

Elizabeth Titus Memorial Library Board of Trustees Minutes (Special Meeting)

1. Call to Order

- Meeting called to order by: Mike McLaughlin (Secretary)
- Meeting Location: ETML Event Room (social distancing observed)
- Meeting Date: 11-02-2021
- Time of Call to Order: 16:37

2. Roll Call

- Officers in Attendance: Mike McLaughlin (Secretary), Lynn Elder (Treasurer)
- Trustees in Attendance: Kathy Price, Ellen Feeler, Jennifer Love
- Trustees Absent: Erin Wade (President), Ann Short (Vice-President)
Nancy Elder, Karen Reed

3. Public forum acknowledgement:

- None present

4. New business:

- Trustee and Library Director discussion about replacing current library internet provider (Mediacom) with Metro's new fiber service that the rest of the city departments are already on.
- Between the proposed internet rates of each company along with phone service, Metro will save the library money over a three-year contract (approx.. \$1,560) and also increase internet upload and download speeds.
- Metro's reliability and customer service was brought into question due to recent issues with the new library phones (including a full day on September 1st with no phone service at all), and the amount of time it took to get them sorted out.
- E-Rate requires that we have a dedicated line. Mediacom provides this and Metro will as well, so there should be no difference on this topic.
- The library will be bringing in some new equipment (switch and filter) that should also help with either option.
- The City does want the library to switch, so even if we locked into a new contract with Mediacom, they would likely demand that we switch after that.
- Michelle reports no downtime or other problems with Metro's phone service now.
- Jason Reed joined the meeting at approximately 17:10.
- The library has a remanufactured switch and Jason would like to see replaced. The existing one will work, but it's suspect.
- A new switch would help separate out the public service from the library staff service.

- There is hardware that can take analog signal so VOIP that we can put on the fax but there might be reliability issues.
- Most of the issues with security and things other than a fax have been cleared up.
- Jason believes that the new switch the library needs will greatly help or even eliminate the problems with the phones.
- Jason thinks that Metro's customer service is on par with Mediacom's, but doesn't stack well against other fiber providers (none of them available to the library).
- Jason also mentioned that while Metro may take longer to respond than Mediacom, that in many cases Mediacom's "fix" won't solve the problem or the problem will recur.
- Fiber uptime and reliability is usually much better, and usually requires much less maintenance.
- Jason said that dealing directly with Metro (vs. going through the city) will likely smooth out any issues with delay in service or miscommunications.
- The new networking equipment that the library needs to improve our end of the chain is completely out of stock (supply shortages).

No formal vote was taken for changing from Mediacom to Metro was done.
 A vote will be planned for the full board at the next regularly scheduled meeting.

5. Adjournment:

- Motion made to: Adjourn
- Motion made by: Lynn Elder
- Motion Seconded by: Mike McLaughlin
- Aye Votes: Mike McLaughlin, Lynn Elder
Kathy Price, Ellen Feeler, Jennifer Love
- Opposed Votes: None
- Result: Motion Carried

Meeting adjourned at: 17:43

These minutes respectfully submitted by:

Mike McLaughlin (Secretary)

