

TENTATIVE AGENDA
FOR REGULAR MEETING OF THE
EAST BATON ROUGE PARISH LIBRARY BOARD OF CONTROL
MAIN LIBRARY
FIRST FLOOR CONFERENCE ROOM
7711 GOODWOOD BOULEVARD
BATON ROUGE, LA 70806
MAY 19, 2016
4:00 P.M.

PLEDGE OF ALLEGIANCE

I. ROLL CALL

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF APRIL 21, 2016

III. REPORTS BY THE DIRECTOR

- A. FINANCIAL REPORT
- B. SYSTEM REPORTS

IV. OTHER REPORTS

- A. RIVER CENTER BRANCH LIBRARY
- B. MAINTENANCE AND ADDITIONAL CAPITAL PROJECTS
- C. MISCELLANEOUS REPORTS

V. NEW BUSINESS

- A. LIBRARY OVERVIEW OF 2016 – MR. SPENCER WATTS

VI. OLD BUSINESS

- A. UPDATE ON SEARCH FOR A SITE FOR A SOUTH BRANCH LIBRARY BY REAL ESTATE BROKER – MR. SPENCER WATTS

VII. COMMENTS BY THE LIBRARY BOARD OF CONTROL

ALL MEETINGS ARE OPEN TO THE PUBLIC

IN ACCORDANCE WITH THE BOARD'S PUBLIC COMMENT POLICY, ALL ITEMS ON WHICH ACTION IS TO BE TAKEN ARE OPEN FOR PUBLIC COMMENT, AND COMMENTS AND QUESTIONS MAY BE RECEIVED ON OTHER TOPICS REPORTED AT SUCH TIME AS THE OPPORTUNITY IS ANNOUNCED BY THE PRESIDENT OF THE BOARD OR THE PERSON CONDUCTING THE MEETING.

Minutes of the Meeting of the

East Baton Rouge Parish Library Board of Control

May 19, 2016

The regular meeting of the East Baton Rouge Parish Library Board of Control was held in the first floor Conference Room of the Main Library at Goodwood at 7711 Goodwood Boulevard on Thursday, May 19, 2016. Ms. Kizzy Payton, President of the Board, called the meeting to order at 4:02 p.m. Members of the Board present were Mrs. Martha Guarisco, Mr. Jason Jacob, Ms. Terrie Johnson, Mr. Logan Leger, Mr. Donald Luther, Jr., and Ms. Kathy Wascom. Also in attendance were Mr. Spencer Watts, Library Director; Ms. Patricia Husband, Assistant Library Director of Branch Services; Ms. Mary Stein, Assistant Library Director of Administration; Ms. Rhonda Pinsonat, Library Business Manager; Mr. Ronnie Pierce, Assistant Library Business Manager; Ms. Liz Zozulin, Executive Assistant to the Library Director; and Ms. Sonya Gordon, Library Public Relations Coordinator. Mr. Bryan Foreman, Library Network Technician I; Captain Blair Nicholson, of the East Baton Rouge Parish Sheriff's Office; Ms. Kathryn Juneau, real estate broker with Sperry Van Ness/Graham, Langlois & Legendre, LLC; Mr. Steve Hardy, reporter with *The Advocate*; and Mr. Dirk Graeser, videographer for Metro 21 also attended.

Ms. Payton asked Mr. Jacob to lead the Pledge of Allegiance to the Flag.

Ms. Payton asked Ms. Zozulin to take the roll which she did.

Ms. Payton asked for the approval of the minutes of the regular Library Board meeting of April 21, 2016. Mr. Jacob made a motion to approve the minutes, seconded by Ms. Wascom and approved unanimously.

III. Reports by the Director

A. Financial Reports

Ms. Payton asked Mr. Watts to present the reports. Mr. Watts asked Ms. Pinsonat to make the financial report. Ms. Pinsonat said that the Statement of Revenues, Expenditures, and Encumbrances through April 30, 2016 show operating expenditures are \$11,184,599.84 or 25.30% of the operating budget. Through April we should have spent no more than 33% of the operating budget.

Cash collections from Property Taxes for 2016 remain positive, as we are still above last year's collections by approximately \$853,000 and 2.17% ahead of 2015, although the percentage increase has slightly decreased.

Ms. Pinsonat asked if there were any questions about the financial statements. There were none.

Ms. Johnson arrived at 4:04 p.m.

B. System Reports

Mr. Watts asked Ms. Stein to give the systems report. She began her remarks by saying that we are going to be introducing some new databases in June. *Brain HQ* will help our aging population with activities that promote a healthy brain and keep the brain stimulated. These activities may assist in stalling the onset of dementia so that not only can we live longer, but we can live well. Ms. Stein added that *Brain HQ* is described as a gymnasium for adult brain training. Patrons will be able to access this database in the Library or remotely on their devices such as laptops, notepads and phones.

Ms. Stein announced that *Pronunciator* has added a module that will provide conversation practice. Most of our databases do not have a live component, but *Pronunciator* has added *Let's Talk; Pro-Live*. Using this feature a patron will be able to sign up for a teacher led 30-minute conversation session. Ms. Stein said she is interested to know if those studying English as a second language (ESL) find these conversation sessions helpful. She also said that the group that meets at the Library to learn Spanish might find *Let's Talk; Pro-Live* useful.

Ms. Wascom asked about *Brain HQ*. She wondered if this database has an audio version for those who are visually impaired. Ms. Stein replied that she did not participate in the demo, so she does not know if there is an audio version. She said audio represents a valuable approach to stimulating our cognitive abilities.

Ms. Stein then gave the system reports. The following are highlights of the *Around the Parish* report:

- The *One Book/One Community* read of *Kingfish: The Reign of Huey P. Long* was very successful. Thousands of patrons read the book, and Facebook and Instagram had many posts about the book and the events.
- We held over 50 programs. Our signature events featured the author, Dr. Richard D. White, Jr. and the Chautauqua actor, Frank X. Mullens, as Huey Long.
- Ms. Stein noted that next year's reading selection will compliment Baton Rouge's 200th birthday celebration. Citizens will recognize a certain gentleman who will exit from a steamboat.
- The celebration will begin on Dec. 31st at Red Stick Revelry in Town Square. Mayor Holden has appointed a committee to organize activities. The Library will be heavily involved in the year-long celebration.
- Logos have been created, a website will go live on July 1st and branding for the birthday celebration has been established. The Library's 3-D printer even made a logo prototype.
- Part of the success of the Library is due to the relationships we have with other groups such as the Knock Knock Children's Museum, the Children's Coalition, the Jr. League, and My Brother's Keeper.

