

WEBER COUNTY LIBRARY

BOARD OF TRUSTEES

MINUTES

Date: August 7, 2018

Board Members

In Attendance: Diana Allison
Kathleen Jensen
Judith Jones
Cynthia Mattson
Reed Spencer
Spencer Stokes

Board Members

Excused: Jim Harvey

Others in

Attendance: Lynnda Wangsgard, Library Director
Phoebe Carter, Assistant Library Director
Julia Valle, Business Office Manager
Bryan Baron, Deputy County Attorney
Evelyn Bertilson, Friends of the Library

Allison called the meeting to order at 5 p.m.

Public Comments:

There were no public comments.

Allison welcomed Reed Spencer to his first meeting as a member of the Board and asked him to introduce himself and tell why he had agreed to serve.

Spencer stated that he was pleased with the appointment because he has unique and intense feelings about literacy, reading, and kids. He pledged to be a committed member of the policy board who will pull his weight and do what he can to help advance literacy and good will toward the Library.

Others in attendance introduced themselves as well. Allison thanked Spencer for his willingness to serve.

Election of Library Board Chair:

The first item of business was election of a person to serve as Board Chair through June 30, 2019. Allison called for nominations.

Jensen asked if Allison would be willing to serve a second term, and if so, she wished to place her name in nomination.

Jones indicated she would like to second the nomination.

Allison indicated she was willing to serve, but two years is enough for the chair of any board. She would like another to take the reins during 2019-2020.

Stokes moved nominations cease. Jensen seconded the motion.

Allison asked if those present would like her to leave the room while they discussed the appointment. Hearing no response in the affirmative, she called for a vote on the motion. All voted aye.

Wangsgard thanked Allison for her willingness to serve as Chair for the coming term.

Approval of June 5, 2018, Meeting Minutes

Jensen moved approval of the June 5, 2018, meeting minutes. Jones seconded the motion. There were no corrections, deletions, or additions. All voted in the affirmative.

Commissioner's Report:

Commissioner Harvey had asked to be excused.

Director's Report:

North Branch Reopening

Wangsgard asked for comments on the reopening of North Branch.

Stokes noted he appreciated the virtual tour offered by R&O Construction.

Jensen said she was impressed with the lighting in the building; that is, how bright, cheery, and inviting it is.

Jones asked about the public response during the first week of operation.

Wangsgard noted the building was open only seven days in June. During that time, 10,560 visits were recorded, 16,957 books were borrowed, 681 library cards were issued, and 1,519 people used the public meeting rooms. With both the North Branch and Main Library now reopened for business, she predicted the number of items borrowed each month could soon exceed 250,000. The total for the month of June was 220,336.

Web Site Update

Wangsgard noted the Library, along with more than 1,000,000 educational and government organizations around the world, uses Drupal for Web content management. It is an open source

aggregating software with a framework that is very flexible in allowing updates by Library employees. Because of this flexibility, Library staff regularly improve the quality of the site.

During March of this year, users in various area of the U.S. and beyond began reporting issues with functionality on Drupal supported platforms. Drupal acknowledged a vulnerability in their code and issued a patch to protect sites from further damage from a "code execution bug." Library information technology staff immediately installed the patch.

During the first week of June, the Library Web site showed signs of being influenced by the rogue code. The site was immediately shut down and the expertise of the Library's service provider, ServerLogic, was engaged in evaluating options. ServerLogic reviewed the Library site, recovered the structure, and deleted all content that could have been compromised. Their work resulted in deleting almost two years of posts and updates to the site.

Wangsgard explained that recovering from the full system backups was not possible because the "rogue code" was engineered to lay dormant in infected sites for an extended period of time. It will never be known for sure, but it is possible that the code had been in the Library site for the better part of a year. As a result, the rogue script was in the site backups as well.

The Web site was the only component of the Library's technology systems compromised as it sits in an isolated security zone with other "public facing" components. This zone is highly restricted from having access to any internal systems, such as those used to manage the library bibliographic records, user data, and borrowing records. These critical systems sit behind a robust firewall and were not compromised.

The Web site came back online August 1st and employees were engaged in continuing to update and replace deleted information.

Future plans to secure and enhance the Web site included upgrading to the most recent software release, Drupal 8, and installing an appliance on the public facing side of the data center infrastructure to serve as a firewall. Drupal 8 will be installed later this year, or early during 2019, as staff time and resources become available. Installing the updated software will require some reprogramming of Library add-ons to the standard platform.

The new appliance had already been ordered. Installation will be coordinated with Trusted Network Solutions, the company that last year installed and updated the firewall for the non-public facing systems. Once the new appliance is installed, the Utah Education Network, the Library Internet access provider, will conduct penetration tests to evaluate the efficacy of the new protection device and identify any potential weaknesses, which can then be addressed.

Spencer asked if Library IT systems are operated separately from those of other County Departments.

Wangsgard noted the Library operates an entirely independent facility, designed and paid for in cooperation with other libraries and museums around the nation and throughout the world. It has little in common with the types of programs and services utilized and offered by other County departments. An independent performance audit several years ago recommended continued separation.

At one time, the Library had its own Caselle government cost accounting and human resource system, Wangsgard noted, but two years ago agreed to shut down the system and help pay for a new MUNIS integrated platform procured to serve all County departments with human resource and an accounting software package. The goal was to have the Library help leverage the cost of this robust platform for use throughout the County. This was an unplanned and unanticipated expense that resulted in a draw upon the Library fund balance. The Library now pays an annual access and use fee for the use of the MUNIS system which shows up as a portion of the "administrative fees" line item on the budget report.

Wangsgard noted that central governmental systems are wary of giving people the level of access to their computer systems that is routinely allowed in libraries. Almost 16,000 users were accommodated in Library public computer centers during the month of June. These community members connected to Web sites, downloaded documents, and opened emails and attachments with little regard for the potential problems that could result from their actions. Managing this type of specialized public computing service is best handled by in-house library experts and in cooperation with vendors who serve libraries large and small with products designed specifically for these specialized applications.

Spencer asked the name of the library integrated system (LIS).

Wangsgard noted the vendor is Innovative Interfaces, Incorporated (III). III has systems installed in approximately 10,000 libraries and museums in more than 60 countries. It employs hundreds of experts in the library field who develop and oversee technological solutions to library issues. In this way, libraries share the cost of these state-of-the-art applications.

Jensen asked why someone would want to infiltrate a library system.

Wangsgard noted that some libraries may hold personal or credit card data that would be of value to thieves. The Weber County Library does not hold valuable personal data and all payments for fines and fees are processed through a third party system, such as PayPal. In some cases, data bases can be locked up by rogue codes and then a ransom can be demanded to release valuable data. This is becoming an all too common occurrence with individuals who store personal information on home computers, resulting in the trend to move storage to "the cloud."

Invitation to Participate at the County Fair

Library employees were in the process of setting up their "Library Square at the County Fair," which was scheduled to open the next day (Wednesday) and run through Saturday. Commissioners had mailed complementary tickets to Board members who were invited to spend some time in the Square, meeting and greeting community members. Wangsgard noted the Fair offers an excellent opportunity to ask people for feedback about Library services and thank them for their support.

Weber Reads Kickoff and Other Upcoming Events

Weber Reads, the Library's community-wide reading program, will be kicked off at 2 p.m., on Saturday, September 8, on the north side of the Main Library's east plaza. The topic for study and discussion during 2018-19 will be the transcontinental railroad, culminating with the state-

wide celebration of the 150-year celebration of the driving of the golden spike that united the Union Pacific and Central Pacific lines just outside of Ogden. The kickoff program will be provided by affiliates of the Golden Spike Museum who will reenact the events of May 10, 1869. Stokes is serving as co-chair of state-wide Transcontinental Railroad Sesquicentennial celebratory events.

Weber County Heritage Foundation's annual home tour was also scheduled for September 8 and will be coordinated throughout the day on the south end of the Main Library's east plaza. Community members will gather in the Main Library activity center that day to learn more from architects about the design of homes to be visited on the tour. The Main Library renovation will also be front and center and tours of the facility will be offered to interested community members.

Stokes asked about the appointment of the Main Library mid-century modern furniture collection, wondering if it had been reinstalled and if any of it would be available for purchase at the annual surplus property sale.

Wangsgard noted that all the classic furniture has been reinstalled except for four Eames couches, which are still being restored. One couch, a chair, and two lamp tables that are not collectibles, and which were originally used to furnish the women's lounge, will be sold at public sale.

Stokes asked how much income the annual sale usually produced.

Valle noted that it typically netted around \$8,000 for all surplus items and donated materials, but during the past two years items that could not be repurposed for use in renovated libraries were sold as surplus, increasing the overall income. One last public sale will be held during September or October to turn over to the public items still stored at the old Southwest Branch building.

Spencer asked what happens to the income generated from the sale of surplus Library property.

Valle responded that it is budgeted as income under the line item "sundry revenue."

Jones asked if the annual book sale will continue now that the lower level of the North Branch has been reclaimed for public service space.

Wangsgard said the future of the annual sale is in doubt. Without the lower level at North Branch to store the books throughout the year and then host the sale, it would be difficult to continue the tradition. While the income will be hard to forego, the time it would take the staff and Friends of the Library, who also sell their items at the surplus property sale, to haul, store, and set up the event at a location outside of the Library System would not be cost effective. Other options for getting materials into the hands of community members were being discussed and vetted.

Mahjong classes were slated to begin at 4 p.m. on the first and fourth Thursdays of each month in the café at the Southwest Branch. The classes will be taught by Monyee Yip, Library Technical Services Manager, and Marlene Barnett, a former member of the Board of Trustees.

Financial Overview

Wangsgard reviewed the budget report current as of August 1, 2018, noting part time jobs were being combined into full time positions in order to be able to recruit and retain staff. Adding full time positions was adding to the costs for health and dental care. More than one-half of the Library workforce is still employed only part time. Adjustments will need to be made in 2019 budget request for personnel in order to accommodate maintaining a vibrant and competent staff.

Input on 2019 Operating Budget:

Bertilson asked about the hiring situation, and the cost of combining part time slots into full time positions. Can salaries and benefits be addressed in the Board's budget, she wondered.

Wangsgard said it will be extremely difficult to budget additional full time positions. Once fixed operating costs are addressed, such as utilities, building and equipment maintenance, office and special supplies, only two areas are available to balance the budget: "personnel" and "books and materials." Difficult as it is to withhold resources from employees, the book budget has to be protected.

On the other hand, she noted, the staff needs and deserves a break and a higher level of support. They are exhausted after seven grueling years spent developing and implementing the capital plan projects in addition to their regular jobs. Moving furniture, collections, and supplies at five locations, as well as changing the Library culture to facilitate the new third place programs and services, has taken a heavy toll.

Wangsgard said no one could explain the amount of effort it took to close the Main Library and then reopen it; let alone all the work done to open a new Headquarters; shutdown the old Southwest Branch; add parking at Ogden Valley; and completely shutdown, renovate, and reopen North Branch. It was impossible to acknowledge and communicate what it took from the personal and professional lives of the group. Employees were being assured that when the original Southwest Branch is completely vacated and turned over to Roy City, the staff can count on being able to get back to their "real jobs." We need to make it so, she said.

Stokes asked how many full time employee equivalents (FTE) are now assigned to the five locations.

Wangsgard did not know the exact count as employees work varied numbers of hours; some 40 per week, some 20-29 hours; and others 19 or less. The FTE, or 40 hour per week equivalent count, is approximately 120 at the five locations, including cleaning and maintenance staff who, like everyone else, are stretched extremely thin. During review of the draft budget on September 4th, Wangsgard noted, the Board will have to decide what action to take in relation to funding personnel salaries and benefits.

Stokes said that aside from salaries and benefits, there is a need to recognize staff and the yeoman task undertaken over the past seven years. The projects are now coming to conclusion and the good work should be acknowledged and celebrated. The Board should do something to say thank you and recognize the sustained effort it took to bring all the projects in on time and under budget.

Board members brainstormed options for a celebration and will work on a plan during the next several weeks. The goal being to host an after-hours event during September or October.

Proposed Amendment to Bean-a-Colada Contracts:

The Board reviewed a proposed amendment to three separate contracts with Paper Lantern Investments, doing business as, Bean-a-Colada. The goal was to help cover the shortfall in the café operations income. Increases in the prevailing wage for food service employees at Pleasant Valley Branch, Southwest Branch, and Main Library had eaten away at their hope of making a reasonable profit.

The vendors had paid full rent at each location through June, but they were asking for an adjustment because they were not able to maintain a stable and accommodating workforce for the wages they could afford to pay. With the current very low unemployment rate, turnover was causing service standards to be compromised. Board members reviewed their receipts and agreed an adjustment was in order. The cost of food service employees had increased significantly during the past year, making it difficult for the small business owner to compete with large commercial outlets who have increased wages significantly during the past year.

Stokes suggested a few easy things that could be done to help drive revenue and encouraged the Library staff to consult with the vendor to help them be successful. Cafes add so much to the Library experience, he noted, we should do what is needed to help the owners succeed.

Allison noted the Library is already a good partner in that few overhead costs are passed on to the operator. The Library provides equipment and utilities, the vendor provides employees, expertise, and the products they sell.

Mattson noted the menu does not have much to offer for kids. The vendor could be encouraged to make available something as simple as crackers and cheese for busy parents who want to grab a simple snack for their kids before continuing to run errands. She suggested the staff help the vendor build special menu items around events scheduled at the Library and encourage the café operator to adjust their offerings accordingly in order to change the dynamic of their balance sheet.

Wangsgard noted Commissioner Harvey suggested she consult with Jennifer Graham. Graham has significant expertise in working with food vendors who serve at events hosted at the Golden Spike Event Center. This consultation will take place after Graham and her staff complete their management of the County Fair.

Mattson wondered if the Board would like to put some teeth into the offer to lower rent by indicating they need to work with the staff to better market their products if they expect the Library to be a partner and adjust the rent. Maybe the menu may need to have some unique items at various locations.

Stokes said a couple of staff members should be assigned to consult with the vendor in order to help get the ship righted and convert traffic into sales.

Stokes made a motion to set the rent at \$400 per month per location: Pleasant Valley Branch, Southwest Branch, and Main Library. Jones seconded the motion.

Allison suggested Stokes consider amending his motion to include a period of time that allows for trying something new, perhaps for six months, and then have the Board again review receipts to see if progress is being made.

Stokes amended his motion to include a six month review. He also indicated Baron should write the amendment. Once it has been accepted and signed by the vendor's representative, Allison should be authorized to sign on behalf of the Board, and then Wangsgard should present the amendment for County Commission ratification. Jones accepted Stokes amended motion.

Baron summarized his charge noting the amendment was to address the change in monthly rent and note the need to work with the Library staff to promote and market the café. The Board will review the amendment in six months.

There being no further discussion, Allison called for the vote. All voted in the affirmative.

Consideration of New Library Board Policy on Food and Drink:

Board members reviewed and discussed a proposed policy that formalized long standing prohibition against bringing food and drink purchased outside the Library onto the premises.

After discussion, Spencer moved approval. Mattson seconded the motion. All voted aye.

Distribution of Library Board Policy and Administrative Procedures:

A collection of all Board Policies and relevant Administrative Procedures was distributed. Wangsgard noted that several policies with hash marks (_ / _ / _) at the bottom of the final page needed to be reviewed, revised, or reapproved during future meetings as time allows. Some needed changes are simple, such as recognizing the Library business office is at the Headquarters Library, rather than the Main Library. Other changes may be more substantive. Most policies are probably fine as they are but have been in service for an extended period of time and perhaps could be enhanced. She asked that Board members suggest at a later date the order in which they would like to undertake the reviews.

Other:

There being no further business, Spencer moved to adjourn. Jones seconded the motion. All voted in the affirmative.

The meeting adjourned at 7:15 p.m.

Respectfully submitted: Julia Valle 9/4/18
Julia Valle Date