



## **BOARD OF TRUSTEES MEETING MINUTES**

November, 2019

Society Hill Branch November 20, 2019

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### **OPENING OF MEETING**

- A.** The meeting was called to order by President, Bobbie Gardner, at 5:01 p.m. A quorum was met with the following members present: Warren Arthur, Gail Gandy, Bobbie Gardner, Gene Norwood, Lynette Moody, Vernessia Patterson. Member(s) absent: JoAnn Lee and Carolyn Marine.
- B.** The following visitors were present and recognized: Charlene McDonnough, Society Hill Branch Manager and Kelly Shull, Lamar Branch Manager.
- C.** A request was made by Jimmie Epling to make changes to the Consent Agenda to include an Executive Session to discuss Personnel Issues and to add to New Business the MacMillan Publishing Boycott. Warner Arthur moved to approve the changes, seconded by Lynette Moody, and carried to approve the agenda.

### **OPEN FORUM**

None.

### **CONSENT AGENDA**

- A.** Approval of Minutes - A motion was made by Gail Gandy, seconded by Warren Arthur, and carried to approve the September minutes.

### **FINANCIAL REPORT**

- A.** The Library's budget expenditure report from the County's Finance Department did not include our part time staff expenditures. Once again, the Finance Department has not separated the full and part time salaries, showing a total of \$248,426.71 for full time expenditures. Based on last year's full time salary expenditures, our current full time expenditure should be about \$120,000 at this point in the fiscal year. Part time expenditures should be about \$116,000 to \$120,000 at this point. Our budget expenditures are on target for the Library being a third of the way into the fiscal year.
- B.** The Fiscal Year 2019 expenditure and revenue report is attached. The report is based on unaudited 2019 financial information. Our expenditures were less than budgeted. We expended \$1,484,715.04 (99%, allowing for one encumbrance) of an adjusted budget of \$1,498,737.35. Our revenues from all sources were \$1,668,059.24. If the reported expenditures and revenues are correct, the Library will add an additional \$183,344.20 to its fund balance at the end of Fiscal Year 2019. The 2019 audit is now under way according to the Finance Department.
- C.** We may need to move some money around (e-rate) because of the issues we are having with our computer system. The cyber-attack hackers have struck again. Plans were underway to upgrade our system at Christmas time, but this has moved our plans ahead about a month. We've called in a consultant who is working with Antonio to rebuild our server from the ground up. We are decentralized with our

circulation system and our emails, so those are not impacted. Our public computers and print manager were impacted. It's been narrowed down to that area. The internet has been down for the public for two days so we could complete the rebuild. When it is done, we will have state of the art information technology at the Library. The consulting firm's cost is going to be about \$1700, or \$110 an hour for about 16 hours of work.

**DIRECTOR'S REPORT** – The Director's report included the following:

- A.** The Marketing Manager interviews were conducted on Wednesday, October 22<sup>nd</sup>. Four candidates were interviewed by Martha Brown (Hartsville Branch Assistant Branch Manager), Charlene McDonnough (Society Hill Branch Manager), Curtis Rogers (Communications Director, SC State Library), and me. Curtis was asked to participate due to his expertise in marketing. As part of the interview process, the candidates were given a "Simulated Marketing Assignment" to determine their skills in creating marketing materials. Darlington Circulation Clerk Angelica Vilberg was selected as the Library's first Marketing Manager. She is scheduled to begin work as the Marketing Manager on Monday, November 18<sup>th</sup>. She will have an office in Hartsville. We are looking forward to Angelica becoming our Marketing Manager.
- B.** The position of Darlington Circulation Clerk has been posted on the county's job website and on our Facebook pages.
- C.** The Douglas Lee Bush Meeting Room was dedicated in his memory on Saturday, October 19<sup>th</sup>. Over thirty friends and relatives gathered for the meeting room ribbon cutting dedication program honoring Doug Bush's service to the Hartsville Memorial Library. Doug's first job was at the Hartsville Memorial Library in 1971, continuing a family tradition of supporting the Library. In the decades that followed, he was an advocate for the Library as an officer of the Friends group and organizer of its book sale fundraisers. The speakers at the dedication were Board Vice-President Gene Norwood, Friends President Alexa Bartel, Doug's brother, David Bush, and me. Mr. Norwood, Ms. Bartel, Mr. Bush, and Doug's daughter Nicolette participated in the ribbon cutting for the meeting room. Ms. Bush brought an early photograph of Doug showing he was a reader at an early age. The plaque honoring Doug Bush for his service to the Hartsville Memorial Library was unveiled by Doug's brother and daughter. Those attending the dedication ceremony felt it was a very fitting tribute to Doug's service and memory.
- D.** The Library is receiving a grant from the State Library for an ADA compliance review for two of our facilities. Darlington was built in 1989, two years before the ADA requirements came into effect. The assessment will help us determine improvements we can implement to make it more accessible to those with disabilities. Hartsville will also be surveyed for compliance with ADA regulations.
- E.** The Library In-service day is March 27<sup>th</sup>, the fourth Friday of March. The in-service will be at the Darlington Country Club. The team building activity this year will see the staff involved in an "escape room" experience. Staff will be mixed and divided into four groups. The Director and Branch Managers will be observers watching how staff members react. The Director and Branch Managers will share their observations afterward. After the escape room experience, staff will go afterwards to the Darlington Country Club for lunch and training. There will be a cost for the escape room and use of the Darlington Country Club. It is going to cost us a little bit for the escape

room, but the staff will be mixed between the libraries and it will be a good experience to meet and get to know each other and their strengths.

**F. Cyber Security Challenges at the Library**

1. The first cyber security challenge came on August 14<sup>th</sup> when Administrative Assistant Christy Lamb discovered a problem with our Amazon account. Based on what occurred, she appears to have opened a legitimate appearing e-mail that allowed a hacker to enter her computer and create remote access to it through a common program called TeamViewer. Once in, the hacker waited until after hours to gain remote access, reset her e-mail setting to have all Amazon order acknowledgements sent to a spam folder, and then made several purchases using the Library's Amazon account and our procurement card account which was conveniently tied to it for payment. The intrusion was quickly detected and the few transactions made by the hacker were voided/cancelled or a fraud claim was filed.
2. The Library experienced a cyber-attack that impacted the server for the Pharos and Deep Freeze systems in particular on October 5<sup>th</sup>. The attack started when a user of the Darlington Branch Circulation Computer 2 opened an e-mail and inadvertently gave permission for a malicious software download. The hacker concealed the virus in an ordinary looking e-mail. After the software was installed, it was programmed to remove evidence of the installation at the time. Because of the age of the server software, the virus or worm was able to use a vulnerability or "back door" into the server. It then proceeded to encrypt all the files in the system, making them inaccessible. The only system impacted was the server controlling Pharos, our computer print management system, and Deep Freeze, which restores public computers back to their original settings. Neither functioned properly until the issue was addressed by IT Manager Antonio Fernandez and resolved in one day. There was a loss of statistics for computer use and computer use cards issued for a month.

**HOST BRANCH MANAGER'S REPORT** – The Society Hill Branch Manager Charlene McDonnough's report included the following:

- A. Society Hill Friends had its fifth annual murder mystery fundraiser dinner, "Death by Chocolate," on October 19<sup>th</sup>. There was chocolate everywhere. It was a big success with 60 people attending. The Friends raised \$700 that night. The next one is already being planned.
- B. I have not had any staff changes this year, thank goodness, and I am not expecting any in the near future. They are here for a while. They work so well together, I am so proud of my staff. I don't have to worry about my library when I am out of the office for a doctor's appointment or on vacation. They have it.
- C. The only issue we have is a leaning flag pole.

**COMMITTEE REPORTS**

No committee reports.

**UNFINISHED BUSINESS**

None

**NEW BUSINESS**

**A. Library Policy Manual Revision**

- 1. The Library’s operational policy manual was last revised in April 2009. Since that time a few necessary policy changes were brought before the Board for approval. There is now a need for a comprehensive revision of the Library’s policy manual. This revision process has begun with the presentation to the Board and select staff of a fifty-page policy manual draft. This first draft will be reviewed and revisions made and the second draft presented at the January meeting. The second draft will be reviewed and revised by the Board and select staff for a third and possibly final draft. The final draft will be presented to the Board for consideration and possible approval at its March meeting. The first draft was presented to the Board and the revision process discussed.

**B. 2020 Holiday Closing Dates**

- 1. The proposed 2020 closing schedule for the Library was presented to the Board. It was noted these dates are subject to change once the official holiday calendar for Darlington County employees is approved by County Council.
- 2. Two holidays this year, Independence Day and Christmas, have Saturday closing dates, but not Sunday. As we are open only three hours on Sunday, it will make scheduling staff at Darlington and Hartsville easier that week if we are closed. The Library’s Staff In-Service Day is traditionally the last Friday in March. This year it is March 27<sup>th</sup>.

New Year’s Day	Wednesday, January 1 <sup>st</sup>
Martin Luther King Jr. Day	Monday, January 20 <sup>th</sup>
Library In-Service Day	Friday, March 27 <sup>th</sup>
Good Friday & Easter	Friday, April 10 <sup>th</sup> - Sunday, April 12 <sup>th</sup>
Memorial Day	Saturday - Monday, May 23 <sup>rd</sup> - 25 <sup>th</sup>
Independence Day*	Friday - Sunday, July 3 <sup>rd</sup> – 5 <sup>th</sup>
Labor Day	Saturday - Monday, September 5 <sup>th</sup> – 7 <sup>th</sup>
Thanksgiving Eve	Wednesday, November 25 <sup>th</sup> Close at 5 p.m.
Thanksgiving	Thursday - Friday, Nov. 26 <sup>th</sup> – 27 <sup>th</sup>
Christmas*	Thursday - Sunday, Dec. 24 <sup>th</sup> - Dec. 27 <sup>th</sup>
New Year’s Eve	Thursday, December 31 <sup>st</sup> Close at 5 p.m.
New Year’s Day 2021	Friday, January 1 <sup>st</sup>

- 3. Motion for approval by Gene Norwood, second by Lynette Moody and carried to approve the holiday closings.

**C. 2020 Board Meeting Dates**

- 1. The Board of Trustees meets bimonthly on the third Wednesday at 5 p.m. The meeting site rotates between the Library's four locations.

2020	January 15 <sup>th</sup>	Hartsville Library
	March 18 <sup>th</sup>	Lamar Library
	May 20 <sup>th</sup>	Darlington Library
	July 15 <sup>th</sup>	Society Hill Library
	September 16 <sup>th</sup>	Hartsville Library
	November 18 <sup>th</sup>	Lamar Library
2021	January 20 <sup>th</sup>	Darlington Library

2. Motion for approval by Gail Gandy, second by Lynette Moody and carried to approve the Board meeting.

**D. Macmillan Boycott**

1. Macmillan Publishing has decided it will sell public libraries one permanent copy of an electronic book on its initial release date and not sell any additional copies for eight weeks. The publisher's belief is this will drive people who want to read an author's book to buy the electronic book. A number of libraries have decided they want to boycott Macmillan by not purchasing any its titles. The South Carolina directors' group voted to support the boycott as a group for 12 weeks. Director Jimmie Epling stated a willingness to support the boycott for 12 weeks and reassess the issue afterward. Warren Arthur stated that he wanted to go on record noting that this is not something that the Library should be involved in because of its political and activist nature. Unofficial approval was made to support the MacMillan boycott and reassess our participation after 12 weeks.

**PROPOSED AGENDA ITEMS FOR THE NEXT REGULAR MEETING**

None

**EXECUTIVE SESSION**

- A. Warren Arthur moved that the Board go into executive session at 5:50 p.m. with a second by Gail Gandy and carried to approve going into executive session to discuss the exempt / unexempt status of the Branch Managers.
- B. Warren Arthur moved that the Board go out of executive session at 6:20 p.m. with a second by Lynette Moody and carried to go out of executive session.
- C. Warren Arthur moved that adjustments be made to the salaries of the Branch Managers to maintain their exempt status as employees with a second by Gene Norwood and carried to approve the salary change.

**ADJOURNMENT**

Warren Arthur moved to adjourn the meeting with a second by Gene Norwood and carried to adjourn at 6:25 p.m.

**Respectfully Submitted**

Charlene McDonnough, Society Hill Branch Manager