

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 18, 2017
4:00 P.M.

PLEDGE OF ALLEGIANCE

I. ROLL CALL

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF APRIL 20, 2017

III. REPORTS BY THE DIRECTOR

- A. FINANCIAL REPORT
- B. SYSTEM REPORTS

IV. OTHER REPORTS

- A. MAINTENANCE AND ADDITIONAL CAPITAL PROJECTS
- B. MISCELLANEOUS REPORTS

V. NEW BUSINESS

- A. INTRODUCTION OF MS. CANDACE PARKER, NEW MEMBER OF LIBRARY BOARD OF CONTROL – MR. JASON JACOB
- B. LIBRARY OVERVIEW OF 2017 – MR. SPENCER WATTS

VI. OLD BUSINESS

- A. UPDATE ON RIVER CENTER BRANCH LIBRARY CONSTRUCTION – MR. SPENCER WATTS
- B. UPDATE ON RENOVATION OF GREENWELL SPRINGS ROAD REGIONAL AND JONES CREEK REGIONAL BRANCH LIBRARIES – MR. SPENCER WATTS AND MS. PATRICIA HUSBAND
- C. UPDATE ON SEARCH FOR A SITE FOR A SOUTH BRANCH LIBRARY – 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 18, 2017

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 18, 2017. Mr. Jason Jacob, President of the Board called the meeting to order at 4:03 p.m. Members of the Board present were Mrs. Martha Guarisco, Ms. Terrie Johnson, Mr. Logan Leger, Mr. Donald Luther, Jr., Ms. Candace Parker, 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; and Ms. Liz Zozulin, Executive Assistant to the Library Director. Also present were Mr. Michael Smith, Library Network Technician I; Mr. Frank Hillyard, videographer for Metro 21; Mr. Steve Hardy, reporter with *The Advocate*; and Mr. Leigh King, Mr. Shane Levraea, Mr. Herb Seals, and Ms. Fran Gladden, all with Cox Communications, Inc.

Mr. Jacob asked Mr. Luther to lead the Pledge of Allegiance to the Flag.

Mr. Jacob asked Ms. Zozulin to take the roll which she did.

Mr. Jacob asked for the approval of the minutes of the regular Library Board meeting of April 20, 2017. Mr. Luther made a motion to approve the minutes, seconded by Ms. Wascom, and approved unanimously.

III. Reports by the Director

A. Financial Reports

Mr. Jacob asked Mr. Watts to present the reports. Mr. Watts asked Ms. Pinsonat to make the financial report. Ms. Pinsonat said for 2017, operating expenditures through April 30, 2017 are \$11,017,141.57, or approximately 26.33% of the operating budget. Through April, we should have spent no more than 33% of the operating budget.

Cash collections from Property Taxes for 2017 are ahead for the same five months as last year, and we are approximately \$1.5 million and 3.65%, ahead of 2016.

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

Mr. Jacob then read Item B.

Mr. Leger arrived at 4:10 p.m.

Ms. Johnson arrived at 4:47 p.m.

B. System Reports

Mr. Watts asked Ms. Stein to give the systems report. Ms. Stein then gave the *Around the Parish* report. Ms. Stein announced that the 2-day Operation Photo Rescue event held in the large meeting room of the Main Library was an overwhelming success. Shortly after the Great Flood of 2016, a national health organization contacted the Library about this free service for our community. Each family could have 20 flood-damaged photos restored. Operation Photo Rescue staff, Library staff and community volunteers assisted in this effort by measuring and scanning the photos. The digital scans were sent to volunteers around the country who perform the meticulous work of filling in damaged areas with matching colors. Within six months to one year a digital record of the restored photos is sent back to the owner. The program- received much support and publicity from our local media in print, on the radio, on TV and through digital news. Because of the overwhelming support of the community, Operation Photo Rescue is considering a second trip to Baton Rouge.

