

SEO Directors Advisory Board Meeting Minutes

May 22, 2026

This meeting was held virtually via Teams

Attendees

Advisory Board Members

- James Hill (Chair) – Chillicothe & Ross County Public Library
- Rebecca Wilden – Mechanicsburg Public Library
- Laura Lee Wilson – Huron County Community Library
- Sarah Clevidence – Findlay-Hancock County Public Library
- Amy Hatfield – Homer Public Library
- Becky Coker – Hardin Northern Public Library
- Jennifer Austin – Coshocton County District Library
- Michael Penrod – Wood County District Public Library

SEO Staff

- John Stewart – Director, SEO Service Center
- Jay Miley – Customer Service and Library System Manager
- Michael Postlethwait – Application and Integration Specialist
- Don Winland – Infrastructure and Security Specialist
- Ron Woods – IT Support Specialist
- Heather Miller – Library Relations and Training Development Manager

Partner Organizations

- Mandy Knapp – State Librarian, State Library of Ohio
- Jamie Pardee – Financial Officer
- Don Yarman – OPLIN
- Jay Smith – Ohio Library Council

1. Welcome - Call to Order - Introductions

Chair James Hill called the meeting to order at 10:04 AM. Advisory Board members, SEO staff, and guests introduced themselves.

2. Approval of Previous SEO Advisory Meeting Minutes

Motion: Becky Coker moved to approve the minutes from the previous SEO Advisory Board meeting of February 26, 2026.

Second: Laura Lee Wilson

Result: Motion carried unanimously.

3. Acceptance of Financial Reports

Jamie Pardee presented the financial report as of April 1, 2026.

Financial Highlights

- Salaries: \$108,400 budgeted with \$154,000 available.
- Estimated year-end cash balance: \$2.2 million, approximately \$150,000 above projections.
- Revenue projected at \$2.2 million, slightly exceeding budget.
- Expenses are trending on target with estimated total expenditures of \$2,059,000.
- All spending categories remain within budget parameters.

Consortium Fee Structure

- The fee formula adopted in 2011 continues to meet consortium operational needs.
- No fee increases are anticipated.
- Libraries will only experience fee changes if their operating revenue shifts into a different tier.

Motion: Michael Penrod moved to approve the financial reports.

Second: Rebecca Wilden

Result: Motion carried unanimously.

4. Partner Updates

State Library of Ohio – Mandy Knapp, State Librarian

Core Functions

The State Library continues to focus on:

1. Research library operations
2. Library grants administration
3. Library services provision
4. Distribution of devices for blind and dyslexic Ohioans

Facility Changes

- Approximately 2 million items are being relocated to a purpose-built high-density storage facility.
- The current First Avenue building is slated for demolition and redevelopment.
- Meeting room availability for outside organizations will be significantly reduced.
- The new facility will include a reading room for on-site access to materials.

Grant and Funding Updates

- LSTA funding remains fully funded through IMLS for the foreseeable future.
- The President's proposed budget would eliminate funding for IMLS, NEA, and NEH.
- The State Library remains concerned but less alarmed than during previous budget discussions.
- Library Leadership Ohio selected 32 participants from more than 90 applicants.

SearchOhio Administration

- The State Library is assuming administrative leadership of the 23-member SearchOhio consortium.
- Governance and bylaws development will occur over an extended timeline.
- Four consortia participated, including the Central Library Consortium.

OPLIN – Don Yarman

New Services

- Managed Branch Connection Services now include both fiber and cable options.
- Cybersecurity planning resources are available through Ohio government initiatives.
- The Local Hub Calendar will replace WhoFi for WebKit libraries, with implementation extended through September.

Compliance Updates

- New local government cybersecurity requirements are taking effect.
- Department of Justice website accessibility compliance deadlines have been delayed by one year.
- OhioNet continues to support libraries with E-rate Category 2 projects.

Statewide Database Exploration

- OhioNet is exploring a statewide pricing model for Gale Legal Forms, similar to NPR-style shared funding approaches.

Ohio Library Council – Jay Smith

Public Opinion Polling

Recent statewide polling indicated:

- 90% of Ohioans consider public libraries important.
- 87% believe they receive good value from library tax support.
- 71% view libraries as essential daily-service providers.
- Support for library funding remains bipartisan.

Legislative Updates

- House Bill 420 would eliminate continuing levies by 2029–2030 and has received committee hearings.
- House Bill 137 would allow taxing authorities to deny levy requests and remain stalled.
- The Ohio Checkbook Bill has passed the House and is moving to the Senate.

