,550), and Silver (\$2,850). The quote was for number of sites, servers and workstations. They offered a non-profit discount of 10% for the Silver and Gold levels and 20% for the Platinum level. The price of each level may rise or drop if servers are eliminated or workstations are added. There is an initial \$3,100 onboard set up fee. After discussion, a motion was made by M. Carey to approve Layer3 and their Gold level plan with a 3 month initial pilot period, second by W. Miekley. All members present voted in the affirmative. Motion carried.

**Proposed Personnel Policy Changes—Leave Time:** Earlier in the year we discussed the possibility of giving part time staff paid vacation and sick leave and full time staff personal days. Currently part time staff do not earn any leave time. We also discussed making changes to the full time vacation schedule and allowing new staff to take



vacation time before their one year anniversary date. Based on these discussions Director Milburn suggested the following changes to the vacation (7.1) and sick leave (7.3) policies and the addition of a personal leave (7.9) policy:

- **7.1 Vacation—full time:** Full time salaried employees would be allowed two weeks of vacation time, eligible for one week after completing the first six months of employment. Eligible for additional one week on anniversary date. Currently full time staff is only allowed one week of vacation after the 1st year anniversary. The vacation schedule is currently 1 year (40 hours), 2-5 years (80 hours), 6-14 years (120 hours), and 15 years and up (160 hours). Vacation schedule would change to:

- \* 1-5 years 80 hours/2 weeks

- \* 6-10 years 120 hours/3 weeks

- \* 11 years and up 160 hours/4 weeks

- **7.1 Vacation—part time:** Part time staff that work 20 or more hours would be entitled to vacation with pay. Temporary and part time (less than 20 hours) employees would not be eligible. Part time employees that work 20 or more hours per week would be allowed 20 hours of vacation after the one year anniversary date. Vacation schedule would be:

- \* 1-5 years 20 hours

- \* 6-10 years 40 hours

- \* 11 years and up 60 hours

- **7.3 Sick Leave—full time:** Changed rate of leave wording to “full time employees will accrue paid sick leave at the rate of eight hours per month.”

- **7.3 Sick Leave—part time:** Part time staff that work 20 or more hours would accrue paid sick leave at the rate of four hours per month. Sick leave may not exceed the maximum of forty eight hours per calendar year. Accrued sick leave is computed on a continuous basis and may be accumulated to a maximum of 192 hours. Temporary and part time (less than 20 hours) employees would not be eligible. As with full time employees, part time employees would not be allowed to take sick leave during the first three months of employment. However, sick leave would accrue at the rate of four hours per month from the beginning date of employment.

- **7.9 Personal Leave—full time:** Personal leave would be awarded to full time employees only. They would be eligible for two days per year. One would be awarded on January 1 (8 hours) to be taken between January 1 and June 30. The other one would be awarded on July 1 to be taken between July 1 and December 31. Personal leave would not be allowed during the first three months of employment. It must be taken during the allotted time frame and cannot be carried over to the next 6 months or to the next calendar year. An employee would not be paid for unused personal leave if employment is terminated.

After discussion, a motion was made by C. Peiter, to approve the 1st reading of the 7.1 Vacation, 7.3 Sick Leave, and 7.9 Personal Leave policies, second by G McIlrath. All present voted in the affirmative. Motion carried. 2nd reading motion was made by R. Buchner, second by W. Miekley. All members present voted in the affirmative. Motion carried. Leave policy changes and additions will take place January 1, 2018.

**Code of Ethics Resolution:** Motion made by C. Peiter, second by G. McIlrath to approve the Code of Ethics resolution to be submitted to the Missouri Ethics Commission. All members present voted in the affirmative. Motion carried.

**Annual Statistics for FY 2016-2017:** Director Milburn reported that overall our statistics are down in many areas from last year. This is due in part to a reduction in days and hours for all branch locations. Circulation for the system was 374,565. This is down from last year. However, e-material circulation has increased by more than 5,000 checkouts for a total of 25,517. Aurora, Cassville, Monett, and Mt. Vernon again are the biggest circulators with 72% of the overall circulation. We saw meeting room usage increase with 464 uses, up from 371 last year. Programming for children, teens, and adults continues to be popular. This year we provided 2,397 programs with 58,915 participants. Cassville and Mt. Vernon provide the most programs with 45% of the system total. Monett, Aurora, and Marionville follow up with 35%. In 2016-2017 we had 206,726 customers use our 10 branch libraries and many of these customers used our computers/wifi 49,588 times. We had 374 volunteers give 1,509 hours of service. The system owns 218,356 items that circulated 374,560 times. The average turnover rate per item is 1.83. The highest circulating category is DVD's with a turnover rate of 4.99 per item. Other top categories are fiction, large print, and books on CD. Overall, "entertainment" categories account for 81% of our circulation.

**Mt. Vernon Storm Damage Update:** Director Milburn shared a thank you card from Cindy Rinker, Mt. Vernon Branch Library. She thanked the Board for the compensation that the library provided for the damage to her car. The last thing that needed to be completed was the removal of the tree and stump. Both have been removed by Bridger Shields Tree Service for \$600.

**Tax Levy (April 2018):** The Board discussed the possibility of going back to the voters on April 2018 to get our tax levy ceiling reinstated to 20 cents per \$100 valuation. We all agreed that it might be easier to get our levy moved back to its last ceiling rather than asking for two additional cents (22 cents). Director Milburn has been reading a book written by Patrick Sweeney and John Chrastka of EveryLibrary called "Winning Elections and Influencing Politicians for Library Funding. In this book they provide lots of good information about how to move forward, including a timeline. We have until October to determine if we want to move forward. Until that time we will continue to talk to our communities about the library and gather names of people to serve on a Political Action Committee.

Having no other business to discuss a motion to adjourn was made by C. Peiter, second by R. Buchner. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

The next Scheduled Board Meeting will be held at 9:00 a.m., September 21, 2017 at the Pierce City Branch Library.

[Click to return to top of page](#)

## September 21, 2017

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, September 21, 2017 at the Pierce City Branch Library. Present were: Ann Hall, Gina McIlrath, Marilyn Carey, Wendy Miekley, Jan Vaughn, Director Gina Milburn, and Administrative Assistant Joyce Frazier. Also present were guests Karen Foster and Anita Augustine. Absent was Ruth Buchner, Julie Vaughn, and Charles Peiter. The meeting was called to order by President Ann Hall.

### **MINUTES AND REPORTS**

**Minutes:** August 17, 2017 meeting minutes were reviewed. Motion made by Jan Vaughn, second by G. McIlrath to approve the meeting minutes. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the August 2017 financial report and discussion followed. We are in that time of year when we collect very little in taxes. Our big tax collections will come at the end of the year. Our expenditures are right in line where they need to be. Motion made by M. Carey to approve the financial report, second by W. Miekley. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed the August 2017 statistics. Cassville was the big circulator this month with 6,967. Mt. Vernon came in second with 6,238 and Monett in third with 5,858. Purdy (635) and Miller (851) continue to have the lowest stats in the system. Overall circulation is down from August 2016. However, computer use is up with 3,680 uses and 940 uses of Wi Fi. In August we had 124 programs with 2,251 attendees.

### **Technology Report:**

- The contract to hire Layer3 Technology for the library's IT management was signed following last month's board approval. Director Gina Milburn, Administrative Assistant Joyce Frazier, and Computer Technician Lee Ann Santee met with three representatives from Layer3 on August 31st to begin the "onboarding" process. During the next several weeks they will begin to familiarize themselves with our current network by working with Technician Santee to gain information and access necessary maintaining it. It was decided that for simplicity, Technician Santee will be the primary contact whenever it is necessary to contact Layer3 for support, and Director Milburn and Administrative Assistant Frazier as secondary contacts.
- A Layer3 network engineer assigned to the library, Dave Brown, was able to successfully install new firewalls at the Regional Office/Monett on August 22nd, and the Cassville Branch on August 31st. He discovered that the TrendNet switches at most of the other locations need to be replaced before the firewalls can be installed at those locations in order for them to function properly. Layer3 is going to be working with us on deciding our best options for replacement.
- Due to necessary changes on the library's servers when replacing the firewall at the Regional Office/Monett location, and correct some issues with the library's internal network at the same time, all branches experienced some downtime with the circulation program and catalog. Customers were also not able to log into their online library

account for Overdrive's eBook service for a period of time. All those issues were resolved as quickly as possible and all the library's technical services are functioning properly now.

Motion made by M. Carey to accept the Technology Report, second by W. Miekley. All members present voted in the affirmative. Motion carried.

**Director's Report:**

**Staff Changes:**

- Eagle Rock: We hired an additional clerk to work 12 hours a week to help out at the branch, particularly during programming, illnesses, and for meetings. Jaime Coleman started in this position on September 7.
- Monett: Cathy Marshall, part time clerk resigned. Her last day will be September 29. Linda Lines has been hired to fill that position and to help out at the Purdy Branch. Her first day was September 7.
- Regional Office: Charlotte Eaton, full time material processor retired August 31. Elizabeth Slawson was hired to fill this position, but resigned after two days. After interviewing for a second time we hired Mary Amanda Gilmore to fill the position. Her first day will be September 25. On a happy note, Lee Ann Rosewicz, Computer Technician, got married on September 16. She will now be Lee Ann Santee.
- Shell Knob: David Pryor, part time clerk resigned August 30. Joanne Mankins was hired to fill this position with a start date of September 5.

**Policies and Procedures Manual:** After several months of work Director Milburn overhauled and updated the Policies and Procedures Manual (formerly the Policies of Government). Over the next several months we (the Board of Trustees) will be reviewing the revisions and additions. Once the board approves the manual Lee Ann Santee and Director Milburn will work to put the manual online so that we will no longer need to print additions or changes.

**Missouri Library Association Conference:** Janea Coker (Marionville Branch Supervisor), Jennifer Cochran (Eagle Rock/Shell Knob Supervisor), and Donna Lawson (Adult Services Library Assistant, Cassville) will be representing BLRL at the Missouri Library Association Conference in St. Louis, October 3-6.

**Staff Development Day:** Staff Development Day will be held, Monday October 9th. The library will close so that all staff may attend this day of training. This year it will be held in Monett at the Monett Museum from 8:30-5:30 p.m. Along with information sharing about BLRL items we will have AFLAC and Life Insurance Representatives on hand, active shooter training provided by Jay Jastal of the Monett Police Department, and guest speaker/trainer Will Stuck. Mr. Stuck will be presenting "Tell Your Story" and "Incorporating Passion into Your Programming" to the staff. We have invited area libraries to participate as well.

**Aurora Meeting Room Request:** The local Easter Seals group has asked permission to use the Aurora Branch's Meeting Room for some music therapy sessions. They would like to use the room on Wednesdays from 1-6 for the next 3-4 months. After discussion the board agreed that the Easter Seals group could use the room as requested as long as it doesn't interfere with library scheduled programs or routine public requests.

Motion made by Jan Vaughn to accept the Director's Report, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

## **OLD BUSINESS**

**Tax Levy Rate (Ratify e-mail vote):** When preparing to file the tax levy rate paperwork, after the August Board Meeting, Director Milburn discovered that the library tax rate dropped from last year. Since 2009 our permitted tax levy rate has been 15 cents per \$100 valuation. This year because of reassessments along with new construction our permitted tax rate was reduced to .01462 cents per \$100 valuation. This is due to the Hancock Amendment which prevents entities from having a windfall when there are reassessments. Because of the reduction we stand to collection a little over half of the increase discussed at the August meeting. Since we are conservative in our income estimations there is no need to adjust the annual budget. On August 18th, Director Milburn asked for an e-mail vote to set the tax levy rate at .01462 cents per \$100 valuation for the 2017-2018 fiscal year. After discussion, G. McIlrath made a motion to ratify the e-mail poll to set the tax levy rate at .01462 cents per \$100 valuation for the 2017-2018 fiscal year, second by Jan Vaughn. All members present voted in the affirmative. Motion carried.

**Purdy and Miller Branches:** Use of the Purdy and Miller branches is at an all-time low. Both are small branches in two of our smallest communities. We own the building in Miller and we are allowed use of half of the Purdy Community Center for our library. Both branches are within 5 to 6 miles of a larger branch and could be considered “bedroom” communities. In order to make the best use of our resources the board began discussion of the need to continue to operate these two branch locations.

- In August, Director Milburn ran circulation reports that showed all active library card borrowers for the past year. Miller had 212 active borrowers. 70 of them used other branches, primarily Mt. Vernon, and 142 used the Miller Branch. Purdy had 173 active borrowers. 86 of them used other branches (primarily Cassville and Monett) and 87 used the Purdy Branch.
- Both branches do very little programming. What programs they do have, have very low attendance except for the summer. In the summer, the Miller Branch works with the local elementary school and they bring their classes to the summer programs.
- Both branches have two computers each for the public and Wi Fi access for all. Miller averages about 50 uses of both per month and Purdy averages about 35 computer uses and about 20 Wi Fi users.
- The average attendance for the last fiscal year for Miller was 5,993 and for Purdy was 6,305.
- We collect taxes per county rather than by community. There is no way to truly know what each community contributes. Director Milburn shared with us some rough numbers using population figures and average property values. She also shared rough numbers about what is spent on utilities, staffing, insurance, etc. for each branch. It is basically a wash between the two sets of numbers.

Before any decision is made the Board asked Director Milburn and Administrative Assistant Frazier to look into the possibility of adding a bookmobile for the system. A bookmobile would give us the opportunity to serve unserved communities in the two county system as well as to continue to provide service in Purdy and Miller. The board also discussed the need to get community input about their respective branch libraries. No decision will be made until we have time to gather all necessary information and get input from these two communities.

## **NEW BUSINESS**

**Summer Reading Club 2017:** Janea Coker shared information about the Summer Reading Club and reviewed information about surveys that were collected. We had 179 programs and over 6,000 attendees. This is up slightly from last year. A total of 1,239 children (711), teens (113), and Adults (415) signed up to read in the program. Almost 900 readers completed the program, 64% children, 59% teens, and 91% adults. A total of 20,527 books were read by all age groups (14,858 children, 1,683 teens, and 3,986 adults). Overall the Summer Reading Club was very successful. We will start planning for next summer soon and will be looking at ways to make it even better.

**Lawrence County Hazard Mitigation Plan Resolution:** The library is participating in the Lawrence County Hazard Mitigation Plan. Mt. Vernon Supervisor, Cindy Rinker is representing the library on the committee. The Board was asked to adopt a resolution that recognizes the plan and demonstrates that the library is committed to achieving the goals outlined in the plan. After discussion a motion was made by G. McIlrath, second by M. Carey to adopt the Lawrence County Multi-Jurisdictional Hazard Mitigation Plan. All members present voted in the affirmative. Motion carried.

**Annual Report, FY 2016-2017:** Director Milburn reviewed the 2016-2017 Annual Report with the Board. The report contains a director's note, statistics, highlights of library news from the past year, financial summary, branch activity summary and the top 10 most circulated and requested books.

- **Statistics:** We saw a dip in circulation for the past fiscal year. This is due in part to the fact that we altered hours/closed Saturdays for all branch locations. Circulation of eBooks continues to grow. The total number of checkouts for the year was 374,535 with an additional 25,517 eBook checkouts. We had 206,726 customer visits and 49,588 uses of the computers and Wi Fi. We offered 2,397 programs for all ages with 58,915 participants (almost double last year).

- **Financial:** 88% of the library's revenue budget comes from taxes. About 11% comes from other sources such as fines, fees, gifts, book sales, and donations. State funding is no longer reliable and only accounts for 1% of our revenue. In expenditures, payroll and benefits are our largest items (64%). Library operations account for 23%, library materials for 12% and programming for 1%.

Having no other business to discuss a motion to adjourn was made by W. Miekley, second by M. Carey. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

**The next Scheduled Board Meeting will be held at 9:00 a.m., October 19 at the Pierce City Branch Library.**

[Click to return to top of page](#)

October 19, 2017

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, October 19, 2017 at the Pierce City Branch Library. Present were: Ann Hall, Gina McIlrath, Marilyn Carey, Wendy Miekley, Jan Vaughn, Charles Peiter, Ruth Buchner, Julie Vaughn, Director Gina Milburn, and Administrative Assistant Joyce Frazier. Also present were guests, Jennifer Cochran (Eagle Rock/Shell Knob Branch Supervisor), Donna Lawson (Cassville Library Assistant, Adult Services), and Anita Augustine. The meeting was called to order by President Ann Hall.

### **NEW BUSINESS**

**MLA Conference Report:** Jennifer Cochran, Donna Lawson, and Janea Coker attended the Missouri Library Association Conference (MLA) October 3-6 as representatives of Barry-Lawrence Regional Library. Ms. Cochran, Ms. Lawson, and Director Milburn (in Janea Coker's absence) shared information about the conference. All three attended a variety of workshops on various topics, such as genealogy, programming for the 22-30 age group, senior citizen's, MOREnet, presenter's showcase, Native Americans, surveys, etc. All three thanked the Board for being able to attend the conference and were excited to share their ideas with everyone.

### **MINUTES AND REPORTS**

**Minutes:** September 21, 2017 meeting minutes were reviewed. Motion made by C. Peiter, second by M. Carey to approve the meeting minutes. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the September 2017 financial report and discussion followed. We had \$31,235 in income this month. We collected less in delinquent tax and surcharge tax and as a result are down about \$27,000 as compared to last year's "year to date" totals. We just filed for e-rate funds and those should appear in next month's report. In expenditures we are right where we need to be. There have been no unforeseen expenditures this month. There will be a slight increase in the health insurance line due to adding two more full time staff to the insurance plan. We have the funds needed in checking to pay our bills until the end of the year as long as there are no major issues. Motion made by Jan Vaughn to approve the financial report, second by W. Miekley. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed the September 2017 statistics. Cassville came in first in circulation this month with 6,524. Mt. Vernon came in second with 6,111 and Monett in third with 5,353. E-material checkout continues to increase with 2,171 checkouts this month. Overall circulation is down from September 2016. The branches have been asked to submit ideas to help increase circulation. Computer use was 3,166 and Wi Fi 1,016. In September we had 221 programs with 4,215 attendees.

**Technology Report:**

- The library has been working with Layer3 during the onboarding process. They have been very responsive whenever there are questions or problems that arise.
- When attempting to install one of the new Meraki Firewalls at one of the branches with a TrendNet switch, Layer3 determined that those switches were going to have to be replaced before the Meraki Firewalls could be installed and function correctly. Layer3 presented a quote and ordered the switches for all locations getting the new firewalls. The new switches and firewalls were installed at the Aurora and Mt. Vernon branches October 17th. The remaining branches should be completed in the next 1-2 weeks.
- The Interim Report for the Technology Ladder Grant that enabled us to purchase the firewalls and switches at a 25% match was due October 16th and was submitted to the State Library as required.
- Director Milburn, Executive Assistant Frazier, and Computer Technician Lee Ann Santee have been discussing the fact that the TLC database contains a large number of customer accounts with library cards that have expired. These cards have not been renewed or used for many years. Ms. Santee ran a report that lists the expired cards at each location and any fine balance on the accounts. The board was asked to approve the deletion of those accounts with either a zero fine balance or a set minimum balance. The board was also asked to discuss how many years a card should be expired to be considered for deletion. After discussion, a motion was made by C. Peiter, second by Julie Vaughn to delete all expired cards older than 5 years with a balance of less than \$5.00. All members present voted in the affirmative. Motion carried.

Motion made by M. Carey to accept the Technology Report, second by W. Miekley. All members present voted in the affirmative. Motion carried.

#### **Director's Report:**

**Staff Development Day:** Staff Development Day was held, Monday October 9th in Monett at the Monett Museum. After a couple of fun ice breaker games we heard from our Life Insurance and AFLAC representatives. Then we shared BLRL information, mostly policy related. Jay Jastal of the Monett Police Department gave an active shooter training talk. His talk centered on how to keep staff and customers safe. After lunch our guest presenter Will Stuck presented two sessions: "Tell Your Story" and "Incorporating Passion into Your Programming". We learned a lot of useful information about how to share our story with community groups and individuals and how to provide useful and exciting programming to our customers. We wrapped up the day with the branches sharing ways we could improve circulation in the system.

**Library Audit:** Our auditor is running behind this year. He will present his findings at the November Board Meeting. Our audit is due to the State Library October 31 each year and to the State Auditor by December 31 each year. I contacted the State Library and received permission to submit it late.

**SCR Grant 2018:** After discussion with Janea Coker we decided not to apply for a 2018 SRC Grant. Ms. Coker will be working with the SRC committee to formulate a plan for next year's program.

**Shell Knob Bridgeway Plaza Annual Meeting:** The annual meeting was held October 10. This was Director Milburn's last year to serve on the board. The Shell Knob Library's assessment increased by \$75 to help offset utilities, maintenance, and



financial commitments of the plaza. The Bridgeway Plaza Board is still trying to formulate a plan to improve the service road to the back of the plaza.

**Bookmobile:** At the last meeting we discussed the possibility of purchasing a bookmobile in the somewhat near future. Joyce Frazier and Director Milburn looked at manufacturers, pricing and parking. If we purchase one that is between 23 – 28 foot long, brand new, then we are looking at somewhere around \$200-250k. There is nowhere to conveniently park this vehicle unless we build a structure on the new property. It is not feasible to park it in our current garage. We will table this item while we continue to look at options and will continue to run our pop up library with our newer van.

**Possible Donation:** We were approached about a possible anonymous donation to the Monett Building Fund. The anonymous donor requested that we provide some information about the building project and future needs, such as estimated costs and where the Regional Office will be housed. Ann Hall, Joyce Frazier, and Director Milburn met with our architect, Richard Werner to review the building plans. After discussion Mr. Werner will get back with us concerning new commercial building costs per square foot for the potential new building and renovation costs per square foot for the existing branch (potentially will become the Regional Office site).

**Library Card:** At the staff meeting the issue of requiring customers to present a library card in order to check out or use the computers came up. Several staff members felt that we needed to relax this rule for customers that forget their card or that they know (personally or because of frequency). Not requiring a card becomes an issue when we send substitutes that ask for a library card and then have customers upset because they are not usually asked for one. After discussion, the board determined that their preference is for customers to show their library card every time and that they should be encouraged to bring it with them. However, if customers don't bring their card with them, for whatever reason, then they should first be asked for a Driver's License or State issued ID. They should be reminded to bring their library card the next time they want to check out. If they don't have either a library card or ID then the staff could still look up their information in the computer providing that they can provide at least one or more of the following pieces of information. It would also be a good idea to make sure they have a photo on file and that the photo matches who they say they are.

- current address (has to match account)
- current phone number (has to match account)
- birthdate
- last 4 digits of Social Security Card number

Looking up their card with this information should be the exception NOT the rule. If they are unable to provide at least one of these four pieces of information then they can't checkout without having a card.

**Part Time Staff Benefits:** Based on the decision to allow part time staff to have vacation benefits we were asked for a ruling on how to fairly apply this to newer staff. After discussion we decided that new staff (with the library less than a year) would have to meet all the guidelines as laid out in the policy. They would not necessarily immediately qualify for vacation right at the start of the year.

**Marketing/Social Media Manager:** In order to make ourselves more visible in our communities Director Milburn thinks that it is time to do more in the way of marketing

our services. She recommends hiring a part time Marketing/Social Media Manager (20 hours per week) and revising the budget to include funds for marketing. We would add this position at the beginning of 2018.

**Purdy/Miller Branches:** As a part of the process in determining the fate of these two branch locations Joyce Frazier and Director Milburn have been discussing the possibility of doing drastic renovations that would turn these branches into “entertainment” branches. Each would have less of a general collection and focus mainly on popular reading material with more lounging/reading/studying space. They propose starting with the Purdy Branch location.

Motion made by Jan Vaughn to accept the Director’s Report, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

### **NEW BUSINESS**

**DVD Checkout Limits:** At the staff meeting on October 9th staff requested that we increase the DVD checkout limit from 6 dvds to 10 dvds. After discussion M. Carey made a motion to raise the DVD checkout limit to 10 dvds per card, second by R. Buchner. All members present voted in the affirmative. Motion carried. Meeting adjourned.

After DVD discussion was concluded Julie Vaughn exited the meeting.

**Policies and Procedures Manual Revision:** At the September Board meeting Director Milburn handed out PPM revision packets. She has been working on updating and merging the current Policies of Government Manual and Procedures Manual. Once the board has reviewed and voted on the revisions the new PPM will be housed online for all to view and use. No paper copies will be printed.

In addition to the packets from the September meeting Director Milburn handed out an additional packet of changes and additions along with some minor revisions to the Personnel Manual. It may take a couple of meetings to review all the information provided.

The Board began with a review of the Personnel Manual revisions:

- Section 6.6 Travel and Continuing Education—minor changes to wording and added three forms: Mileage Travel Request Form, Mileage Travel Request Instructions, and Recommended Mileage Chart.
- 7.1 Vacation—minor changes to wording and added Vacation Request and Approval Form and Leave Request Form. The leave request form is an all in one form for sick, vacation, leave without pay, personal day, bereavement, and other type of leave time. It will be used in place of all other forms formerly used for leave time.
- 7.3 Sick Leave—minor changes to wording.
- 7.5 Leave without Pay—changes to wording about submitting and signing off on a request. Staff can request up to four days of leave without pay using the “leave request form”. For anything over four days, staff must submit a written request at least 30 days prior to the leave. The supervisor must sign off on leave without pay requests before submitting them to the Regional Office. The Library Director can approve LWOP requests from 1-4 days in length. Written requests for more than 4 days must be approved by the Library Board.
- 7.6 Bereavement Leave—minor changes to wording.
- 7.9 Personal Leave—minor changes to wording.
- 12 Employee Records—added Payroll Change Form.

Motion made by Jan Vaughn to approve the 1st reading of the listed revisions to the Personnel Policy, second by R. Buchner. All present voted in the affirmative. Motion carried. 2nd reading motion was made by C. Peiter, second by R. Buchner. All present voted in the affirmative. Motion carried.

After reviewing the revisions to the Personnel Manual, the Board began reviewing the new Policies and Procedures Manual. The new manual has been restructured into ten sections and includes procedures and forms as needed for each policy. The Board reviewed sections one through four:

- Section 1—General Information

- 1.1 Mission Statement—minor wording changes and added new mission statement.

- 1.2-1.4 and 1.6—no changes from original.

- 1.5 General Objectives—added Freedom to View Statement.

- Section 2—Board of Trustees Bylaws

No changes, except for Article VII (Trustee duties and responsibilities). Added a sentence at the end of number 12 to reflect that trustees are reimbursed for mileage expenses at the start of the fiscal year.

- Section 3—Administrative

- 3.1 Budget and Finances—added Governmental Accounting Standards Board statement.

- 3.2—no changes

- 3.3 Purchasing—minor wording additions and changes.

- 3.34 General Purchases and Maintenance Repairs—added sole source purchases statement.

- 3.36 Emergency Situations—added e-mail ballot as a trustee voting method.

- Section 4—Circulation

- 4.1 Library Cards—complete revision of this section.

- 4.12 School Card and 4.13 Organizational or Business Card—added Materials Lending Guidelines, Materials Lending Contract, Materials Lending Letter (School/Business).

- 4.2 Denial or Limit of Service—removed paragraph about collection agency since we are no longer contracting with UMS.

- 4.3 Lending of Library Materials—added subsection 4.34 Holds and 4.35 Staff Materials Borrowing.

- 4.4-4.5—no changes

- 4.6 Confidentiality of Library Records—revised policy.

- 4.7 Overdues, Fines and Fees, Suspensions—revised policy and added subsection 4.74 Electronic Payments

After discussion, a motion was made by W. Miekley to approve the 1st reading of Sections 1 – 4 of the Policies and Procedures Manual, second by C. Peiter. All present voted in the affirmative. Motion carried. 2nd reading motion was made by R. Buchner, second by Jan Vaughn. All present voted in the affirmative. Motion carried.

Having no other business to discuss a motion to adjourn was made by Jan Vaughn, second by C. Peiter. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

**The next Scheduled Board Meeting will be held at 9:00 a.m., November 16 at the Pierce City Branch Library.**

[Click to return to top of page](#)

**November 16, 2017**

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, November 16, 2017 at the Pierce City Branch Library. Present were: Ann Hall, Gina McIlrath, Marilyn Carey, Wendy Miekley, Charles Peiter, Ruth Buchner, Julie Vaughn, Director Gina Milburn, Administrative Assistant Joyce Frazier and Computer Technician Lee Ann Santee. Absent was Jan Vaughn. The meeting was called to order by President Ann Hall.

### **NEW BUSINESS**

**Auditor's Report, FY 2016-2017:** Accountant Kurt Krueger, CPA Group, gave a brief overview of their findings. All assets and liabilities were discussed. Based on the audit the library district is in stable financial condition and has no outstanding debt. No problems with accounting practices, financial records, or procedures were noted that would negatively impact the district's financial condition. During the discussion a couple of date errors were discovered. Mr. Krueger will correct those dates for the copy of the audit that is submitted to the state. During the discussion about our assets Mr. Krueger asked that we confirm with EFCO that they will honor their \$150,000 pledge to the Monett Building project before the end of the current fiscal year. This is necessary since the company recently sold to new owners. Once approved the audit will be filed with the State Auditor's Office, the County Commissioners, and the State Library. After the review Mr. Krueger exited the meeting. Motion was made by C. Peiter to accept the audit findings (with date corrections), second by Julie Vaughn. All members present voted in the affirmative. Motion carried.

### **MINUTES AND REPORTS**

**Minutes:** October 19, 2017 meeting minutes were reviewed. Motion made by Julie Vaughn, second by M. Carey to approve the meeting minutes. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the October 2017 financial report and discussion followed. This month's income reflects funds we received from A&E, State Aid, State Equalization and E-rate. We should receive a second round of state funds in the spring. This is the next to the last year that we will get e-rate refunds. In expenditures we are right where we need to be. There were no unforeseen expenditures this month. Motion made by Jan Vaughn to approve the financial report, second by W. Miekley. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed the October 2017 statistics. Cassville came in first in circulation this month with 6,462. Mt. Vernon came in second with 5,932 and Monett in third with 5,755. E-material checkout continues to increase with 2,416 checkouts this month. We are holding steady with circulation as compared to October 2016. Computer use was 3,409 and Wi Fi 1,097. Both computer use and Wi Fi use are up from October 2016. In October we provided 246 programs with 5,346 participants. Director Milburn briefly reviewed the 1st quarter statistical report. In the first quarter we circulated 93,790 items, had 9,847 computers uses, and provided 504 programs to 10,962 participants.

**Technology Report:**

- The new firewalls and switches were installed at Marionville, Shell Knob, Eagle Rock, and Pierce City on Tuesday, October 31st. All branches besides Miller and Purdy now have firewalls that are configured and managed by Layer3. This project will be complete once the switches at Cassville and Monett/RO are replaced.
- Layer3 has begun remotely installing some of their management software and a different antivirus software on the staff computers, circulation computers and servers that they will manage for us.
- Ms. Santee has been working with Youth Services Coordinator Janea Coker to research and develop a STEM program (Science, Technology, Engineering and Mathematics) for the young customers of the library. The library has purchased a LEGO Mindstorm Education EV3 system, a Snap Circuits kit and a few other similar teaching tools. These tools include equipment such as a compact programmable computer, small motors, sensors, and simple circuits to use for hands-on approach to improving children's STEM skills in exciting ways.
- The bandwidth upgrade for Shell Knob is scheduled for November 17th. This upgrade will increase their connection from 3 Mb to 5 Mb. A cable installer scheduled through Layer3 will be installing the cable that is necessary to complete the upgrade.
- The bandwidth upgrade for Eagle Rock is scheduled for November 29th. This will increase their connection from 3 Mb to 5 Mb.
- Two new Dell laptops were ordered for the Cassville Branch for staff to use for programming and for other work related tasks.

Motion made by C. Peiter to accept the Technology Report, second by R. Buchner. All members present voted in the affirmative. Motion carried.

**Director's Report:**

**Staff Development Day:** As a part of the staff development day in October we asked staff to come prepared with suggestions on how to increase circulation. We had many good suggestions, some that can be implemented right away, some that will take planning/funds, and some that just won't work (see handout). We also asked staff to provide responses to three statements: 1) What the Library Could Improve..., 2) What I Like About the Library..., and 3) I Wish Our Library/Community had... (see handout). The responses to these three statements and the circulation suggestions will be used to help us with some short term and long term planning. For example, there are two items that we are currently exploring: 1) color copiers (short term) and 2) electronic signage (long term).

**Color copiers**—We contacted four companies and got quotes from three. All of them work with different copier companies. All companies sell copiers that will also scan and print. They also print using a USB or wirelessly. Prices range from \$.016 per BW copy to \$.06 per color copy. Discussion and decision was tabled until the December meeting.

**Electronic signage**—We are looking at signs for our bigger branches. Electronic signs would give us the ability to better advertise our services and provide information to our customers. The price ranges from \$11,000 for a wall mounted sign to \$15,000 for a free standing sign. This is something that we should consider as funds are available. We could phase them in over a 4-5 year period.

**Marketing/Social Media Manager:** We posted this new position and have received some very good applications. We plan to interview the last week of November.

**Purdy/Miller Branches:** Rhonda Duff, Joyce Frazier, and Director Milburn visited the Purdy Branch Library to see what could possibly be done to rearrange the branch and provide more seating. We agree that the first step in the process is to weed both the Purdy and Miller Branch libraries. Once that is completed we will come up with a plan and timeframe to turn both of these into more current material "entertainment branches". Ms. Duff and Ms. Gilmore started weeding at the Miller Branch Library last week.

**Minimum Wage:** As of January 1, 2018 minimum wage will increase to \$7.85 per hour up from \$7.70 per hour. We have 9 clerical positions that are currently at \$7.70 per hour. We already have plans to address this as part of our proposed salary plan that will begin January 1, 2018.

**Possible Donation:** As reported at the October board meeting, we were approached about a possible donation to the Monett Building Fund from an anonymous donor. The donor requested that we provide information about the building project and where the Regional Office would be housed. As a part of that process our architect, Richard Werner, contracted with a company (with our permission) to provide us with a cost estimate for the future Monett Branch. The cost estimate is based on the plans that we already have for a 13,520 sq. ft. building and exterior space/parking. The estimated

cost, not including furnishings, is \$2,560,491 (\$189.39 sq. ft.). If we build on the new property site we would renovate the existing branch building for the Regional Office use. Mr. Werner estimated that it would be \$50-\$60 a sq. ft. for renovations. The existing building is 6,250 sq. ft., so the approximate renovation cost would be \$312,500-\$375,000. The combined costs of the two projects (not including furnishings) is estimated to be around \$3,000,000. This information was provided to the potential donor.

**Lawrence County Hazard Mitigation Plan:** The library was asked to submit a STAPLEE questionnaire as a part of the hazard mitigation plan that Lawrence County is working on. We had to rate our response to actions and strategies: distributing education materials on hazards, process to distribute education materials in other languages on hazards, make the location of best identified available refuge areas and safe rooms, and promoting the usage of NOAA radios and communications technologies.

Motion made by M. Carey to accept the Director's Report, second by R. Buchner. All members present voted in the affirmative. Motion carried.

## **NEW BUSINESS**

**Branch Hours—Request for Changes:** Aurora, Cassville, Miller, Monett and Mt. Vernon have requested some changes to the hours that they are open:

- Aurora—Current hours are Monday – Saturday from 8:30-5:30. They would like to be open on Mondays from 8:30-7:00 and only be open a half day on Saturday from 9:00 – 1:00. All other days and hours would remain the same.
  - Cassville—Current hours are Monday – Saturday from 8:30-5:30. They would like to be open on Tuesdays and Thursdays from 8:30-6:30. All other days and hours would remain the same.
  - Miller—Current hours are Monday, Wednesday, and Friday from 8:30-5:30. They would like to be open Monday, Wednesday, and Friday from 9:00-6:00.
  - Monett—Current hours are Monday – Saturday 8:30-5:30. They would like to be open on Mondays from 8:30-7:00 and only be open a half day on Saturday from 9:00-1:00. All other days and hours would remain the same.
  - Mt. Vernon—Current hours are Monday – Saturday 8:30 – 5:30. They would like to be open on Mondays from 8:30-7:00. All other days and hours would remain the same.
- After discussion a motion was made by R. Buchner, second by W. Miekley to approve the requested changes in hours for Aurora, Cassville, Miller, Monett, and Mt. Vernon to begin January 1, 2018. All members present voted in the affirmative. Motion carried.

## **Dental, Health, and Vision Insurance Renewals:**

- Health: The current Anthem Blue Cross Plan, Gold BLPref 2FRK will be replaced with Gold BLPref 2U3P. The plans are the same, except the new plan increases the out of pocket maximum from \$3,500/\$7,000 to \$4,000/\$8,000. The premiums are still age based and will go up 9.82% (less than the estimated 25% in the budget) beginning

January 1, 2018. There are 19 full time employees that are eligible for health insurance—13 are on the library plan and 6 are on different plans. Director Milburn recommends that we continue with the plan option as outlined above with a \$100 monthly contribution per employee.

- Dental and Vision: The library has used Delta Dental for the last several years for both dental and vision insurance. The dental insurance will increase 5.3% (budgeted for 10%) and the vision insurance will remain the same in 2018. The library pays the full premium for both dental and vision insurance plans for each full time employee. Full time employees can add spouse or child(ren) to the plan at their (employee) expense. There are no new changes to either the dental or vision plans. We will have the same coverage on both as we did in 2017.

After discussion a motion was made by G. McIlrath to accept the Vision Plan Renewal and to approve the increases to the Health and Dental Insurance Renewal Packages (effective January 1, 2018) as presented, second by C. Peiter. All members present voted in the affirmative. Motion carried

## **OLD BUSINESS**

Policies and Procedures Manual Revision: The board continued their review of the policies and procedures manual. They reviewed Section 5—Public Service, sub sections 5.1 – 5.7:

- 5.1 Photocopier, Microfilm/Fiche, Fax and Scanners—added copyright statement and fax procedures.
- 5.2 Internet and Computer Use—minor revisions and added “WiFi Use” Handout.
- 5.3 Telephone and Cell Phone Use—revised section concerning library landline phones and added a section dealing with customer cell phone use in the library.
- 5.4 Customer Comments—entire section is new, includes a customer comment form.
- 5.5 Conduct on Library Premises—revised entire section. Added general library behavior guidelines, added items to “Customer Rules of Conduct List”, added smoke free environment statement, and addressed petitioning and solicitation.
- 5.6 Unattended Minors—expanded and revised this section.
- 5.7 Accident/Incident Report—this section is new and includes an updated “Accident/Incident Report Form”.

After discussion, a motion was made by R. Buchner to approve the 1st reading of Sections 5.1 – 5.7 of the Policies and Procedures Manual, second by C. Peiter. All present voted in the affirmative. Motion carried. 2nd reading motion was made by W. Miekley, second by Julie Vaughn. All present voted in the affirmative. Motion carried.

Having no other business to discuss a motion to adjourn was made by M. Carey, second by G. McIlrath. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,



Joyce Frazier  
Recording Secretary

**The next Scheduled Board Meeting will be held at 9:00 a.m., December 21 at the Pierce City Branch Library.**

[Click to return to top of page](#)

**December 21, 2017**

The Board of Trustees of Barry-Lawrence Regional Library met for their monthly meeting on Thursday, December 21, 2017 at the Pierce City Branch Library. Present were: Ann Hall, Gina McIlrath, Marilyn Carey, Wendy Miekley, Charles Peiter, Ruth Buchner, Julie Vaughn, Jan Vaughn, Director Gina Milburn, Administrative Assistant Joyce Frazier, Marketing/Social Media Manager Greg Brown and guest Anita Augustine. The meeting was called to order by President Ann Hall.

### **NEW BUSINESS**

Introduction of new Marketing/Social Media Manager, Greg Brown: Director Milburn introduced Greg Brown to the board. Mr. Brown started as the Marketing/Social Media Manger on Tuesday, December 12. He brings a lot of experience to the position with a background in print, graphics, web design, and social media. After his introduction Mr. Brown shared a tentative marking plan for the upcoming. One of the main components of the plan is developing a brand for the library. He shared a logo and concept that he has already developed. There will be more to come about this in the coming months. With his portion of the meeting completed, Mr. Brown exited the meeting.

### **CLOSED SESSION**

Motion was made by M. Carey, second by Jan Vaughn to go into closed session for discussion of real estate. All members present voted in the affirmative. Motion carried.

No motions were made or actions taken during closed session.

Motion was made by W. Miekley, second by R. Buchner to return to open session after discussion of real estate. All members present voted in the affirmative. Motion carried.

### **MINUTES AND REPORTS**

**Minutes:** November 16, 2017 meeting minutes were reviewed. Motion made by Julie Vaughn, second by C. Peiter to approve the meeting minutes. All members present voted in the affirmative. Motion carried.

**Financial Report:** Director Milburn reviewed the November 2017 financial report and discussion followed. This month's income included delinquent taxes, fine collections, non-resident fees, LSTA grant fund payment, along with other misc. income. Our fiscal year to date is right on par with last year. We are right where we need to be in expenditures. There were no unforeseen expenses this month. Our big tax collections will begin to show in next months report. At that time we will work on assigning year end funds. Motion made by G. McIlrath to approve the financial report, second by C. Peiter. All members present voted in the affirmative. Motion carried.

**Circulation Statistics:** Director Milburn reviewed the November 2017 statistics. Cassville came in first in circulation this month with 6,131. Mt. Vernon came in second with 5,917 and Monett in third with 5,432. E-material checkout continues to increase with 2,460 checkouts this month as compared to 2,029 last year. Computer use was up with 3,242 and Wi Fi 872. Both computer use and Wi Fi use are up from November 2016. In November we provided 196 programs with 4,113 participants.

**Technology Report:**

- The bandwidth upgrades for Shell Knob and Eagle Rock are completed. They now have a 5Mb connection providing them with a faster network connection.
- The laptops for Cassville have been set up and are now in use by staff for youth and adult programming and other library tasks.
- Layer3 replaced the switch at Cassville and began work on changes to the servers at the Regional Office, December 20th. Once the server work is completed the switch at the RO/Monett location will be replaced as well.

Motion made by Jan Vaughn to accept the Technology Report, second by M. Carey. All members present voted in the affirmative. Motion carried.

**Director's Report:**

**Staff:** Greg Brown has been hired to fill the new Marketing/Social Media Manager position. His start date was December 12, 2017. He will work out of the Regional Office at the Monett Branch location.

**Possible Donation:** After the anonymous donor received information about cost projections for the potential new Monett Branch off of Cleveland Avenue they asked if the library would consider building downtown instead. Over the years we have looked at numerous locations in the downtown area. At the present time there is only one building site that could potentially house a library and still provide some parking. The donor wants us to consider restoring the building at this location. After discussion the board agreed that while they were willing to consider building downtown they were not interested in historic restoration of a building. Director Milburn will share this information with the anonymous donor,

**MPLD December Meeting:** The Missouri Public Library Director's group met for their annual December meeting at the Lake of the Ozarks December 7-8. Information provided included an update from the Missouri State Library, an update from Amigos, an update from MOREnet, a report from the Statewide Database Access committee, a presentation from EBSCO about linked data, information about the upcoming 2021 Missouri Bicentennial, and a talk from our attorney about record retention.

**Branch/Staff Evaluations:**

- Joyce Frazier and Director Milburn have almost completed the bi-annual evaluations for all branch locations. There are two branches in Barry County to finish. So far there is nothing major to report other than the fact that all branches that have been evaluated need to be weeded. Shelving space is always at a premium.
- The supervisors are working to complete annual staff evaluations by the end of the year.

**Tax Collections:** We received \$255,448 in current and delinquent taxes this month. This will be reflected in January's financial statement. This is about \$27,000 more than what we collected this time last year. The increase from year to year over the last three years is about the same. Our biggest tax collection checks will come in January 2018.

**Library Advocacy Day:** Library Advocacy Day will be held Tuesday, February 6, 2018 at the State Capital. We will meet at 9:30 a.m. for an orientation session, have lunch, and then visit with our local senators and representatives. Janea Coker and Director Milburn plan to attend to represent the library. Board members are welcome to attend as well. Please let Director Milburn know soon if you would like to attend.

Motion made by Julie Vaughn to accept the Director's Report, second by G. McIlrath. All members present voted in the affirmative. Motion carried.

**NEW BUSINESS**

**Julie McCollum—Vacation Request:** Julie McCollum, Youth Services Library Assistant at the Mt. Vernon Branch is requesting that her employment with the library be considered "continuous". Ms. McCollum first worked for the library as a full time employee from April 2010 to June 2013. After a year's break she returned to the library as a full time employee in July 2014 and has worked to the present. If she is granted "continuous" employment status she would be eligible for 3 weeks of vacation beginning January 1, 2018. She is the only full time library employee that is eligible for this type of request.

After discussion a motion was made by R. Buchner to grant Julie McCollum's request that her employment with the library be considered continuous and therefore eligible for 3 weeks of vacation beginning January 1, 2018, second by Jan Vaughn. All members present voted in the affirmative. Motion carried.

After the completion of new business President Ann Hall and Secretary/Treasurer Julie Vaughn exited the meeting. Vice-President Gina McIlrath took over the meeting in President Hall's absence.

## **OLD BUSINESS**

Policies and Procedures Manual Revision: The board continued their review of the policies and procedures manual. They reviewed Section 5—Public Service, sub sections 5.8-5 and Section 6—Collection Development.

- 5.8 Exam Proctoring—no changes
- 5.9 Reference and Information Services—new policy that outlines why type of reference and information service the library will provide.
- 5.10 Library Programs—new policy. Director Milburn asked that the board discuss whether or not we would allow presenters and authors to sell their material. After discussion it was decided that we would allow this for library presenters and authors. She also asked that the board decide if we would require program participants to fill out a photo release form. After discussion it was decided that we would not require this. Instead at the beginning of a program the presenter will make a statement that the library reserves the right to take photographs/video to be used on the library's social media sites, website, and/or printed marketing material. Participants may request in writing that their image not be used by the library. Director Milburn will make these changes to the policy for the next meeting. Participants that participate in a physical activity program will now be required to fill out an "Informed Consent and Liability Waiver Release Form for Participation in Physical Activity Program".
- 5.11 Outreach—new policy. Includes 5.111 Public Relations and the Communities, and 5.112 Relationship with Schools and Businesses.
- 5.12 Library Hours—new policy. Includes 5.121 Holidays—new policy that provides information about holiday closings for the library district.
- 5.13 Emergency Procedures—new policy. Includes 5.131 General Evacuation Procedures, 5.132 Threats to Building and Personal Security, 5.133 Fire, 5.134 Tornados and Thunderstorms, 5.135 Earthquakes, 5.136 Health Emergencies, and 5.137 Inclement Weather/Emergency Closing.
- 5.14 Procedures for Law Enforcement Inquiries—new policy to help staff deal with requests for information about customers and customer records.
- 5.15 Notary Services—no changes.
- 6.1 Statement of Purpose—revised.
- 6.2 Materials Selection—new policy. Includes 6.21 Censorship, 6.22 Customer Request for Reconsideration of Material (revised and includes revised form), and 6.23 Bindery.
- 6.3 Withdrawal and Disposal of Discarded Material—revised. Includes new withdrawal and reassignment procures for staff.
- 6.4 Gifts and Memorials—revised policy. Clearly states that the library does not accept, materials or monetary gifts that are not designated as an outright gift.
- 6.5 Copyright—new policy.

Readings of the new policies will be done when all policies have been reviewed by the board. We will continue at the January 2018 meeting until all new policies and revisions have been reviewed.

Having no other business to discuss a motion to adjourn was made by C. Peiter, second by Jan. Vaughn. All members present voted in the affirmative. Motion carried. Meeting adjourned.

Respectfully submitted,

Joyce Frazier  
Recording Secretary

The next Scheduled Board Meeting will be held at 9:00 a.m., January 18, 2018 at the Pierce City Branch Library.

[Click to return to top of page](#)