- Operation Photo Rescue helped over 200 people by scanning over 2,000 photos. The value of this service is over \$250,000.
- Library staff including Ms. Melissa Eastin, Library Archivist, Ms. Catherine Lewis, and Ms. Emily Ward assisted in measuring, and scanning photos.
- The Library is offering our high power scanning equipment to patrons who missed Operation Photo Rescue so that patrons can have a digital copy of their photos.
- The Library received the Partner of the Year award from the Capital Area United Way for our work with Volunteer Income Tax Assistance (VITA) program.
- Mr. Andrew Tadman, Coordinator of Reference and Computer Services and the staff in Computer Services were instrumental in setting up the technology for the Super Tax Day, working many hours after the Library closed.
- The Library received an award for Excellence in Partnering from the Small Business, Self-Employment Division. We hosted the small business forum.
- The Library will host the SCORE program, Meet the Franchisors, and the regular and advanced SCORE programs.
- On May 17th the Library hosted a seminar for landlords affected by the Great Flood to inform them of their obligations and offer information on assistance.

- The Library served as a host for training, for the luncheon, and for free tax preparation by VITA. The Main Library was also the site for the Super Tax Day event which assisted over 1,000 people.
- The Digital Learn Platform has been launched with the assistance of our partner, Cox Communications.
- Our Library was chosen through a grant by the American Library Association (ALA) and the Public Library Association (PLA) to participate as one of three pilot programs nationwide.
- The Digital Learn Platform provides on-demand computer training through short classes because knowing how to use digital resources is critical to success in today's world.
- The Digital Learn Program refers users to the Library for further in-depth training. We will work with community development agencies, The Salvation Army, the Council on Aging, and HUD, and Catholic Refugee and Migration Services.
- The Digital Learn Platform is also available in Spanish. Public events to inform people of this resource will be held in the coming weeks.
- The theme for the Children and Teen Summer Reading Programs is Build a Better World. The official start date for summer reading is after Memorial Day. A full rich summer is planned with free concerts, ballet, workshops, and many other events. All major events are available at every branch.
- The Library participated in a STEM festival sponsored by and held at Kenilworth Middle School. We have teamed with them on STEM activities over the last several years.
- NASA participated in the Red Stick International Festival event held at the Main Library.
- The Human Library "Living Book" featured 9 "Living" books. We introduced the program at Ebb & Flow, and then continued at the Main Library. It was an opportunity to have a moderated conversation with a living book who is someone not like you.
- The Baton Rouge Bicentennial events, promotions and local participants continue to grow. *Dig Magazine* featured a "then & now" on Third Street cartoon. Lee Michael's produced free bicentennial label pins. Red Stick Socks created by Studio Cat, The Little Red House are for sale. Buy a pair and another pair are donated to someone in need.
- The Adult Summer Reading program theme is Red Stick Reads. A Bicentennial messenger bag will be one of the featured prizes for reading 3 books or attending Library programs.
- Tonight at the Shaw Center an opening reception will be held for an exhibit of laminated photographs of Baton Rouge by André Moreau.

Ms. Stein concluded her report. She asked if there were any questions. Ms. Wascom asked how the Digital Learn Platform is being publicized. Marketing seems important so that those who need

this help are aware that it is available. Ms. Stein agreed and added that digital advertisement would not be a good method in this case. Cox Communications has agreed to sponsor radio and television promotions all summer. The Library has created bookmarks that are simple. We will go to fairs and festivals with the message. We will ensure that economically disadvantaged parents and grandparents are aware of this digital training. We also want grandparents raising grandchildren to know that this help is available. We will go where the need is, to spread the message. We will visit churches including those with Spanish speaking individuals. We will also use Facebook because many people who are not digitally savvy do use it.

Mr. Jacob asked for other comments by the Board. There being none, he asked for public comments. There were none, so he read Item A under Other Reports.

IV. Other Reports

A. Maintenance Report and Additional Capital Projects

Mr. Watts stated that Ms. Husband will report on maintenance and capital projects. Ms. Husband said the Exterior Lighting Project for the Baker, Delmont Gardens, Eden Park, Scotlandville and Zachary Branch Libraries is 97% complete. The contractor has installed new LED lamp posts at all the parking areas of Baker, Delmont Gardens, Eden Park, Scotlandville and Zachary Branch Libraries. LED light fixtures have also been installed including lights near signs, the flag pole lights and the courtyard wall lights. Most of Baker's interior lights have been upgraded. A Construction Change Directive has been approved, making adjustments to the work as deemed necessary, adding lights to reflect off the interior mirrors at Eden Park, and providing the Library with some additional fixtures and spare parts for future use.