- My Brother's Keeper (MBK), an organization established by the White House, is a new partner for the Library. The City of Baton Rouge has adopted 2 of MBK's principles which is entering school ready to read, and attaining the target reading level through 3rd grade.
- The Library will partner with MBK and host some of their programs along with promoting their goals for reading ability.
- The Jones Creek Regional Branch Library serves as a place for fun and health. *Moms and Yoga* classes were held there for moms and their children.
- Among Rev. Alexis Anderson's many interests, she has a passion for pets. The Main Library hosted her pet cancer awareness event called *All Paws on Deck* emceed by Donna Britt of Channel 9 News. Activities included a walk for pets with cancer, and the opportunity to interact with dogs, cats, and rabbits.
- On April 30th the *Red Stick '16 International Festival* came to the Main Library promoting STEM and STEAM education.
- The Library is getting ready for the Summer Reading programs which begin at the end of May. The themes are *Check Meowt Read Something Groovy* for children; *Get in the Game READ* for teens; *Exercise Your Mind READ* for adults.
- The Library worked with LSU, and EA Sports. A few Jedi Knights even appeared. LIGO made its first appearance at the Library. Some of the other activities included in the festival were a Kid's Lab, makers, and cones and drones.
- Children from Episcopal School participated and shared in the fun. We taught Arduino classes, and were visited by the Ewoks making for plenty of photo opportunities. A drone circled the Plaza.
- The Knock Knock Children's Museum explored light and shadow. The children played at the light show and learned that science can be magical.
- High school and middle school student art is on display at the Main Library. Glasgow Middle School students are displaying their spork creations.
- Students come in all sizes and ages. The Library has provided spaces for exam studying at all locations.
- On May 17th over 100 older students who were participating in literacy programs through Up Alliance came for the *Read & Release Party*.

Ms. Stein mentioned that the Children's Summer Reading Program will feature the usual special events and guests such as Farmer Minor and Mike Artell. We will also have new performers such as The Sock Rockerz, a band from Nashville who perform wearing silly socks.

Ms. Stein encouraged the Library Board members to enroll in the Adult Summer Reading Program. She noted that the requirement for completing the program is easy – read three books.

She reported that acoustic guitar folk performers, Friction Farm played at the Main Library on

May 18th. The Library tried something new using Facebook Live. With the performers' permission, the Library's Social Media Correspondent recorded the first 30 minutes of Friction Farm's music. It went out on Facebook Live, and in the first 20 minutes, 143 people joined the Library on Facebook to watch the concert. Ms. Stein added that we will continue to use this platform especially for some of the children's programs.

She also announced that we reached 5,000 likes on Facebook which is a milestone for the Library.

Ms. Stein asked if there were any questions from the Board. Ms. Johnson asked if most of the Library activities and events are listed in the newsletter. Ms. Stein replied affirmatively. There being no further questions, Ms. Payton read Item IV, A, and asked Mr. Watts to report.

IV. Other Reports

A. River Center Branch Library

Mr. Watts discussed the River Center Branch project. He said the transitional phase of this project is challenging. However, one of the good things that has occurred is that the construction contract was approved by the Metropolitan Council on April 27th. Buquet & LeBlanc, who were the low bidders, were chosen for the project. Their bid was less than the budgeted amount which is also good news.

Mr. Watts mentioned that Ms. Allison Cooper, the Branch Manager of the River Center Branch, her staff and The Quality Group who are our movers, have done an excellent job. Everything on the second and third floors has been moved out of the building, and most of the surplus items are being stored on the fourth floor.

The branch is operating on a stand-by mode. He noted that a core/high turnover collection is now located on the first floor in gondolas, ready to be moved. Whenever the temporary branch is renovated for our occupancy, we will be able to relocate fairly quickly. He added that the patron computers are operational and being well used. He said we had over 7,000 visitors to the branch last month which means that patrons are still using Library resources in the midst of all the changes. This illustrates that we are providing a core collection and the technology that the public wants and needs.

Mr. Watts then talked about the issues that the Library is facing with this project. Coordinating all the transitional phases has been difficult. He said our staff had a good meeting with Mr. Jim Frey of DPW Architectural Services. He noted that we also have a meeting scheduled regarding the surplus sale. He added that we are working with the leasing agent at the Kress building in order to expedite the renovation of the temporary branch location. The permits have not yet been issued which is delaying the work.

Mr. Watts noted that initially because of the contractual timelines that must be met, we were concerned that we might need to vacate the River Center Branch and cease service to our patrons

downtown in the next 2-3 weeks. Based on additional negotiations with the various parties, we have reached an understanding that we can remain in the River Center Branch until the second week of July. When we vacate the branch, remediation will begin in preparation for the demolition of the building by the contractor. The contractor's bid is based on their cost estimates for materials and the labor of subcontractors within a time frame outlined in the RFQ. Therefore, we cannot indefinitely delay moving from the building. Optimistically, we are hoping that we may only need to cease service for approximately ten days. However, the closing could run as long as 2-4 weeks.

Mr. Watts added that Ms. Husband and her staff have worked hard to meet deadlines with a minimum of disruption of service to our patrons. All items for the surplus sale have been catalogued, photographed and listed.

Mr. Watts asked the Board if they had any questions. Ms. Wascom asked for the start date for the demolition of the branch. Mr. Watts replied that before the demolition can begin, asbestos remediation must be completed. He said we estimate about three weeks for that work which could commence at the beginning of August. Ms. Wascom asked for the start date of construction. Mr. Watts replied that the construction contractor will also demolish the building. He reminded the Board that the length of time allowed for demolition at the downtown site is long because the contractor must exercise caution. Buildings, garages, vehicles and people are in close proximity to the River Center Branch. These factors necessitate tighter control of the demolition. There is also limited space around the structure for the debris which can only be removed in certain ways at certain times of the day.

Ms. Wascom then asked if construction could start in early fall. Mr. Watts replied that this is what we are hoping for if everything remains on schedule.

There being no further questions, Ms. Payton then read Item B.

B. Maintenance Report and Additional Capital Projects

Ms. Husband gave an update on the major maintenance projects. She said the installation of the flooring at the Scotlandville Branch Library is almost complete. The installer will return to weld the seams which should take about three days. We do not anticipate having to close the room during the process, but will simply block the area where the welding is being done. The area is now open, the computers are in use, and the patrons have access to most of the reading materials and DVDs.

Ms. Husband then talked about the renovation project at the Bluebonnet Regional Branch Library. She said the Panelite arrived this week, so the installation will occur soon. The study rooms and the AV areas are open. Patrons are making steady use of the large conference room which seats approximately ten patrons, and the three smaller rooms which seat 3-4 patrons. Thus far approximately 100-200 people in 121 sessions have utilized these new rooms.

She noted that we are awaiting the signage package. The Marlite panel slat wall for the display wall will be installed in the next day or so. The countertops have been replaced, and the display tables are in use. The entrance to Children's Services has been re-routed through the AV area. Once the final installation of the remaining materials has begun, patrons will be temporarily re-routed through the exterior passageway of the building to Children's Services.

She added that the contractor is continuing to work on completing the punch list items.

Ms. Husband noted that the Carver Branch Library roof project began approximately two weeks ago. Initially, a few leaks were noted, but the roofer covered those areas so no additional leaks have been observed.

The installation of the energy management control system at the Zachary Branch Library was begun on Wednesday, May 11th with an anticipated completion in 3-4 weeks. The Greenwell Springs Road Regional Branch Library roof replacement project is about 80% complete.

At the Outreach building located at 3434 North Boulevard, the facilities staff has finished painting the floors. Installation of shelving for the Outreach collection began on May 10th. Ms. Husband also said required inspections are being scheduled. Mr. Watts added that the several systems including the monitoring systems are being checked. Several minor plumbing issues have also been addressed. Ms. Husband said that earlier this week we had a walk through for vendors who wish to submit a bid for providing janitorial services.

For the exterior lighting project at the Baker, Delmont Gardens, Eden Park, Scotlandville and Zachary Branch Libraries, DPW Architectural Services recently received the engineer's design study and preliminary plans, drawings, and cost estimate. Architectural Services will review these documents. The final plan phase of this project is anticipated to end on June 18th.

For the exterior building project at the Baker, Carver, Delmont Gardens, Eden Park, Greenwell Springs Road Regional, Scotlandville and Zachary Branch Libraries, the architect from Bradley Blewster & Associates continues to work on the construction documents with a completion date of May 20th. The bid phase of the project will follow with an end date of June 29th.

Replacement flooring has been selected for the meeting rooms at the Central and Pride-Chaneyville Branch Libraries. Mr. Tim Bankston, Library Facilities Manager has written the specifications for this project. We are awaiting feedback from the City-Parish Purchasing Division regarding moisture testing for the flooring. She added that the Library's Facilities staff have been very busy all over the parish, and we are grateful for their efforts.

Ms. Husband asked if there were any questions from the Board. Ms. Payton asked if patrons who notice these renovations in our branches make comments. Ms. Husband said the visible changes are noticed. For example, a patron made a positive comment about the flooring at the Greenwell Springs Road Regional Branch. We re-upholster seating and patrons enjoy that, too. Ms. Payton noted that it is good that our patrons see their tax dollars at work. Ms. Husband noted patrons love the meeting rooms. In Teen Services at the Bluebonnet Branch she has seen

teens express how much they love their renovated area. She has also heard from parents who are happy with the new teen area.

Ms. Payton noted that when we construct a new branch, we receive many positive comments. But it is good that we continue to maintain and upgrade our current facilities, and that patrons notice and provide positive feedback. Ms. Husband said patrons may not see the back of the house work such as maintenance on chillers, and air handlers, but they appreciate the results of these routine inspections and repairs when they visit our buildings. Ms. Payton thanked Ms. Husband and her staff for their hard work.

Ms. Payton read Item C and asked Mr. Watts to report.

C. Miscellaneous Reports

Mr. Watts said that bid responses were received on May 13th for the Radio Frequency Identification (RFID) and automated sorting system project. He explained that this system allows for self-check of items and is easy to use. Patrons tend to like it when they try self-checking. RFID saves staff time because employees can process a stack of books at one time rather than each book singularly. Back of the house efficiency increases. It also allows staff to use a hand held device to sort materials.

We had two very competitive responses from good vendors, and we are now reviewing the technical compliance of the responses. Some components of the responses are difficult to decipher such as UL compliance. Mr. Watts noted that he has asked the Library's IT Department to interpret these details to ensure that we will have a system that meets the Library's requirements. He said that hopefully by the June Board meeting we will have chosen a vendor so that Purchasing can issue a contract.

Mr. Watts then reported that in regard to the paver replacement project at the Main Library, Purchasing has received some bids. They have not yet released them to DPW Architectural Services, but we hope that can be done before the end of the week. He said we have worked on this project for a long time, so we hope the pavers can be removed and that smooth concrete can be poured soon.

Mr. Watts noted that the Library will close out the Main Library LEED certification project with Chenevert Architects. The architects had a small amount of unbilled reimbursables for the LEED application fees and processes in the amount of \$8,741.00. Because this amount will be a supplement to the original contract, it will need to be approved by the Metropolitan Council.

Mr. Watts said he wants to mention House Resolution 80. Ms. Wascom was at the Legislature and gave testimony on that resolution. He noted that he has spoken about this resolution at a prior Board meeting. The Louisiana Library Association and some other interested parties are studying the feasibility of creating a consortium between academic and public libraries to share databases. There are some advantages such as saving money on the cost of licenses by purchasing as a group. There are also some issues such as ensuring that the needs of smaller

public libraries are met. Safeguards need to be in place to protect small libraries so they are not disregarded in the future.

Ms. Payton asked for any questions from the Board or comments by the public on any of the reports. There were none, so Ms. Payton read Item V, A under New Business.

Mr. Luther arrived at 4:50 p.m.

V. New Business

A. Library Overview of 2016 – Mr. Spencer Watts

Mr. Watts said this presentation is part of the evaluation process for the Library Director. He said most of what he planned to discuss is not new since most topics have been talked about at previous Board meetings. He indicated he planned to be brief, but suggested the Board ask questions if they would like more detail. A copy of the presentation is appended to these minutes.

Mr. Watts said the Main Library at Goodwood is still getting national awards. We received the 2015 Building and Roof Award for Metal Roofing from *Metal Construction News*. The Main Library has also been awarded Silver LEED Certification for Leadership in Energy and Environmental Design. He noted it is difficult to receive a LEED certification above a basic designation, so we are pleased to have attained a silver rating.

He added that we still have patrons and visitors who express their delight in this building. They use this facility with a high level of satisfaction. Students of all ages in large numbers come here to study. Our residents are happy to visit the new Main Library, and they enjoy bringing friends and relatives from out of town to see this facility. They feel this is one of the most significant civic buildings that has been constructed in their lifetime. Their guests appreciate the building and its features.

Mr. Watts noted that our patrons also utilize our other branches and have similar good responses at these facilities.

Ms. Wascom said this building is a destination library.

Mr. Watts said we are about to begin another wonderful building project downtown. The new River Center Branch is described as a vision for the future. He pointed out the architect's renderings of the exterior and interior of the branch. The two interior renderings are from the first floor. The café is visible in the foreground in one picture; a bank of patron computers is shown in the other. It is an exciting time as we get closer to the construction phase which will begin after the remediation and demolition of the old facility.

Mr. Watts then showed a photo of the preparation at the River Center Branch for vacating the building. He and Ms. Allison Cooper, Branch Manager are standing in the vacated third floor

illustrating how much the staff has accomplished in order to relocate to the temporary location. It is also very evident how low the ceiling is and why when the book shelves were in place, it felt so cramped, crowded, and dark.

The next slide featured the renovation at the Bluebonnet Regional Branch Library. The new Teen area has been well received and enjoyed by our teen patrons. The new entrance to Children's Services is almost finished. Mr. Watts said that the features that patrons like at this branch will be duplicated at the other branches as we upgrade and renovate.

The site search for a south branch library was discussed next. Mr. Watts said we have devoted much time and resources in attempting to find a location for the south branch. He noted that we will discuss in more detail a new site for sale under Old Business on this agenda. He added that the site was found by the brokerage firm we hired. He said we would not have found the property on our own.

Mr. Watts then showed a "before" and "after" photo of the Outreach facility at 3434 North Boulevard. The floor in the Recycled Reads Gift Bookstore was painted and carpeting was installed in the offices. Compact shelving from other branches was re-purposed for the Outreach building. Our customers like the new location for the monthly book sale. It is spacious and well organized. Our employees are able to efficiently sort and display materials for sale. The storage capacity for these items between sales is wonderful. Mr. Bankston and his staff have worked very hard to overcome obstacles; making this facility comfortable and useable for the needs of our patrons and staff. He added not only have they been busy here, but also at our other buildings. He described it as a "controlled frenzy" of work.

Mr. Watts next talked about some of the maintenance projects. Maintenance is important. Patrons do notice, and sometimes even the small repairs are favorably commented upon. When there are HVAC problems, it is very much noticed. He said the public are happy that we keep our facilities in good repair, and that the environment is conducive to working and studying. Nobody wants to spend time in a shabby, dirty facility. Many of our patrons work for extended periods of time in our facilities, so properly maintained, attractive spaces are important.

Mr. Watts noted that the Main Library paver project was listed on the slide as in progress. He explained that it is in progress regarding the acceptance of bids for the work.

He also said that system-wide as spaces are rearranged and reorganized, collaborative study rooms are created. These are in demand as soon as they are opened. He also pointed out that the roof and flooring replacements are also noticed.

Mr. Watts said the larger capital projects such as the renovation of the Jones Creek Regional and Greenwell Springs Road Regional Branch Libraries will enable the re-purposing of spaces. The scope of work for the Jones Creek Regional Branch has been submitted to DPW Architectural Services. Our construction plans will offer more collaborative spaces, and designs that will lighten the interior and make it more useful. We know that at Jones Creek there is never enough meeting space, so this will be addressed. Various sized rooms will enable us to accommodate a variety of groups. He also added that we want to take advantage of what we have learned at our

newer facilities regarding patron requests and apply them to our older branches. We want to engage our patrons so that they can make use of our facilities and resources.

Ms. Payton asked Mr. Watts if he had said DPW Architectural Services has the scope of work for the Jones Creek Regional renovation to which Mr. Watts said yes. He explained that after Architectural Services reviews the scope of work, they will produce an RFP to advertise for the services of an architect to design the renovation. Ms. Payton then asked if we have a timeline on when we will move forward on this project. She added that she also understands that we have so many different projects already in process. Mr. Watts stated that we have been awaiting feedback from DPW. Mr. Watts said once the architect is chosen by the Architectural Services Board, it could be 3-4 months before the design work could be completed.

Ms. Wascom said the Library meeting rooms are important for civic groups in the community. Civic associations need to have a place to hold their meetings. It is where civic projects and engagement can occur. The meeting rooms are ideal for this. Mr. Watts said many homeowner and civic groups use the Main Library. Ms. Payton agreed and noted that her homeowner association meets at the Jones Creek Regional Branch. Ms. Wascom said we talk about the study rooms, but she doesn't think we emphasize enough that we have these rooms which are free of charge for these groups. All the group needs to do is to apply for the use of the room and then reserve a room once the application is approved. Ms. Wascom wondered if the Library is promoting civic engagement. Mr. Watts noted that for a very long time Library sponsored programs and civic groups were the primary users of our meeting rooms. He said in most libraries, civic group meetings have been part of our foundation and tradition. However, he said it is always good to re-promote these meeting rooms in the community. He added that there are many worthwhile groups that have a very low budget or no budget for a meeting space. We can offer them a place without a charge. Ms. Payton said it is a matter of us sharing why we choose to meet in our local Library. Possibly we can spread the word on Facebook, or ask the groups that regularly use our rooms to tell us why they have chosen the Library.

Mr. Watts next talked about the Library's technological initiatives. He reminded the Board that mobile printing, faxing on demand, and the Adobe Cloud are available at all of our branches. Mr. Watts said a patron came to the Library yesterday to use the adobe Cloud. He is working in Baton Rouge for the next six months on a project assignment. He explained that he does not have all of the electronic support, technology and applications with him. He said Adobe Cloud is making all of the difference in the work he has to do here.

Mr. Watts repeated that the RFID project will provide us with self-check kiosks and desktop units. These units will include a Reader's Advisory and library marketing features. Not only will patrons be able to self-check, but it will also enable us to promote our content and services.

He added our back of the house technology is also advancing with Voice over Internet Protocol (VoIP) phone service to replace our POTS (plain old telephone service) lines. Mr. Brian Thornhill, Library LAN Administrator has noted that the POTS line is \$14.95 per month versus 5¢ per month for the digital line. Mr. Watts said the savings are tremendous and it also helps us to provide some other technological advances. He added that we upgraded our Integrated Library System (ILS) to V-Smart 3.0 which also allows us to implement new features. This

system contains our patron database and provides our circulation functions. We had hoped we could have made the upgrade several months earlier, but we had to overcome several obstacles.

Mr. Watts spoke again about the RFID project noting that it includes an intelligent return system, security gates, RFID tags and an automated materials handling sortation system. Once the system is installed, we will need to issue an RFP for the RFID tagging of all of the items in our collection which numbers over 900,000 items.

Mr. Watts discussed the Library's website evolution. We are working on a responsive design which includes usability testing with patrons. We want to enhance the performance of our site, and the functionality for our users. Our patrons will have an improved experience on our site whether it is accessed on a desktop computer, a laptop, tablet or phone. He noted that we are increasing the application of analytics for page use in order to tell us how patrons are using our site. Our V-Smart upgrade also allows us to begin accepting credit and debit cards, and online registration and online renewal of library cards. The introduction of online card renewal will enable patrons to continue using their cards for a designated amount of time. This feature will be especially appreciated by our e-use patrons who may be out of town and need to renew their borrowed items.

Because we have upgraded our V-Smart software, we will soon be able to offer a talking tech service. Automated phone calls to a patron's primary phone number will alert them about overdue items and about reserved items waiting for pickup. This service will be used for patrons who lack an email address on file. Talking tech is expected to accelerate notification and pickup times for items on hold, thus increasing circulation velocity. It also should help patrons reduce fines. However, invoices will still be printed and mailed. This service will also offer an after-hours call-in feature to allow patrons to check their accounts and renew items.

Mr. Watts then talked about the success of the One Book/One Community read of *Kingfish*. More than 50 library programs were offered system-wide for all ages and interests. The attendance at these programs averaged 33 patrons with excellent speakers and lively discussions at each. The author, Dr. Richard D. White, Jr., spoke to a crowd of over 100 people. He added that many libraries would have loved to have had the level of participation we had with this program.

Mr. Watts said we have many wonderful events and programs. The Red Stick International Fest captivated children, teens and adults while focusing on STEM and STEAM education and knowledge. Practical Magic was another excellent program in which teachers experimented with hands-on methods to inspire children in the field of science. The Library has continued to deepen its on-going relationships with community partners such as Knock Knock Children's Museum, LSU, local school systems, and NOVAC. Patrons come to the Library to participate in programs and events they might not otherwise experience.

Mr. Watts then discussed the program, *1,000 Books before Kindergarten*. We completed the first year of the program with a celebration in March for those children who completed reading 1,000 books. Author Illustrator Will Hillenbrand came to the event and spoke to the children and their parents and caregivers. Reading to children is one of the most important activities in assisting

them to become readers themselves. Mr. Watts noted that the goals of this program are some of the same goals of My Brother's Keeper. The Library through these programs and partnerships with other organizations strive to reach out to young children to help them overcome barriers to their success in school.

Mr. Watts mentioned some of the marketing and outreach relationships that the Library fosters. He listed the ConnectHome project, My Brother's Keeper, 1 Million Cups, BRAC's InternBR, Next Wave Training Series, ULDI, Red Stick Moms, Baton Rouge 200, OLLI, and City Year. He said that 1 Million Cups is a new partner for the Library. This organization strives to connect new entrepreneurs, innovators and investors. After the first session here participants were excited and provided positive feedback. BRAC's InternBR provides training. The Urban Leadership Development Institute (ULDI) helps young men who may not have had traditional opportunities to develop leadership goals for success.

Mr. Watts said that we hope to employ a social worker and an ASL interpreter to be more inclusive to all patrons. We are working on finalizing a contract for a social worker.

Mr. Watts then mentioned that we continue to work on our Facebook page and on our other social media presence. We reached 5,000 likes on May 14, 2016 which complements our increasing activity on Twitter and Instagram. We use a visual from the past obtained from the Baton Rouge Room collection that is interesting or amusing for "Throwback Thursday". For "Facebook Friday" we take a book jacket and superimpose it over someone. People enjoy it because it is light-hearted and fun. For the second year in a row, the Library received the Baton Rouge Social Media Association (BRSocMe) Award in the *How May I Help You* category for our *Ask a Librarian* service. This award signifies that the Library is finding ways to connect with people in a meaningful way.

Mr. Watts said by working with our messaging database, we have begun the expiration alert service in response to patron demand. We remind people when their cards are about to expire so that they can renew their cards before they expire. In the next few weeks a net promoter survey will be launched to provide us with a "bill of health" or checkup. It is basically a survey for patrons to rate Library service on a scale of 1 - 10, and will alert staff to issues related to the user's experience. The survey will poll 1% of our users per week. He noted that there is also an opportunity for our patrons to note what has satisfied them, or made them unhappy, or what they would like changed. He added that City Stats also conducts a satisfaction survey, but this will give us an additional way to gather data.

He noted that in Cincinnati and Charlotte they have been pleased with this survey method, and have found it to be helpful.

Mr. Watts concluded his report. Ms. Payton asked the Board if they had any questions. There being none, Ms. Payton thanked Mr. Watts. She said it is obvious that the Director and the staff have been very busy for this first half of the year keeping the Library running and on the cutting edge; constantly implementing new programs and services for the citizens of the parish. Mr. Watts replied that we thank the Board for their support and for the citizens' support through the

dedicated millage, and for their patronage. We try to find the services and programs that we think patrons want. But it is nice when patrons come and respond to our services.

Ms. Payton added these are the things that make us such a wonderful Library system. She said she goes to other libraries when she is in other cities, and they do not even come close to the East Baton Rouge Parish Library. Our Library staff always offers the latest and the greatest. You know what is available and you bring it to our parish. Our citizens see their tax dollars at work. It is also what keeps those awards coming in. Those that use the Library see new services that are unique. Ms. Payton said she appreciates that the staff continues to study to keep abreast of what is available, and your services do not become stale. She said at every Board meeting you tell us of new services and programs.

Ms. Johnson said she wished to echo what Ms. Payton has said. She added that RFID is state of the art technology and you are bringing it to our Library. She said with her computer science background, she is very impressed and excited about RFID being implemented here. Ms. Johnson added that 5,000 likes on Facebook is a great accomplishment.

Ms. Payton noted that the 5,000 likes is great. The Library is not paying for or sponsoring these likes. Many other groups have thousands of likes or followers, but they pay for those followers. The Library's likes are from those who just support the Library and think it is wonderful. Sponsored likes are not bad, but the Library's 5,000 is especially impressive. She said again, outstanding work and kudos to the staff for everything you do.

Ms. Payton asked for public comments. There were none. So she read Item A under Old Business, and asked Mr. Watts to report.

VI. Old Business

A. Update on Search for a Site for a South Branch Library by Real Estate Broker – Mr. Spencer Watts

Mr. Watts said at the last meeting we were asked to gather the information we have on the ten major sites we discussed for a south branch location. We didn't include very small parcels that we might have been able to bundle into one larger site. We have listed the commentary made at our Board meetings and the staff recommendation for each of the ten sites. We outlined what we think are the positives and negatives of each site.

In just the last couple of days, Ms. Kathryn Juneau, real estate broker with Sperry Van Ness/Graham, Langlois & Legendre, LLC has found a new site at 2525 Quail Drive. She is present at this meeting today. Mr. Watts said he has driven by the property and it does not even have a for sale sign in front of it. He added we are excited about it because we think it has some possibilities.

Mr. Watts asked Ms. Payton if she would like to discuss the ten sites in general or have Ms. Juneau present the new site first. Ms. Payton said she'd like to hear about the new site. Mr.

Watts said Ms. Juneau found some additional information about the site this afternoon, but we have not had time to get it integrated into the binder listing the sites.

Ms. Juneau said the Quail Drive site is currently the office of the Louisiana State Licensing Board for Contractors and is owned by them. She noted that it is 16, 000 square feet on a little over 3 acres of land. It has 169 parking spaces with additional land around it. It is priced at \$3 million.

Mr. Luther said he likes the way the exterior of the building looks and that he has driven around the building. He said it is a wonderful site, and there appears to be some trails that are being constructed, so people could walk or bike to the site easily. He said hopefully they'll continue those trails down Perkins Road. He said he is very interested in this site. He added he has narrowed it down to two sites; this one and the Rouzan site near Pollard Parkway. He noted this new site is his first choice. He'd like to view the inside of the building to be sure it's not going to be another claustrophobic interior. Mr. Luther asked how high the ceilings are.

Ms. Juneau replied she just received the plans this afternoon, but she does not know how high the ceilings are. She added that it does not appear that there are any load bearing walls. Mr. Watts said it looks like the walls may be movable. He added that this will be important to know as well as whether the ceilings can be raised if they are currently low. He also noted that this is where we will need the opinions of an architect and an engineer. Mr. Watts said the photo of the building does not do it justice; its appearance actually is much better.

Ms. Juneau agreed and said it is well maintained, and has a concrete parking lot. She said she is impressed by it. Mr. Watts noted that the intersection of Quail Drive and Perkins Road is signalized. Across Perkins is Moss Side Lane. He said he did not have any problem with egress and exiting on the three occasions he drove there.

He added there is a school at the end of Quail Drive, so there may be a little more traffic when school is in session. He said that would not be a problem in the morning since the Library is not opened when the school day normally starts. But the afternoon is a prime time for library use. Ms. Juneau said she drove there yesterday between 2:30 – 3:00 and there was some traffic, but it was not a problem. Ms. Juneau said she thought the school is not an elementary school. Ms. Wascom said it is Christian Life Academy. She noted that in the past on occasion when she has driven in that area, a deputy has been on site to assist with the traffic flow on Perkins and Quail. She noted that the Department of Wildlife and Fisheries is located on Quail Drive, but she supposed they have a staggered work day.

Ms. Payton asked Ms. Juneau when the Board members would be able to see the inside of the building. She said we are interested in this property because of the location and the price. Ms. Juneau suggested the Board pick a time that would be good for them to take a tour. She added that when she schedules a large group, she asks for several possible times. Ms. Payton noted that the Board might split up over two or three different appointment times. Mr. Watts noted that we cannot have all seven Board members there at one time because that would be a quorum which would require us to declare a public meeting. Ms. Juneau stated that the tours would probably need to be after hours because they are still working in the building. This is understandable when a business is still operating at a property.

Ms. Wascom asked when the building would be vacated. Ms. Juneau replied that she was told they are constructing a building downtown, so once it is completed they will move. She said she is waiting to hear from their agent on when they expect to move. Ms. Wascom said we'd need to have the building and property appraised.

Mr. Watts said there are several things we do before the request for an appraisal. We ask DPW Architectural Services to assess the building with us. We might also ask an architect or an engineer to check the property. After these steps, we would ask for an appraisal. All these activities would occur after the Library Board decides they would like to purchase this property.

Ms. Payton said she thought we had signed a document in the past to express an interest and let the seller know we do want to pursue a purchase because the City needs a considerable amount of time to complete its due diligence. She said we have had difficulty finding property in the Perkins Road area over the last several years. After we see this property and if we want to purchase it, she would hate us to lose our opportunity because we need more time to finalize the paperwork. Mr. Watts said Mr. Leo D'Aubin, from the Parish Attorney's office has helped us in the past to develop an instrument to express an intent to purchase. Ms. Juneau said it would be a letter of intent to which Mr. Watts agreed.

Ms. Payton said Mr. Jacob has a question. Mr. Jacob asked how far down Quail Drive is the property. Ms. Juneau did not know the exact distance. Mr. Luther said it is next to the credit union which is at the intersection of Perkins Road and Quail Drive. Mr. Jacob said it is not visible from Perkins Road to which Ms. Juneau agreed. He said that is his only concern. Otherwise, the building looks fantastic. Mr. Jacob asked Mr. Luther if he thought the residents in that area would know where it was located and would go there. Mr. Luther replied affirmatively noting that people could get there by going through Pollard Estates. There are some bike trails that go through Pennington from Kenilworth so that one could actually ride a bike or walk there. It is a very user friendly space. He said he hopes the inside is as attractive as the outside. Mr. Jacob said that sounds good.

Mr. Leger asked in what year it was built. Ms. Stein looked at one of the documents and replied that it looks like 1998. Mr. Leger then asked what the budget is for the south branch project. Ms. Pinsonat replied it is on the capital projects statement. Mr. Watts said he thought the construction budget was \$5 million plus another million. Ms. Pinsonat said the budget is almost \$7 million. Mr. Watts added that part of the due diligence would be to get an estimate of what it would cost to re-purpose the building. If the ceiling needs to be raised and can be raised that is figured into the cost of the project. He added typically on a building this new that has many small offices, demolition on the inside should be easy. There aren't many load bearing structures to work on. Mr. Watts estimated that for \$1 - 2 million a very good renovation could be done. He added that we would need someone with real expertise in this area to give a more definite estimate of the cost.

Ms. Payton reminded the Board that we spoke recently about the budget for this project and realized we may need to revisit that budget because it was set approximately ten years ago. The current budget may not be realistic for the library we would build with today's dollars.

Ms. Juneau asked what the per square foot cost has been on the other branches in the system. Ms. Husband said she thought the Eden Park Branch cost per square foot was about \$175.00. It was a little different than the other branches because it has a raised floor. The new Main Library was about \$312.00 per square foot. Mr. Watts agreed. Ms. Juneau said that is a good way to look at the budget. Mr. Watts pointed out that in both cases they were new construction. Ms. Juneau said the cost for a renovation could be less per square foot, but she noted she has also seen it cost more than a new construction. Mr. Watts said he had been involved in the past with a historic building renovation, and it would have been less expensive to build new. But he stated this is a relatively modern building. Ms. Juneau said at first glance it looks well maintained. She noted that there is land at the back of the property, so there is room for expansion, or to add more parking spaces, or to create a green space for patrons to enjoy the outdoors.

Mr. Luther said the information we received indicates that the property is 3.3 acres. He asked how much of that land is not already paved. Ms. Juneau said she did not know that answer because she just received some new information and hasn't had time to study it. Mr. Watts said there should be a couple of acres left. He added that we would be very satisfied with three acres of land for a branch library. If ten or fifteen years from now we want to add 5,000 – 10,000 square feet to the branch, it would be possible. Mr. Luther said that is exactly what he was thinking. He asked if there was an adjacent piece of land they could purchase should this branch be very successful and need more room in the future. Ms. Juneau replied that there is an office building behind this property that might be for sale someday, but not currently. Mr. Watts said there is enough acreage that we could expand it further, but not to the size of a regional branch. A regional branch is generally 30,000 – 40,000 square feet, and that might be difficult with the current lot. He explained if we wanted to expand it to that size, we might just demolish the current structure and then it might be possible on 3.3 acres.

