

Minutes of the SEO Advisory Committee Meeting

February 26, 2026

This Meeting was held virtually via Teams.

SEO Advisory Committee members in attendance:

Rebecca Wilden, MEC

James Hill, CHI

Laura Lee Wilson, WIL

Becky Coker, DUU

Jennifer Austin, CPL

Amie Hatfield, HMR

Michael Penrod, WOD

Sarah Clevidence, FIN

Sarah Frump-WCH

SEO staff attending:

John Stewart, Jay Miley, Janice Bond, Michael Postlethwait, Heather Miller, Ron Woods, Brenda Michel, Becky Hill, Nicole Brown, and Paula Clark.

State Library and State Library Board staff attending:

Mandy Knapp, Eric Maynard, and Eric Taggart.

Presenters:

Andrew Whitis and Katy Mathuews from OhioNet.

Welcome and Call to Order – James Hill

Chair James Hill called the Meeting to order at 10:31 a.m.

Approval of Prior Meeting Minutes

A motion to approve the Meeting minutes for October 24, 2025, was made by Laura Lee Wilson and seconded by Jennifer Austin. The motion carried unanimously. Approved minutes will be posted to the SEO Support Portal.

OhioNet – State Library of Ohio / SEO Strategic Plan Discussion

- Andrew Whitis from OhioNet conducted focus groups as part of the State Library's strategic planning process, collecting feedback through surveys sent in December and conducted in February.
- Advisory committee members unanimously agreed that investing in a new Library Services Platform (LSP) would make the biggest difference in serving patrons effectively by 2028, citing frustrations with the current system's workflow inefficiencies.

- Staff costs and finding quality skilled personnel emerged as the primary operational pressure, with members highlighting challenges in hiring unicorn employees who can handle multiple roles on limited budgets.
- Legislative involvement and control over library funding were identified as a significant vulnerability, creating pressure between adapting to community needs and satisfying political oversight.

Acceptance of the Financial Reports

- John presented the financial status showing Fund 4590 maintains a healthy operational reserve with a projected year-end cash balance of \$2,242,094
- Actual FY 25 receipts through January 31st show an increase of approximately \$161,000 over the FY 25 ending cash balance
- Revenue increases come from libraries moving between tiers based on operating revenues and non-member contracts.
- Fund 4590 remains financially stable with sufficient reserves to meet obligations and support FY 27 planning, including future technology evaluation.
- Total disbursements and encumbrances represent approximately 70% of the annual budget as of December 31
- Expenditures are tracking as expected, driven primarily by personnel costs and front-loaded contractual obligations.
- James Hill requested a motion to approve the financial reports. Michael Penrod motioned, with Sarah Clevidence seconding. The motion carried unanimously.

Old Business

SEO Technical Services Committee update

- The Technical Services Committee created 2,006 records in 2025 and completed their fifth round of training, with turnaround time for cataloging requests improved to approximately two weeks.
- Jay reported that the committee created 970 records for their own libraries and 1036 records for other member libraries in 2025
- The committee upgraded 443 records by converting brief vendor records to full-fledged MARC records in OCLC.
- Round five of technical services committee training began with MARC Basics training conducted with the Midwest Collaborative for Library Services in October.
- SEO conducted MARC review training to establish expectations for record creation
- Subject headings training was provided through Library Juice Academy as a four-week course with quizzes and tutorials.
- World Share Record Manager training began yesterday, with a second session scheduled for next Wednesday.
- Survey results showed 50% of participants felt moderately confident, and 50% felt a little confident after Library Juice Academy training.
- The biggest anxiety among trainees involves correctly applying indicators and subfield codes.

- Turnaround time for cataloging requests has improved from two months in 2019 to approximately two weeks currently.
- Approximately 18 core people are actively cataloging their own libraries, with about 10 people handling consortium-wide requests.