The Exterior Restoration Project (for the Carver, Central, Delmont Gardens, Eden Park, Greenwell Springs Road Regional, Scotlandville and Zachary Branch Libraries) is ongoing for the Carver Branch Library. The courtyard work is 80-90% completed. The area has been re-graded to slope down and away from the building walls, and the underground storm sewers have been repaired, and adjusted. Along with the recent partial roof restoration, this change should contribute well to reducing water entering the building. The fountain in the courtyard has been converted to a planter. The contractor is working to complete painting the courtyard and planter walls, and is installing new bike racks. The restoration work is substantially complete at the Central, Delmont Gardens, Eden Park, Greenwell Springs Road Regional, Scotlandville and Zachary Branch Libraries. We have several change orders for this project, one of which is for the parking lot at the Scotlandville Branch Library.

The flooring projects for the Central and the Pride-Chaneyville Branch Library meeting rooms, and the break room at the Outreach Services building have been completed.

For the flooring project at the Zachary Branch Library, the carpet is being selected. Once the selection is made, the carpet will be ordered which should take about one month to arrive.

Ms. Husband asked if there were any questions.

There being no further comments, Mr. Jacob asked Mr. Watts to give the Miscellaneous Reports.

B. Miscellaneous Reports

Mr. Watts reported that the Library staff has been working on the proposed Library budget for 2018. Library Administration has received a large amount of data and input from the staff. Ms. Pinsonat and Mr. Pierce have gathered this information in order to produce the documents which the senior staff will review. We look at trends, costs, and contracts in order to determine which items should be placed in the proposed budget and which should be deleted. The Business Office will then produce a voluminous budget binder for each Board member. We deliver these binders to the Board members, giving time for review before the budget work session occurs. Our deadline to submit our budget is July 28th, and is dictated by the City-Parish Finance Department. Therefore, at the regular Library Board meeting on July 20th the Board will need to have a public hearing and vote on adopting the proposed budget. A budget request will then be submitted to the Mayor-President. Traditionally we have a budget work session that usually lasts about 2-3 hours on a date prior to the regular Board meeting. We have held these on Saturday mornings or during the week starting at 4:00 p.m. We will deliver the budget binders during the last week of June. The work session will need to be scheduled after the July 4th holiday. We would like to consider dates from July 6th through the 15th. Mr. Watts said that Ms. Zozulin can send an email and poll Board members for their availability as we have done in the past.

He then discussed the RFID project. We have been told that equipment should arrive next week. We are following the instructions from the engineer for the project. We had to purchase some base plates for two of the branches. This method is less expensive and time consuming than making modifications to the building. It's a small cost, but it wasn't stated in the original bid. This change has generated the need for a contract amendment.

We also had an issue regarding bank services for the use of credit and debit cards. When the proposal was issued, the City was using a different bank than it is currently. The card security system, Govolutions, used by Capital Bank, which is the current bank for City-Parish, is not compatible with the MK Solutions system. A new application will need to be written in order for the Library to use this service. It is essential that this is done because self-checkout units work best when patrons can complete all of their business in one place. We want to accept payments with credit and debit cards. We have attempted to consolidate all potential changes, and for a \$1.5 million contract, we are asking for a \$55,870 amendment.

There was another issue in which the purchase order needed to be re-written, and broken down item by item. Mr. Watts thanked Mr. Pierce and Ms. Chantell Williams from the City-Parish Purchasing Department for making the adjustments. MK Solutions also assisted with this effort. Mr. Pierce noted that it is now 26 pages with 189 individual line items.

Mr. Watts then discussed the RFID tagging process. Once the equipment is in place the items in the collection must have the RFID tags placed in them. We have selected a vendor, Backstage Library Works. This company is experienced and has tagged 29 other libraries across the country.

The contract is scheduled to be approved by the Metropolitan Council. This company will tag the 1.95 million items in our collection plus any additional items that have been added to the collection since February. Backstage Library Works will provide an experienced project manager. Fifteen people will be hired by them to do the tagging. They will have individual carts and will move through the collection. This tagging will take approximately six months to complete. The tags must be synchronized with our bar codes and entered into our Integrated Library System (ILS). They plan not to close down any portion of the Library during this process. They have said that their experience is that they can work around patrons. This will minimize the inconvenience to patrons. The base cost for this work is \$435,000. When we analyzed this cost against performing the tagging in-house, our estimate of labor cost was at least \$35,000 to \$70,000 and 2 months longer to complete. In addition, we would experience great difficulty diverting staff over an extended time for this project. The level of service and operational disruption would be tremendous. We are looking forward to getting this project approved and underway.

