

Daniel Boone Regional Library
Minutes, Meeting of January 12, 2023

Call to Order, Roll Call and Determination of Quorum

Dorothy Carner, President, called the meeting to order at 6:00 p.m.

Daniel Boone Regional Library (DBRL) Board members in attendance were: Bradd Anderson, Margrace Buckler, Dorothy Carner, Susan Daly, Mary Fennel, Tonya Hays-Martin, Jean Howard, Cori Miller, Pat Powell, Jennifer Rodewald, Nate Suttentfield, and Khaki Westerfield. Kate Markie and August Nielson were absent.

Also in attendance were DBRL Executive Director Margaret Conroy and DBRL staff members Kirk Henley, Melanie Henry, Erin Magner, Mike Mullett, Nathan Pauley, Abbey Rimel, Eric Schmeck, Angela Scott, Jim Smith, Mitzi St. John, Lauren Williams, and various members of library staff.

Public Comment

Carner welcomed all guests and explained the guidelines for making a public comment.

Chriss Jones of 922 W Texas Ave, Columbia, spoke about the limitations of low wages.

Carner thanked Jones for her statement and many years of service to the library.

Minutes

Carner asked for corrections to the closed and open session minutes of December 15, 2022. Hearing no corrections, she declared both sets of minutes approved as written.

Monthly Reports

Director's Report: Conroy reminded the board that a table for 10 had been purchased for the Columbia Values Diversity Celebration. Conroy also shared that MLA Advocacy Day will be on February 7, 2023 in Jefferson City where the Missouri Secretary of State (SOS) would speak and library staff could meet with local representatives. DBRL Staff member, Otter Bowman, will be attending as she is the 2023 MLA President. Any members interested in attending either event could contact Conroy or Megan James.

Westerfield joined the meeting.

Conroy reported that carpet replacement has been completed at the Ashland and Fulton branches.

She also noted that her report features a more comprehensive update about the status of Excel Adult High School after the first graduation celebration in December. Many people do not know about the program, and Conroy and Magner were able to share information about it with Love Columbia who can refer their clients to it. With the funds raised by the Foundation and generous donations from other organizations, DBRL should be able to offer scholarships for at least a couple more years. In the future, DBRL may seek sponsorships from other businesses to continue the program.

The Foundation's annual campaign performed well this year. While there were fewer donors overall, individuals were making larger donations. DBRL's Development Director, who works with the Foundation and works on library grants, will be leaving before the end of January for a position at the University of Missouri. Recruitment for a new Development Manager will begin

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soon.

Conroy indicated that she had shared the thousands of comments the SOS received regarding his proposed Administrative Rule with the board. Whether the proposed Rule will be sent as is to the Joint Committee on Administrative Rules or altered as a result of the comments remains to be seen. The SOS has shared that he doesn't believe libraries have read the rules or they don't understand them.

Financial Report: Smith reported on December's preliminary financial report. For the Callaway County District, 99% of budgeted tax revenue was collected in 2022, and 102% was collected for the Columbia/Boone County District due to a change in collection patterns. The Boone County Treasurer has not yet reported the interest income received for November and December 2022, so Investment Interest on Taxes should be closer to the amount budgeted in the final report. Overall, Total Revenue has exceeded the budgeted amount for 2022. Salaries and Fringe Benefits remain under budget due to employee turnover, but the amount will increase due to the salaries payable that consists of hours worked at the end of 2022 that will be paid out in 2023. Total Expenditures are at 93% of the budgeted amount. This number will increase, but still remain under budget, once invoices that have yet to be received are accounted for.

Hays-Martin asked a question concerning the lease agreement for Holts Summit Public Library, and Conroy clarified DBRL's responsibility concerning the agreement.

Service Report: Conroy remarked that the statistics are showing the library is performing well, and the library feels busier. Outreach and programs have been successful despite not being at a full program schedule yet. Due to an uptick of COVID, the decision to decrease the number of programs is being left to the discretion of each department or branch, though masks are being recommended at programs.