Project / Service Area update

RFP-

- The RFP for a library system was officially released in late January, with submissions due April 8 at 11:59 p.m., and 12 vendor questions have already been received, including inquiries from OCLC.
- No submissions have been received yet, which is expected given the extensive 20-page questionnaire that vendors must complete.
- Twelve questions about the document have been received from vendors, indicating they are reviewing and seeking clarifications.
- Clarifications were provided about sole source requirements, emphasizing that both proprietary and open-source ILS are encouraged.
- Security requirements mandate that open-source products include proprietary enhancements and be hosted in closed environments.
- OCLC submitted questions, which were surprising since they previously indicated they weren't selling their product.
- OCLC acquired a company and now offers its own ILS called WISE, originally developed in the Netherlands.
- A scoring committee will be established, with representatives from libraries of different sizes and regions, to evaluate submissions.
- Scoring will be based on functionality, pricing, and vendor reputation, with the highest scorer winning.

Format Lending Guidelines-

- Jay proposed creating a subcommittee to develop guidelines for different material formats regarding lending requirements.
- Current principles of cooperation state that everything should be lent unless it's a new material type, until a third of libraries have it
- Exceptions already exist for items such as hotspots, TVs, projectors, and launchpad tablets that cannot be shipped or are too proprietary.
- The subcommittee will create a document listing material types with yes/no lending decisions.
- Michael Penrod volunteered Michelle Raine, James Hill suggested Heather Van Gundy, and Rebecca Wilden volunteered to serve on the subcommittee.
- The document will provide clear guidance instead of case-by-case decisions from Nicole Brown and Brenda Michel.

IT Department

Security Updates-

- Ron reported that Windows Defender usage across workflow-monitored machines has declined to 19%, representing a significant improvement.
- Bitdefender, Trend Micro, and other deployments have replaced Windows Defender on 286 stations.
- Bitdefender is popular due to its availability on TechSoup at discounted rates.
- Windows 10 deployments are essentially zero, with 64% of workflow stations now on Windows 11 build 24H2.
- The remaining 35% are on version 22H2, which receives security updates until October and will automatically update before the deadline.
- Consortium members continue to take security requirements seriously by implementing full-fledged third-party antivirus systems.

Enterprise and SEO App Updates

- Michael Postlethwait reported SSL issues with Enterprise due to SirsiDynix's move to Cloudflare under Harris Computer Systems leadership.
- The Cloudflare implementation will improve performance, security, and uptime despite recent SSL handshake errors that have blocked patron access.
- Enterprise profile consolidation project completed successfully in January, with plans to deactivate branch profiles soon.
- The consolidation will reduce profiles from almost 300 to just over 100, improving performance and reducing administrative overhead.
- SEO Library app partnership with Solus continues with push notifications testing paused while Solus rebuilds its back-end CMS.
- Solus is committed to resuming beta testing once high-priority initiatives are completed.
- The partnership allows SEO to serve as a key development partner, with regular meetings up to the company leadership level.

ITMAAS Service Update

- John Stewart explained that the pilot project with the Guernsey County District Library began in January 2025 to provide comprehensive IT services.
- The pilot revealed that scaling up to multiple locations would be challenging, leading to a focus on cybersecurity services instead.
- House Bill 96's cybersecurity requirements influenced the decision to provide security-focused services rather than full IT management.
- The new service will focus on patch management, backups and recovery, and user protection training.
- Ron Woods detailed the services, including encrypted cloud backups, EDR antivirus monitoring, 24/7 SOC center monitoring, dark web ID monitoring, and Bullfish ID phishing training campaigns.
- The service aims to help libraries comply with House Bill 96 while providing essential security training and monitoring.

- Plans include expanding the offering beyond SEO members to other Ohio libraries, with help from the State Library of Ohio IT team, who are now reporting to John.

Cybersecurity State Library/SEO Pilot Project Update

- John described a partnership with DataServe to conduct network assessments at five pilot libraries, including Steubenville & Jefferson County, Tuscarawas, Hardin Northern, Minerva, and New Madison Public Library.
- DataServe performed layer-two network assessments, examined equipment and network cabling, and provided detailed reports.
- Lorrie Germann was hired to file E-rate applications based on assessment findings.
- Assessment results showed varying needs across libraries, with many requiring replacement of network equipment and updated cables.
- Steubenville will replace all Cat 5 cabling with Cat 6 at all locations, representing a significant six-figure investment funded through Category 2 E-rate money.
- The project revealed that many libraries had outdated equipment, limiting their ability to utilize OPLIN's gigabit circuits effectively.
- Plans include opening the project to more libraries next year, using federal funds for a larger-scale initiative.
- The project brought OPLIN into collaboration by sharing assessment reports and coordinating infrastructure improvements.