Resources

- Public relations materials are available through the OLC Member Information Hub.
 - Upcoming workshops:
 - HR 101 – June 16, 2026
 - Ballot Issues Workshop – July 9, 2026
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5. SEO Project and Service Updates

Cybersecurity Posture – Don Winland

Security Measures

- Palo Alto firewall protection blocked approximately 50,000 non-U.S. access attempts within a 24-hour period.
- IP whitelisting restricts database access to approved locations.
- Oakland MASQ services protect SIP connections.
- Splashtop monitoring is deployed in 71 libraries across approximately 800 workstations.

Network Statistics

- 104 libraries connect through roughly 150 separate networks.
- Peak usage reaches approximately 1,000 concurrent database connections.
- Daily backups are maintained in Atlanta, with weekly off-site backups at Iron Mountain.
- Migration to Microsoft Azure is planned to enhance backup and disaster recovery capabilities.

IT Management as a Service (IT MaaS) – Michael Postlethwait

Service Components

The service is built on the Kaseya platform and includes:

- Datto EDR
- Rocket Cyber

- Unitrends Backup
- BullPhish ID
- Dark Web ID

Pricing and Availability

- Cost: \$200 per workstation annually.
- Scalable by workstation or user count.
- Pilot implementation at Guernsey County Public Library was successful.
- Official launch is planned for July 2026.

House Bill 96 Compliance

The service supports:

- Board-approved cybersecurity programs
- NIST or CIS framework alignment
- Ransomware response planning
- Incident reporting procedures
- Required staff training

E-rate Cybersecurity Pilot – Ron Woods

Pilot Results

Participating libraries:

- Tuscarawas County Public Library
- Steubenville Public Library
- New Madison Public Library
- Minerva Public Library
- Hardin Northern Public Library

Additional updates:

- FCC Form 471 was certified on April 1.
- Funding decisions are expected during July–August.

- Vendor partners include DataServe, OMARISA, and S3 Technologies.
- A second round of participation has been confirmed.

Library Relations Update – Heather Miller

Outreach Activities

- Twelve member libraries visited during 2026.
- Common requests include cybersecurity guidance, IT assistance, policy examples, and staff training.
- The 2025 Annual Report has been completed and published.

Statewide Delivery Reminders

- Do not use staples on delivery materials.
- Do not stamp or write on materials owned by other libraries.
- Avoid overfilling delivery bags.
- Verify shipping labels before sending.
- Training videos are being developed for Niche Academy.

6. Library Services Updates

Lending Guidelines Revision – Jay Miley

Exempted Material Types

Libraries may choose not to share:

- Hotspots, laptops, and tablets
- Specialty equipment and traffic cones
- Museum and zoo passes
- Board games, puzzles, and yard games
- Puppets, toys, and educational kits
- Tonies and similar specialty audio materials
- Oversized story-time materials

Libraries may still elect to share these materials.

Best Practices Documentation

Six new best-practice documents have been published covering:

- Claims returned procedures
- Patron registration
- Hold management
- Circulation practices
- Material handling
- System maintenance

ILS/LSP Request for Proposal Results – Jay Miley

Historical Timeline

- 1993 – Migration to Dynix Classic
- 2005 – Migration to Dynix Horizon
- 2012 – Migration to Symphony Workflows
- 2019 – Ohio Controlling Board required formal RFP process
- 2020 – Symphony retained following RFP review
- 2024 – Current RFP process initiated

Current RFP Results

Six vendors submitted proposals. An 18-member committee evaluated responses using 176 questions worth 400 total points.

Top-ranked vendors:

1. Innovative Polaris
2. ByWater Koha
3. SirsiDynix Symphony

Additional respondents:

- OCLC
- Equinox
- Insignia

Next Steps

- Vendor demonstrations: June 2–4, 2026
- Membership survey and evaluation process
- Contract negotiations
- Potential implementation and migration in Q3–Q4 2027

Key Considerations

- All top three proposals are at or below current costs.
- No fee impact is anticipated.
- Evaluation focuses on core functionality.
- Web-based clients remain a high priority.
- Training efforts will focus on future workflows rather than replicating existing processes.

Penny Rounding Service

- Available to libraries wishing to round fines and fees to the nearest five cents.
- Current processing capacity is approximately 20,000 items daily.
- A waiting list exists due to demand.
- Libraries may contact SEO Support for enrollment.

7. Items too late for the agenda

Advisory Board Elections

- Ballots have been distributed.
- Voting closes June 12, 2026.

- Approximately 40–50 votes had been received as of the meeting date.

Upcoming Events

- Vendor Demonstrations: June 2–4, 2026
 - OLC HR 101 Workshop: June 16, 2026
 - OLC Ballot Issues Workshop: July 9, 2026
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8. Adjournment

Motion: Becky Coker moved to adjourn.

Second: Michael Penrod

Result: Motion carried unanimously.

The meeting adjourned at 3:46 PM.