Mr. Watts then discussed the Talking Tech voice mail system. We found an issue in the messaging. When patrons have multiple overdue items with various due dates, we need to indicate that. We are able to accomplish that by modifying the software and then getting it integrated into our Infor ILS. This correction should be completed early next week.

The Library is transitioning our security to Dell Data Protection - Endpoint Security Suite Enterprise. This is a more robust upgrade to our security system which guards against malware, viruses, worms and ransomware and will protect our networks and PCs.

Mr. Watts announced that the City-Parish has won a US Green Building Council, Louisiana Chapter Award for Sustainability Leadership. This award was based on the achievement of LEED awards for the Main Library and the Public Works Planning Center on Laurel Street.

Mr. Watts noted that we are meeting with BREC during the first week of June to move forward on the final close-out of the CEA for the Main Library and Independence Park. The allocations of the land in the original CEA will be reviewed. This document contains details on the division of the plaza, the parking lots, and the service yard. BREC is constructing a volunteer building behind the BREC Theatre in the service yard. Construction should take about six months during which time there will be congestion, and disruption in the service yard. All of our large deliveries are made there.

In regard to the State Legislature, there is a move to repeal the inventory tax on businesses. The initial request has not left the committee. The Library will monitor the actions regarding this potential change. We understand the State's difficulty with the reimbursement component, but for the Library 9.9% of our revenue comes from this inventory tax. If this were eliminated immediately or gradually over time, it would result in a significant change in revenue for the Library.

Mr. Watts then discussed the Broadband and Dark Fiber RFP for broadband enhancements to our infrastructure. Five proposals were received, and reviewed. We had started the process later than we had hoped, and we only had 5 days to assess the proposals. The proposals were interesting, complex, and large.

We were looking at different options from the service we currently have because the Second Modernization Order of the FCC provides support for certain types of services and there is concern that this support may expire in the near future. There are changes occurring in the FCC. Today they voted to repeal the Net Neutrality regulations. This is the beginning of changing the way telecommunications issues are approached.

Mr. Watts said we also looked at Dark Fiber IRU (Irrefutable Use) solutions. We had good responses to this request. Unfortunately our current contract has a restrictive termination clause. When we did a cost analysis versus the benefits, and risk ratios with the consultants we hired for this work, we concluded that given what we are doing currently, the way we are operating, and what our immediate needs are, we should retain our current contract. Terminating the current contract and starting a new one was not going to be beneficial enough to warrant adopting any of the proposals.

Mr. Watts said that the Library is getting good service from Cox Communications, Inc., who is our current provider. It is an improvement compared to our previous service. We are beginning at certain times, and places, however, to reach maximum capacity with our bandwidth. We will monitor these issues over the next two years.

We were disappointed because we wanted to take advantage of these opportunities which were being made available through the Universal Service Administrative Company (USAC) e-rate program. Because we had only five days to decide and submit Form 471 to receive our e-rate reimbursement, we submitted the form that we knew would give the Library approximately a \$125,000 discount. We know the service we now have works well and the vendor is responsible.

Mr. Watts said we have learned several things through this process. We must start the RFP process much earlier if we want to make a change and get our reimbursement. Prior to this effort, we did not know as much as we now know about IRU. We will make note of all of the specifications we are interested in and that are valuable. We will work again with a knowledgeable consultant. The consultants from CTC were excellent. Some options may not be available when we pursue this in the future. However, there could be other options that would be beneficial. Overall, this has been a positive experience. We realize that some of the options could have had benefits for the community in terms of building a more robust fiber network in all areas of the parish where we are located.

Mr. Watts concluded his remarks and asked the Board for their questions or comments. Ms. Guarisco asked when the Library's contract renews to which Mr. Watts replied in two years. The time to begin this process is late next year. We will monitor the deadlines so that we can submit our forms within the e-rate deadlines. We will have more time to analyze the proposals, and ask questions. We hope to have two months to review the proposals before making a decision.