Library Relations

Visits-

- Heather Miller reported visiting Upper Sandusky Public Library, Steubenville & Jefferson County Public Library, Hardin Northern Public Library, and Mechanicsburg Public Library.
- Upcoming visits are scheduled with the Alger Public Library, the St. Clairsville Public Library, and the Dally Memorial Public Library.
- Library profile information settings are reviewed during visits to identify configurations that may no longer be needed.
- IT environments are documented with photos and equipment details for the SEO team review and planning purposes.
- The SEO Annual report will be distributed via listserv and posted on the support site.
- More than 500 zipper bags arrived for delivery operations. Thanks to Laura Lee Wilson for purchasing additional canvas and zipper bags

New Business

May Directors' Meeting Content Suggestions

- John announced that the May 22nd directors meeting will be virtual due to RFP activities and vendor demonstrations scheduled for the same time.
- The Meeting will run from 10 a.m. to 3 p.m., following the traditional advisory meeting format with the larger group.
- Content will focus on RFP updates, IT managed services, and the cybersecurity pilot project.
- Michael Penrod suggested keeping the agenda focused on consortium business rather than adding library programs and development topics.
- The group agreed to concentrate on core business matters to allow adequate time for discussion and questions.

Ballot Nominating Committee

- Sarah Frump's second term is ending, requiring candidates from Region 1 medium libraries to appear on the ballot.
- The committee discussed and identified potential candidates for the SEO Advisory Committee ballot, including primary and backup options for open positions.
- Laura Lee Wilson agreed to run for re-election.
- Becky Coker agreed to run for re-election.
- Potential candidates and backup options were also identified for the Region 2 small libraries position.
- Amie Hatfield motioned to approve the nominated candidates for the advisory committee ballot, with Michael Penrod seconding. The motion carried unanimously.

SearchOhio

- Mandy explained her background with Search Ohio from her previous role at Westerville Public Library, where she supervised the Search Ohio coordinator.
- Search Ohio is an interlibrary loan software serving 21 standalone libraries and four consortia, totaling 50 libraries.
- The service provides a bridge to OhioLINK, giving access to academic materials from 70+ college and university libraries.
- OhioLINK's migration to Ex Libris Alma required Search Ohio to move platforms, though technical issues remain.
- The State Library plans to take over administrative leadership from Westerville by January 2027.
- Potential benefits for SEO include lower costs than current WorldCat fees and greater control over interlibrary loan services.
- Current SEO WorldCat costs exceed \$60,000 annually, while CLC pays \$18,000 for Search Ohio membership.
- Academic materials would be accessible through the same delivery system used by OhioLINK and Search Ohio libraries.
- Michael Penrod expressed concerns about adding new services during the ILS transition period.
- Eric Taggart shared positive experiences with Search Ohio, access to OhioLINK materials, and faster delivery times compared to WorldCat.

State Library New Location Search

- Mandy announced plans for a two-fold approach to modernizing State Library facilities due to current building limitations.
- The rare materials collection will move to a specialized book depository with temperature and humidity controls, as well as powder fire suppression.
- Staff will relocate to a state-owned building in downtown Columbus since the depository has limited office space.
- Some collection materials will be stored at SEO, particularly items from former regional bookmobile centers.
- The current State Library building will be demolished for apartment development, as reported in recent news articles.
- The move represents a significant logistical challenge involving 1.7 million government documents and rare materials.
- John emphasized that SEO's position remains strong despite political challenges and funding issues affecting other library systems.

Items too late for the agenda

- Michael Penrod shared concerns he received regarding transit practices and hold ratios.
- Issues arose when staff from neighboring libraries checked out new books using override privileges and failed to return them.
- Small libraries with limited budgets are significantly affected when new materials are unavailable for extended periods.

Adjournment

- The Meeting was adjourned by the chair, James Hill, at 1:00 p.m.