Service Spotlight: InfoSec Training - Mike Mullett

IT Manager, Mike Mullett, shared that the internet can be a scary place, so he and DBRL's Network Administrator have looked for ways to educate staff and patrons through their interactions with staff. InfoSec Training was considered several years ago, but the training program is expensive. Through MOREnet, DBRL was able to obtain InfoSec for free beginning in 2022.

InfoSec Training begins with a blind test where no staff members are aware the training is occurring in order to determine the baseline of internet safety knowledge within the organization. This test was performed in June 2022 at DBRL, and though performance was better than expected, there is still room for improvement. IT ensured that staff knew the training was not meant to shame anyone, but rather to show that everyone can use training to have better internet safety knowledge. After the blind test, InfoSec created a syllabus for DBRL with various campaigns, which began in August. Miller asked if phishing emails were part of the training, and Mullett responded that a phishing campaign was one example that DBRL is currently completing. Each campaign takes weeks to complete. For the phishing campaign, DBRL is currently at a rate of 90%, which is a good performance rate.

Mullett remarked on the staff's willingness to come to IT when they have questions about the

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campaign or to ensure they are completing it correctly. He shared that he does not always agree with everyone at the library, but he has never met a group of people who care more about doing something the right way. That has been evident with the InfoSec campaign.

Mullett indicated that the program will be free for the first 3 years, then organizations can choose to resubscribe at a cost.

New Business

Missouri Public Library Standards: Conroy shared that the Missouri Public Library Standards were created by the library community for themselves beginning in 1996. The Standards are something for libraries to aspire or adhere to. They provide a framework for libraries and help compare to others. Their formatting was most recently updated in 2022. Internally, DBRL department managers will work through each section in the Standards to determine if the standard is being met or if it is something DBRL should aspire to as some things are not currently in DBRL's service realm such as 3D printers. The standards will also be used as development goals to work towards for departments or those employees who report to Conroy.

Once the managers have reviewed the Standards to determine where DBRL stands, Conroy will provide the board with an updated report. The Standards state that if a certain number of exemplary standards are met, the library can market itself as an exemplary public library in the state. DBRL currently meets nearly all the Standards, but there are some that could be improved upon.

Fennel shared that when she went through the document, she was proud of the library and thought of how big the job of the Director and those in every department is. She agreed that DBRL meets almost all of the Standards. Conroy agreed, adding that she can't wait to work towards meeting all the requirements. Once that goal is met, PR will share DBRL's exemplary status. She noted that everyone contributes to the library's success, and shared gratitude to fellow library colleagues for creating the Standards.

Policy 2-618 Responsibilities of DBRL Board of Trustees: Conroy reminded those present that the goal is to review or revise policies every three to four years. Policy 2-618 is part of administrative policies, and it is a public statement of the board's responsibilities. The suggested revisions consist of some minor language improvements and a statement about how the board delegates day-to-day responsibilities to the Executive Director. Conroy emphasized that this statement was added not to remind the board, but because appointing bodies in other areas have been appointing library trustees to advance their political agenda and interfere with library business. Conroy does not believe that will happen with DBRL, but it cannot be guaranteed. She recommends adding the statement, which is already present in the contract that establishes DBRL, to the policy to make it more public-facing.

ACTION: Powell moved, Howard seconded approving the recommended changes to Policy 2-618 Responsibilities of DBRL Board of Trustees.

Powell shared that she believes the addition of the Executive Director statement is important and brings to mind past events that the statement could be beneficial for. Rodewald added that the statement could protect the board as well because if they were involved in day-to-day operations

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then they could lose their limited liability. Hays-Martin asked a question about evaluating the Executive Director, and Powell responded that she believes it's implied.

ACTION: The motion passed.

Policy 2-620 Open Meetings and Records: Conroy explained that though no changes were recommended to Policy 2-620, she felt it was a good idea to review all policies. She indicated that DBRL's attorney had reviewed the policy and determined there were no substantive changes in open records laws that would conflict with the policy.

Meeting Options: Conroy reminded the board that they had discussed meeting formats in July 2022, specifically concerning a request to record and broadcast meetings. Since July, the meetings have been recorded and an audio has been posted to DBRL's website alongside the minutes. The board had asked to reconsider the recording option after a trial process. Conroy has researched how other, large libraries are holding meetings. Some are doing hybrid options, such as where a Zoom link is available, but none of them are making a recording of the meeting available after the fact. No requests from the public have been made asking for recording options. She noted that having options can be helpful for when board members are not able to physically attend, but wanted the board's opinion on how to proceed with making meetings accessible in the future.

Anderson asked if usage rates were available to see how frequently recordings were being accessed. Conroy stated that she does not currently have the data, but she will follow up with that information. Reports likely cannot determine how many people listened to the file, but they may be able to determine how often the file was opened. Sutenfield asked if Microsoft Teams had been considered since it has closed captions and potentially transcription options. Conroy responded that DBRL is not a Microsoft organization, and the minutes serve as the official record of meetings. Minutes are thorough and posted on the website once they are approved.

Conroy remarked that having a hybrid option is important because anyone can participate live if one is available. The question of making recordings available on the website is how often they are used. Making recordings available after the fact is not the library norm, though other agencies provide recordings such as the City of Columbia. Buckler indicated that the City's recordings are made available permanently. Conroy indicated that the recordings could lead to an obligation to maintain them in perpetuity, which means the library would need to ensure the files do not get corrupted and storage is maintained. Buckler added that they are likely subject to retention guidelines. Conroy agreed, adding that she believes this is why other libraries are not making recordings available.

Carner remarked that having the download or usage statistics would be helpful when deciding. Daly agreed that knowing if the recordings are being used is important, adding that a disclosure of policy indicating that the minutes are the official record, not the recordings, may be necessary. Daly also agreed that having a hybrid option available when needed is nice. Sutenfield asked if there were rules concerning hybrid options and how many members had to be present in-person. Conroy responded no, clarifying that all members in attendance, even virtually, were counted as present. Rodewald also noted the convenience of a hybrid option.

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Conversation concerning meeting options will be continued once more data regarding recording usage can be provided.

Other Business

There was no other business.

Staff Comments/Announcements

Rimel, DBRL's Outreach Manager, shared about the upcoming Winter Reading Program. The theme is Take Time to Take Care, and registration begins on January 16 and the program ends on February 24. A food drive to benefit local food banks will take place, as well as volunteer fairs in Columbia, Fulton, and Holts Summit. Participants can set their own reading goals, and the completion prize for adults is a DBRL ice scraper mitt.

Board Comments/Announcements

Powell shared that Tim Dollens had invited her to his presentation for the Tuesday Club covering the history of the library. She remarked that he did a tremendous job, as always.

Conroy announced that a card from previous Executive Assistant, Amanda Burke, was passed along to each of the board members thanking them for their going away gift. There was also a card for Hays-Martin sharing sympathy for her recent loss.

Closed Session Concerning Preparation, Including Any Discussions or Work Product, on Behalf of a Public Governmental Body or its Representatives for Negotiations with Employee Groups Under RSMo 610.021(9)

ACTION: Howard moved, Daly seconded entering Closed Session Concerning Matters of Legal Action as Authorized Under RSMo 610.021(1). Vote on the motion was taken by roll call: Anderson – yes; Buckler – yes; Carner – yes; Daly – yes; Fennel – yes; Hays-Martin – yes; Howard – yes; Miller – yes; Powell – yes; Rodewald – yes; Suttentfield – yes; Westerfield – yes. The motion passed.

Open session resumed at 6:45 p.m.

Adjournment

Hearing no further business, Carner adjourned the meeting at 6:45 p.m.

Minutes recorded by Megan James.

Susan Daly, Secretary