Mr. Leger thanked Mr. Watts and the Library staff for their work and efforts. He agreed that the time frame was very short, and that we learned much through this process. He said we have a good blueprint for re-approaching this if it is available through the FCC. He noted that he was

very excited by this prospect because of what fiber could mean in opening service delivery coming from the Library. We could also have brought high-speed broadband across the parish where it may not now be available. We should explore this service in the future.

Mr. Leger said he was disappointed in the short turnaround time, but also in the early termination clause in our existing contract. He said after doing research, he found it can be commonplace in the industry. However, it is disappointing to see such an extensive draconian clause in which we would have had to pay 100% of the value of the remaining contract. He said he finds it a little anti-free market. He would have appreciated our vendor instead of competing in contractual terms, competing to keep our business in terms of innovation and service delivery. This clause puts a damper on the entire process.

Mr. Leger said in the future if possible, he wants the Library to pursue fiber again. When the Library re-negotiates the contract, he cautioned against signing another one that includes such an intense termination clause. It is not reasonable or good for public service entities to be limited in the type and direction of our service delivery just because of a poor contract provision.

Mr. Watts pointed out that Cox Communications did submit a very good proposal with some innovative approaches. He added that he spoke to the Parish Attorney about this clause. He was told that this clause is common in utility services. In our next contract we will see what we can negotiate. Telecommunications is considered a utility and is almost as important as water and electricity. It certainly is for the Library; it is our life blood. We need print, paper and electronic resources to produce the content we want for our citizens. He noted that in regard to water, electric, or gas service, there may only be a single choice. We are fortunate in our telecommunications service to have robust competition. This should continue to be the case in the future.

Mr. Jacob asked when the Library will start to work on a new contract. Mr. Watts replied in late 2018. He added that we would begin by finding a consultant which will be a part of our proposed budget for 2018. We would rely on them to assist us in setting a timeline. He noted that this idea was first discussed in late summer of 2016. There were many disruptions through the summer and the end of the year. By the time we were able to work on this project, it was late February. We had issues in being able to sign a contract for a consultant. The consultant was only available very late in the process. We will have a big advantage because of what we know when we try again. The preliminary work should be completed the year before the RFP is advertised.

Mr. Jacob thanked Mr. Watts and asked for any other comments.

Ms. Wascom asked Mr. Watts to explain how the changes in Net Neutrality might impact the Library's access to high speed internet. Mr. Watts said that he will respond, but that Mr. Leger, Ms. Johnson or another Board member might want to share their expertise on the subject. Mr. Watts said the key concern is that discussions are occurring about re-categorizing what broadband access can be. As it is taken out of a protected category, it opens up competition which could be advantageous for things such as pricing. However, it would also allow different providers to regulate, or give priority to content. Those that paid high fees to have their content accessible, could use disproportionate bandwidth. The result would be that entities such as the Library would

have less accessibility for their content. It could result in very slow speeds because the Library may be unable to afford to pay the higher fees.

Mr. Leger agreed that is essentially what could happen. The FCC in the prior Administration protected the internet from this. The Commissioner of the FCC has stated that his desire is to roll back these protections. What it would allow is for two competing providers to pay their Internet Service Provider (ISP) to give a higher priority to their traffic over their competitor. It removes the level playing field aspects of the internet. It may be conjuncture to say what could potentially happen. Possibly someone outside of the Library could access our resources and sell them instead of their being democratized which is how the Library currently operates. Mr. Leger said there is some real concern for this. It is beyond our Library Board's jurisdiction. This is something that is being considered as a problem on the national level.

Ms. Wascom said she wondered if all governmental entities that need access for their content would be given a low priority over commercial entities. If eventually the Library wanted better access, it would need to pay a higher fee for the internet.

Mr. Jacob asked if there were any additional comments from the Board. Mr. Jacob asked for public comments on any of the topics under Other Reports.

Mr. Leigh King, Vice President of Cox Business Services, thanked Ms. Stein and the Library Board for the existing partnership Cox has with the Library. It's been a long partnership and is greater than just the services Cox provides. Ms. Stein mentioned several programs that Cox willingly sponsors. Mr. King said as Mr. Watts mentioned, Cox did submit a proposal for the Broadband and Dark Fiber RFP.

As far as the current contract is concerned, it is an industry standard. He added that he has worked in this industry for 25 years. When Cox spends \$10 – 12 million to install a fiber network, the company needs to get a return on its investment. Contracts are tied to making a return on investment.

In this particular situation, he noted Cox actually submitted multiple bids in lieu of the fact that we are currently under contract with the Library. Those bids would have provided the Library with any services that might have been needed in the future. Mr. King said the fiber network is in place today. It can meet the current and future needs for anything the Library requests. We routinely meet with our customers including the Library staff to ask if there are any additional services required. Cox is more than willing to meet the needs. He concluded by thanking the Board for the opportunity to speak.

Mr. Jacob thanked Mr. King. He asked for any other public comments. Their being none, he read Item A under New Business.

V. New Business

A. Introduction of Ms. Candace Parker, New Member of Library Board of Control – Mr. Jason Jacob

Mr. Jacob welcomed Ms. Candace Parker to the Library Board of Control. Ms. Parker thanked Mr. Jacob. She said she is from Baton Rouge and is a residential realtor. She has worked locally in real estate for eight years, and her family has owned businesses here also. Ms. Parker added that she appreciates the opportunity to serve on the Library Board to ensure that we continue to provide the citizens of East Baton Rouge with great services. Mr. Jacob replied that the Board looks forward to working with her to move the Library forward.

B. Library Overview of 2017 – Mr. Spencer Watts

Mr. Watts said this presentation is part of the mid-year review and evaluation process for the Library Director. He added the year-end review occurs in October. He noted that most of what he planned to discuss is not new since most topics have been talked about at previous Board meetings. He said this presentation gives the Board the opportunity to also see what we are planning to accomplish in the next few months. He indicated he planned to be brief. A copy of the presentation is appended to these minutes.

Mr. Watts discussed the re-opening of the Greenwell Springs Road Regional Branch Library. Restoring the building for patron use was a major project in the second half of 2016 and the first quarter of 2017. We have done well with two thirds of the building open for use.

We now have the scheduled renovation and repurposing projects for the Greenwell Springs Road Regional, and the Jones Creek Regional Branch Libraries underway. The Greenwell Springs Road facility work is a priority because of the flood damage it sustained. We are excited and looking forward to the changes we are planning, including collaborative work spaces, study areas, a renovated Children's area, a new Teen area and a quiet study room. The concept plans created by the architects for Greenwell Springs were well received by the public. We are now in the design phase for that branch. In regard to the Jones Creek Branch we met with the architects on May 17th to review concept ideas for this phase of the project. We should have more to report to the Board at the June Board meeting.

Mr. Watts then discussed the other major project which is the construction of a new River Center Branch Library. Great progress is being made as evidenced in the photos from the jobsite. The cantilever is beginning to take shape, and part of the fourth floor is visible. The form of the building is becoming more apparent. He said this project will be discussed in more detail later in this meeting.

We continue to search for a location for a south branch library. We are committed to finding a site. A large amount of time and effort has already been expended in this effort to provide Library service to this area of the parish. Mr. Watts said this project will also be discussed later in this meeting.

Mr. Watts talked about the major maintenance projects which include the Exterior Lighting Project for the Baker, Delmont Gardens, Eden Park, Scotlandville and Zachary Branch Libraries; the Exterior Restoration Project for the Carver, Central, Delmont Gardens, Eden Park, Greenwell Springs Road Regional, Scotlandville and Zachary Branch Libraries; and the Flooring Projects for the Central and Pride-Chaneyville Branch Libraries. He pointed out a photo of the renovated courtyard at the Carver Branch. The fountain was removed and replaced by a planter. He added that the roof modification made last year along with the changes made to the courtyard have solved the ongoing problem with water intrusion in the courtyard and the building itself. He reminded the Board of all the repairs and maintenance that occurred in order to re-open the Greenwell Road Regional Branch.

Mr. Watts discussed the Library's patron-facing technology which includes a comprehensive RFID project. The project contract for RFID tags and equipment provides self-check kiosks and desktop units along with Reader's Advisory and Library marketing features. The contract for tagging our collection is critical and is moving forward. One of the important features of this system is that multiple items can be checked out by patrons and staff in one time-saving operation.

Mr. