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LIBRARY

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Board of Trustees of the Louisville Public Library
Board Meeting Minutes
June 17, 2024 6:06 PM

Board of Trustee members present:

Bill Jeffries, Courtny Aljancic
Angie Burick, Cindy Walton

Board of Trustee members absent:

Michelle Biery, Becky Kiko
Brian Kandel

Staff members present:

Brock Hutchison, Director
Deb Long, Assistant Director
Migdalia Soza, Fiscal Officer
Cheryl Foit, Custodian

1. The meeting was called to order at 6:06 p.m. by Secretary Bill Jeffries.
2. Public Participation – None

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Resolution of Recognition and Appreciation

Resolution # R57-2024

Passed: June 17, 2024

Director Hutchison announced to the Board of Trustees that Cheryl Foit, who has worked for the Library for 45 years will be retiring on July 9. A Resolution of Recognition and Appreciation was read at the meeting and presented to Cheryl Foit.

WHEREAS, the Louisville Public Library has been fortunate to have Cheryl Foit serve the library for 45 years.

WHEREAS, Ms. Foit has worked tirelessly to ensure the library is a clean and safe place for our customers.

WHEREAS, Ms. Foit has spent countless hours at Library service desks helping our residents.

WHEREAS, Ms. Foit has cataloged thousands of books that have been enjoyed by generations of our patrons.

WHEREAS, Ms. Foit has always been a, hard-working and reliable presence to the library's staff and customers and has always been a helping hand, no matter the project.

WHEREAS, the Louisville Public Library staff and Board of Trustees wishes to extend sincere best wishes and continued success and happiness to Cheryl Foit in her retirement.

THEREFORE, BE IT RESOLVED, that the Louisville Public Library Board of Trustees recognizes and appreciates the service of Cheryl Foit.

3. Additions/corrections to the Agenda / Correspondence to the Board of Trustees

a. July Board Meeting

Fiscal Officer Soza will be out of town during the Regular July 15, 2024 Board Meeting. The Alternative Tax Budget is considered during the July Board Meeting.

The Board can choose to:

Option A: Cancel the regular meeting and schedule a special meeting for the purpose of considering the Alternative Tax Budget.

Option B: Reschedule the regular July meeting.

R58-2024 Ms. Walton moved/Ms. Burick seconded a motion to approve option A and schedule the Special meeting for July 29, 2024 at 12:00 p.m.

ROLL CALL:

AYES: Angie Burick, Cindy Walton, Bill Jeffries, Courtney Aljancic

NAYS: None

Motion carried with all voting in the affirmative.

4. Motion to approve items on the Consent Agenda:

a. Approval of the Minutes:

i. May 20, 2024 Regular Board Meeting Minutes

b. Acceptance of Gifts, Honoraria, Reimbursements and Claims

Gifts, Honoraria, Reimbursements and Claims

Yoder Collision Depot Inc	Donation for New Bldg.	\$100.00
Linda & Floyd Lewis	Donation for New Bldg.	\$100.00
Linda Sackett	Donation for New Bldg.	\$25.00
Diane & Dan Johnson	Donation for New Bldg.	\$100.00
Karen Chambers	Donation for New Bldg.	\$100.00
Marsha Elkins	Donation for New Bldg.	\$500.00
Michael & Linda Raderchak	Donation for New Bldg.	\$300.00
FOL	Donation for New Bldg.	\$5000.00
	Total	\$6,225.00

c. Acceptance of the Staff Continuing Education Report

Brock Hutchison

- May 23 – SEO – Library Director’s Meeting
- May 30 – OLC – Library Director’s Town Hall Meeting
- June 5 – OLC – Legal Update
- June 12 – OLC – Ballot Issues Workshop

d. Acceptance of the Personnel Changes

None

e. Disposal of Inventory

None

f. Acceptance of the Monthly Statistical Report – May 2024

R59-2024 Ms. Burick moved/Ms. Walton seconded a motion to accept the consent agenda as presented.

ROLL CALL:

AYES: Angie Burick, Cindy Walton, Bill Jeffries, Courtney Aljancic

NAYS: None

Motion carried with all voting in the affirmative.

6. Report of the Fiscal Officer

a. Financial Report

The Financial Statements for all the funds for the month of May (Appendix A) and the Payment Listing (Appendix B) have been distributed to the Board.

b. Chart of Accounts

Added: None

c. Transfers from Contingency

\$25.00 To Other Communications, Printing & Publicity from “Back to my Roots” Gift Card Refund
\$1,135.87 To Programming for Ground Breaking expenses

d. Policy for Payment Re-Direct and Business Compromise Schemes

The following policy (Appendix C) is written to address Ohio Auditor of State Bulletin 2024-003 subject Payment Re-Direct and Business Compromise Schemes.

R60-2024 Ms. Burick moved/Ms. Aljancic seconded a motion to approve the policy for Payment Re-Direct and Business Compromise Schemes with any discussed changes.

ROLL CALL:

AYES: Angie Burick, Cindy Walton, Bill Jeffries, Courtney Aljancic

NAYS: None

Motion carried with all voting in the affirmative.

e. Louisville Public Library – Financial Policy & Procedure Manual

Resolution # R61-2024

Passed: June 17, 2024

POLICY:	Payment Re-Direct & Business Email Compromise Schemes Policy
CREATED:	06/13/2024
LAST REVISION:	06/13/2024
BOARD APPROVED:	06/17/2024

Purpose:

The purpose of this policy is to address internal controls and procedures in place with respect to Ohio Auditor of State Bulletin 2024-003 concerning Payment Re-Direct and Business Email Compromise Schemes. The Library is responsible for identifying and mitigating risk of exposure to such fraud.

AOS Bulletin 2024-003 Excerpt:

The Auditor of State’s Office has observed an increase in Ohio governments falling victim to Payment “Re-Direct” Schemes and business email compromise (BEC) schemes. This is a type of spear phishing attack that has the objective of “re-directing” money to a bad actor, a cybercriminal pretending to be a vendor or employee of the government and then re-directing funds into fraudulent accounts. In these BEC/”Re-Direct” schemes the cybercriminal impersonates a trusted vendor, business partner or employee in an email and requests a change to the bank account, investment account, or a transfer of funds to a specified bank account unaffiliated with the legitimate business.

*Ohio governments are increasingly falling victim to cybercrimes in the form of payment “re-direct” and business email compromise schemes. On March 9, 2023, the Auditor of State (AOS) issued an Advisory, alerting Ohio governments of an increase in cybercrime, providing guidance on what to look for as well as steps to prevent attacks. AOS is issuing this bulletin in response to the continuing reports of cybercrime activity. The following will set clear standards and expectations for Ohio governments and public employees regarding the handling of requests for payment re-directs. **Failure to follow the guidance in this Bulletin may result in an AOS finding when a loss occurs, and the employee is considered liable as a result of negligence or performing duties without reasonable care.***

Typically, these payment re-direct and business email compromise schemes are tailored to specific entities or individuals and are commonly referred to as a spear phishing attack. The cybercriminal’s goal is to deceive the entity or individual into sending funds or payments to compromised or false bank accounts – often by posing as a trusted vendor, financial institution, or another member of the compromised organization. The cybercriminal will closely mimic actual emails, invoices, vendor documents, bank accounts or other electronic communications to lead the entity or individual into believing the request to re-direct funds or deposits is legitimate.

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Often, in these cases, cybercriminals will breach an entity’s information technology system

through compromised email, attachments and malware only to then hide and wait for an opportunity to exploit. The email impersonation can happen at the start of an email thread or in the middle of a legitimate communication, with the cybercriminal compromising or impersonating an email account. When one email account is compromised, within or outside of the government, all parties on an email thread are at risk of becoming compromised. Unsuspecting Ohio governments, thinking they are dealing with a known vendor, financial institution or employee, process the payment re-direct or change banking information, without first independently verifying the legitimacy of the request and validating the identity of the purported requester. These schemes also include requests from employees to update or change their bank routing information for payroll and other employee directed withholdings. While many re-direct schemes occur through electronic communication (e.g., email), it is important to note that these same schemes can be initiated via telephone or physical paper requests as well. With advancing artificial intelligence technology, these cybercriminals can match voices and appearances electronically.

The increasing frequency of successful attacks have resulted in significant financial losses for governments. Accordingly, all government employees shall adopt a heightened sense of scrutiny any time they receive a request to change payment, investment or banking information. In addition, governments need to proactively train their employees and create an organization-wide culture of security to prevent fraud. Finance teams and/or employees processing invoices are the most vulnerable to this type of fraud as they often receive payment and re-direct requests. However, all employees should be aware of these fraud schemes as anyone can fall prey to a spear phishing attack that could open the organization up to further exploitation.

Policy & Procedures

The Library and its staff are responsible for compliance with the guidelines in the above-mentioned Auditor of State Bulletin. Failure to comply may result in employee(s) being held liable for losses as a result of negligence or performing duties without reasonable care.

Examples of fraud include, but are not limited to:

- “Vendor” emails requesting change of bank account for payment
- “Bank” emails requesting change of bank account information
- “Vendor” checks and/or ACH payments presented for payment that were fraudulent
- “Employee” emails requesting to confirm current banking information
- “Employee” emails requesting to change banking information

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Ways to identify payment re-direct and business email compromise schemes include, but are not limited to:

- Review the “employee” or “vendor” email address. Cybercriminals will often change something very subtle in an email address like adding an extra letter or digit.
- Emails or invoices that aren’t expected may be fraudulent.
- Emails or invoices that indicate a sense of urgency, including a positive (reward) or negative consequence for not acting quickly may be fraudulent.
- Sender email addresses can be reviewed for their “mailed-by”, “signed-by”, and “encryption” details. When these fields match the sender rather than standard settings like

“google.com” and “Standard TLS”, the sender could be fictitious.

- Emails with obvious misspellings or grammatical errors may be fraudulent.
- Targeted attacks may occur when a high-ranking official is not available to confirm requests. Social media can be used to establish when such an official is on vacation, for example.

Steps to perform due diligence to prevent payment re-direct and business email compromise schemes:

- **Reasonable Care:** Use reasonable care when considering legitimacy of requests to change any payment information or other changes to vendor or employee information.
- **Verify and Validate:** Never make changes to vendor, financial institution, or employee contact information or banking information without independent verification.
 - o Do not accept electronic requests to either confirm current information or make changes to current information.
 - o Do not use embedded email address(es) or phone number(s) from the email or physical communication in question for verification purposes of legitimacy of request.
 - o Do not accept payroll account changes from employees any way other than in-person.
 - o Do not accept requests to change vendor payment information electronically.
 - o Verify all address or contact information changes by calling the employee or vendor in question at a phone number on file elsewhere for the applicable individual or vendor.
 - o All changes to contact and/or payment information should be input and then reviewed by two separate employees.
 - o If an employee has questions concerning the legitimacy of an email, particularly those with attachments, they are encouraged to forward the email in question to the Technology Department for review.
- **Education and Training:** Staff should be provided opportunities for education concerning policies, procedures, recent threats, and best practices to mitigate risk.

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- **Positive Pay:** The Library should consider positive pay for check payments and ACH payments to provide risk control to physical check payment fraud as well as ACH/wire fraud.
- **Technology Policies:** The Technology Department should create policies to outline best practices for protecting sensitive data and systems. These policies should include information concerning password management, data encryption, software updates, and other security measures governing employee use of Library technology.

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7. Old Business

a. Major Donor Tours and Invitations

Director Hutchison mailed tour invitations and naming opportunities to potential major donors between June 5-7 and has not received any feedback.

The Board members brainstormed and discussed recommendations for a follow-up. They decided to text their recommended donors.

Director Hutchison will put together a template for the Board members.

8. New Business

a. Prevailing Wage Coordinator

R62-2024 Ms. Burick moved/Ms. Aljancic seconded a motion to appoint Library Director Brock Hutchison as the Prevailing Wage Coordinator for the New Library at Metzger Park Project.

ROLL CALL:

AYES: Angie Burick, Cindy Walton, Bill Jeffries, Courtney Aljancic

NAYS: None

Motion carried with all voting in the affirmative.

b. Levy Renewal Options

The Library's current 1 mil operating levy is set to expire at the end of 2025. This levy was renewed in 2020 for a five year term and has nothing to do with the new Library building. The levy is for the same term and amount, regardless of the building.

The Board may choose to run a renewal levy or a renewal and reduce levy for the current operating levy.

Issues may proceed to the ballot three elections prior to the end of the life of the levy. For the operating levy this means, the Board may choose to run a renewal levy in November 2024, May 2025 and/or November 2025.

If the renewal is successful, collection of the renewed levy does not begin until the 2020 renewal expires.

The Board members agreed not to place a renewal levy on the November 2024 ballot.

9. Report of the Library Director

a. My Calendar of Events

May 21 – Director’s Advisory Committee
May 22 – Interior Design Meeting
May 23 – SEO Library Director’s Meeting
May 29 – Grants Meeting
May 30 – Ohio Library Council Town Hall Meeting
June 4 – Rotary Board Meeting
June 5 – Ohio Library Council Legal Update
June 12 – Ohio Library Council Ballot Issues Workshop

b. Midlake Products – Library Carts

The Library is in need of several carts for the new Library. The current carts are older and multi-colored. Carts are \$450 per cart. Midlake Products has agreed to powder coat the old carts to refurbish them and make them match for FREE.

c. Library Maintenance

Cheryl Foit will be retiring on July 9, 2024 after 45 years of service to the Library. Donna Borkowski is going to fill in cleaning in the evenings after close. Director Hutchison believes this position will change in the new building and is putting in temporary measures to get the current building through, while saving money by not rehiring the same position for the remainder of this year.

d. Fundraising Update

The Library has currently raised \$579,536 which includes actual money, pledges and in-kind donations.

The donor leaf program has raised \$18,625.

Naming Opportunities have raised \$118,200 and \$7,800 in pledges.

Naming Opportunities Completed:

Children’s Area

Gardens A-D

Naming Opportunities Actively In-Progress:

Garden E

Grant Opportunities:

State of Ohio Capital Bill – Applied – Request for \$750,000

Doris and Floyd Kimble Foundation – Applied – Request for \$15,000

Norfolk Southern Thriving Communities Grant – Applied – Request for \$50,000

Ohio Department of Natural Resources (NatureWorks) – Application in progress – Waiting for State guidance on amounts available (likely between \$30,000-40,000)

e. Assistant Library Director

May 2023: 37 programs Total attendance: 952

May 2024: 33 programs Total attendance: 796

Summer Reading Program 2024: Adventure Begins at Your Library!

Attendance at June 1 Summer Reading Kickoff Party: 85

Prize packages:

- 1. Birding Adventures:** Paid subscription to the Cornell Lab or Ornithology bird identification app Merlin (including subscription to Living Birds magazine); bird feeder, bird seed, fields glasses, Birds of the Midwest identification guide, Backyard Guide to the Birds of North America & case
- 2. Beech Creek Adventures:** Individual or family membership to Beech Creek Botanical Gardens and Nature Preserve; 2 water bottles with gift certificates to have them sublimation printed in the Makerspace; pocket guides to wildlife and plants of Ohio
- 3. Stark Parks Adventures:** Individual or family membership to Friends of Stark Parks; Friends of Stark Parks backpack; hiking poles; 2 water bottles with gift certificates to have them sublimation printed in the Makerspace; beginner's Guide to hiking and backpacking; pocket guides to wildlife and plants of Ohio
- 4. History & Science Adventures:** Family Plus or Grandparent Plus membership to McKinley Presidential Library and Museum, including reciprocity with 250 other science museums in the US; history tshirt; Kids STEAM activity sets Glow n Grow Terrarium, Glow-in-the-Dark Crystal Lab
- 5. Theater Adventures:** 18 tickets good for ANY Player's Guild of Canton production of the 2024-2025 season; \$100 gift certificate to Samantha's restaurant in Louisville
- 6. Camping Adventures:** Queen-sized air mattress with built-in pump; 4-person tent; rechargeable power bank; budget camping guide; 2 water bottles with gift certificates to have them sublimation printed in the Makerspace
- 7. National Parks Adventures:** US Parks Pass; US Parks guide and journal; 2 water bottles with gift certificates to have them sublimation printed in the Makerspace
- 8. Science Adventures:** Family membership to Carnegie Museums of Pittsburgh; Magic Swirl Kaleidoscope Kit; Lost in a Jigsaw Diagonal Maze Puzzle
- 9. Photography Adventures:** Digital camera; case; Digital Photography Through the Year nature photography book
- 10. History Adventures:** Household membership to Ohio History Connection, including admission to 50+ historic sites and museums in Ohio; book Lost in Ohio; history tshirt

Upcoming One-off programs

June

- Monday, June 17 **Hiker Chicks Adventures on the Buckeye Trail** (Tricia Adkins) 6pm @ LPL
- Monday, June 24 **Stange, Weird and Unusual Vegetables** (Rudy Moyer) 6pm @ LPL (Rudy Moyer, Horticulture Manager, Pegasus Farms & OSU Extension Agent)
- Friday, June 28 **Off the Beaten Path with Auntie Kayte!** 2pm @ LPL

July

- Monday, July 1 **Adventure in Antarctica** (Wally & Susan Anderson) 6pm @ LPL
- Monday, July 8 **Family Learn to Draw** ("Drawing with Mark" video) 6pm @ LPL
- Monday, July 15 **Lost Cities** (McKinley Museum) 6-7pm @ LPL
- Saturday, July 20 **Dog Days of Summer** 12-2 @ LPL; crafts, activities and dog adoption from the Stark County Humane Society
- Monday, July 22 **Family Learn to Draw** ("Drawing with Mark" video) 6pm @ LPL
- Monday, July 29 **Bigfooting Adventures in Ohio** (Glenn Adkins) 6pm @ LPL

12. Adjournment

R63-2024 Ms. Walton moved/Ms. Aljancic seconded a motion to adjourn the meeting at 7:02 p.m.

Respectfully submitted,

Bill Jeffries, Secretary
Louisville Public Library Board of Trustees

Cindy Walton, Board Member
Louisville Public Library Board of Trustees