Mr. Leger asked if the square footage is appropriate for a typical branch. Mr. Watts said yes and that this space is on the upper end of what we had planned for this branch. He noted that we had said we would settle for a 12,000 – 14,000 square foot space if we could not find a lot large enough. A 15,000 – 16,000 square foot building is what we consider on the upper end.

Ms. Wascom said this property looks promising. Ms. Payton agreed. Ms. Juneau said when she saw it online she was overwhelmed. Ms. Wascom said she felt the residents in the surrounding neighborhoods would appreciate it. She thanked Ms. Juneau for finding this site. Ms. Payton again agreed with Ms. Wascom.

Ms. Payton said based on the potential of this property and the positive comments by the other Board members, she asked Ms. Juneau to work with the Library staff to arrange some visits for the Board members. Depending on the outcome of those visits and the feedback from them, she asked the Board members to keep their agendas open should we need to schedule a special meeting to make a decision on this property. She emphasized not to vote to purchase the property, but to give DPW and the Parish Attorney an indication of our desire to pursue this purchase following a positive result from their due diligence work. Ms. Payton said it appears that we are moving quickly, but in light of how long we have searched with no viable results, we are very interested in this site with its potential. Ms. Juneau said she wouldn't be surprised if the

agent has already received several expressions of interest. She added that she doesn't think they have advertised it as much as they will once they vacate the building. At this time they are just doing some preliminary activities to make it known that it is for sale. They need to remain there until their new building is ready. They are putting out feelers, and that is why there is no sign in front of the building. Mr. Leger asked what their timeline is to which Ms. Juneau replied she has asked the agent for the timeline for the sale.

Ms. Payton asked if there were any additional questions about this property. There being none, she asked if there were any questions or comments about the properties listed in our binders.

Mr. Luther asked if Ms. Juneau had checked on the asking price for the Rouzan site near Pollard Parkway. She replied that she had and was told \$3 million. With that information, Mr. Luther said he is down to one site; the Quail Drive property that had just been discussed.

Ms. Payton asked if there are any more questions or comments about the properties listed in the binder. She added that at the last Board meeting we said we would narrow down the possibilities, and omit those that really would not be feasible. She asked if there were any properties in the binder that the Board would like more information about, or that we think is a strong possibility. Mr. Luther again said he is down to one and that is the Quail Drive property. Mr. Leger agreed with Mr. Luther. He said the Rouzan site near Pollard and this new site are the only two that seem like real potentials. But the price for the Rouzan site is very much over our budget. He added our next step should be to do more investigating on the Quail Drive location to determine if it can work for us.

Mr. Luther asked if we could ask the Parish Attorney to start working on a letter of intent. Ms. Payton said that without having more information, and without the Board and staff actually seeing the building, it may be a little premature for us to contact the Parish Attorney. However, she said she hopes our staff can see the building tomorrow if they are open to showing the property, and that the staff can then share their thoughts about the building. Ms. Juneau said she will contact the agent and push for an appointment tomorrow. She added that Mr. Luther's urgency to move ahead is accurate because once this property is advertised, there will be high interest and a sale within a month. Ms. Payton said she understands that, and this is why she has asked the Board to be available if we need to call a special meeting to make a request of the Parish Attorney.

Ms. Juneau asked when the Board members would be available. Mr. Watts and some of the Board members answered all day Friday or even Saturday. Ms. Payton said we could ask the staff to begin the initial work with the Parish Attorney on a letter of intent. She added that she knows the Board members have work commitments, but she hopes each can see the property over the next week. She asked the Board members to drive by the property over the weekend if they can. Ms. Payton asked Ms. Juneau if she thought we could see the interior of the building over the weekend. Ms. Juneau said she did not think so because commercial property agents do not usually show properties on weekends. She said if she can get permission from the listing agent and the owner, she will ask if she can have a key for the next week. Ms. Payton was agreeable to that. She hoped the staff could see the building tomorrow and the Board during the

next week. She asked the staff to work with the Parish Attorney on the letter of intent just in case this is the site we want.

Mr. Luther thanked Ms. Juneau for her efforts. After the last Board meeting he said he was under the impression that at today's meeting we would decide to stop searching for a south branch site. That it wasn't possible to find one. He said this new property is very exciting.

Ms. Payton asked for any public comments. There were none.

VII. Comments by the Library Board of Control

Ms. Payton asked for comments from the Board. Ms. Wascom thanked the staff for their work. The Library is an enormous operation. There are a few challenges at times, but the Library works well. Ms. Payton agreed, and thanked the staff for their hard work and to Ms. Juneau for finding this new property. She said, Let's hope this is the site. She again thanked Mr. Watts for his wonderful Library overview. She asked that the staff be commended for their good work, and that they know the Board appreciates all the efforts.

Ms. Payton asked for a motion to adjourn.

There being no further business, Mr. Jacob made a motion to adjourn, seconded by Ms. Wascom. The meeting was adjourned at 5:52 p.m. by unanimous vote.

Ms. Kizzy A. Payton, President

Mr. Spencer Watts, Library Director



EAST BATON ROUGE PARISH

LIBRARY

Library Overview | Year To Date

May 2016

NATIONAL AWARDS

Metal Construction News has named the Main Library at Goodwood as the winner of its 2015 Building and Roof Award for Metal Roofing



Main Library at Goodwood has been awarded SILVER LEED Certification for Leadership in Energy and Environmental Design

Vision for the Future: River Center Branch



River Center Branch Preps for Demo



- Construction Bid for the replacement library came in under budget
- Buquet & LeBlanc will be the General Contractor for the project
- Staff has worked steadily, preparing to move the collection to storage or the temporary branch in the Kress Building

Bluebonnet Project Almost Complete



Children's Entrance remains
the last item to complete.



Teen Room, Circulation, AV Area,
Collaborative Rooms all complete.

Site Search Continues for South



- Sperry Van Ness assisting in site search
- Expanded criteria to include sites that would accommodate less traditional libraries



Outreach Services Facility Shaping Up



Recycled Reads Gift Book Sale

Ready for Business
in new location





Major Maintenance Projects:

- Main Library Windows Repair In Progress
 - Main Library Pavers Project In Progress
 - Carver Roof Replacement In Progress
 - GSR Roofing Project In Progress
 - Scotlandville Flooring Project In Progress
 - Branch Exterior / Interior Lighting Project Underway
 - Energy Management System Installation at Scotlandville and Zachary
-
- Rearrangement and reorganization of spaces resulted in creation of Collaborative Study Rooms at Delmont Gardens and Jones Creek. Bluebonnet renovation created several rooms; Greenwell Springs, Fairwood and Main already offered Collaborative Study Rooms.



EAST BATON ROUGE PARISH LIBRARY

BRANCH LIBRARY ASSESSMENT PLAN

Jones Creek Scope of Work Complete

Presented to
February 19,

This study shows
It is designed
for the future

These are co

JONES CREEK REGIONAL LIBRARY QUICK STATS

AMMENITIES

- Meeting Room (Capacity - 300)
- Storytime / Craft Room
- Collaborative Space (4)
- Study Rooms (2)
- Conference Room (1)
- Dedicated Teen Area
- Public Computers (36)
- Children's Computers (12)
(2 Adult Computers in Children's Area)
- Teen Computers (12)
- Digital Lab

SIZE

36,809 SF

COLLECTION CAPACITY

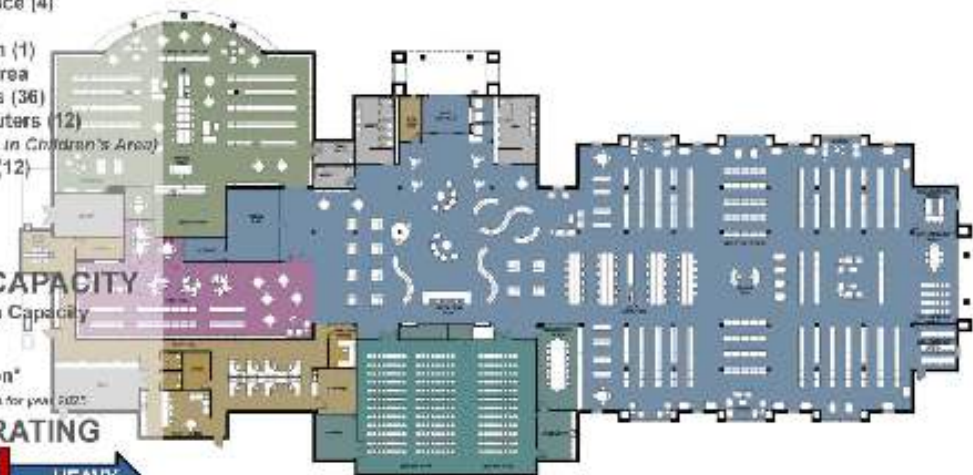
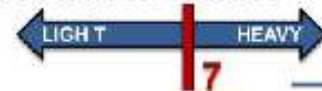
190,781 Collection Capacity

COST RANGE

\$3.3 TO \$6.1 Million*

*based on estimated costs for year 2025

RENOVATION RATING



PREPARED BY BRADLEY BLEWSTER ARCHITECTS / HIGELL ARCHITECTS, 2016



Patron-Facing Technology

- Mobile Printing now available at all branches
- Fax on Demand now available at all branches
- Adobe Cloud now available at all branches
- Bids just returned for comprehensive RFID Project
 - Self Check Kiosks and Desktop Units
 - Units include Reader's Advisory and Library Marketing features



Back-of-the-House Technology

- VOIP
- Upgraded our ILS (Integrated Library System) to V-Smart 3.0
 - Allows us to implement new features
- RFID Project Bid Also Includes:
 - Intelligent Return System & Security Gates
 - RFID Tags
 - Automated Materials Handling Sortation System
- Next Step: RFP for the RFID Tagging Project



ebrpl.com

Website Evolution

- Responsive design
 - Usability testing with patrons for new website
 - Linked Data to aid in discovery from outside the Library
 - Increased application of analytics for page use
- V-Smart upgrade allows certain other new features to be implemented soon:
 - Credit Card/Debit Card
 - Online Registration and Online Renewal



New Talking Tech Service

- Auto Phonecalls for Overdue Alerts and Reservation Notices to patrons who lack email
 - Will call primary phone numbers
 - Expected to accelerate notification & pickup times for items on hold, thus increasing circulation velocity
 - Also expected to help patrons reduce fines
 - Invoices will still be printed and mailed
- After-Hours call-in feature allows patrons to check accounts and even renew



OBOC reads Kingfish



- More than 50 library programs offered system-wide
- All ages and interests
- Lively discussions, excellent speakers
- Books and other materials flew off the shelves

Practical Magic | Red Stick Int'l Fest | ETC!

- Increased Focus on STEM and STEAM in library programs for children and teens



Deepening the Library's on-going relationships with community partners such as Knock Knock Children's Museum, LSU, local School Systems, NOVAC ...

Continuing through Summer Reading programs and events

1,000 Books Before Kindergarten Completes First Year

- 50 children completed reading over 1,000 books within the first 12 months of the program
- Celebration party in March with author Will Hillenbrand



Marketing | Outreach | Relationships

- Connect Home Project
- MBK: My Brother's Keeper
- 1 Million Cups
- BRAC's InternBR
- Next Wave Training Series
- ULDI
- Red Stick Moms
- Baton Rouge 200
- OLLI
- City Year
- Social Worker
- ASL Interpreter





5,000 Likes & Counting!

Facebook Likes reached 5,000 on May 14, 2016

- Complements growing activity on other channels such as Twitter and Instagram
- Special Instagram activity for OBOC
- Throwback Thursday
- Facebook Friday

2nd Year in a row:

BRSocMe Award in the *How May I Help You* category for our Ask a Librarian service



New Expiration Alert and Net Promoter Survey

Thank you for using the East Baton Rouge Parish Library website! Please help us understand how we can continue to serve you even better by answering this quick question.

Your answers will help us identify our strengths and areas of improvement to be shared with all patrons of the East Baton Rouge Parish Library.

On a scale from 1 (Not at all likely) to 10 (Very likely), how likely are you to recommend the East Baton Rouge Parish Library to a friend?

Not at all likely 1 2 3 4 5 6 7 8 9 10 Very likely

Please help us understand how you would like to be served.

- Net Promoter Survey will provide an independent “bill of health” or checkup and alert staff to issues related to their User Experience
- Expiration Alerts developed in response to patron demand

The "bill of health" on the right says it all!

**All You Need Is Your Library Card ...
But it's about to expire!**

To avoid interruptions in service for checkouts OR downloads ...

- Visit any library branch to update your account
- Don't forget to bring your library card, photo i.d. and current address
- All outstanding fines and fees need to be cleared at the time of renewal
- To check the status of your library account before you come, login to your account at www.ebrpl.com
- Or call Circulation at 225.733-3740.

We look forward to seeing you soon!

Your library card expires 12 months after the date of issue. Visit any [library branch](#) to update your address. Don't forget to bring your library card, a photo i.d., and current address. All outstanding fines and fees need to be cleared at the time of renewal. To check the status of your library account before you come, login to your account at www.ebrpl.com or call Circulation at (225) 231-1710.

East Baton Rouge Parish Library
7711 Southwood Blvd.
Baton Rouge, LA 70806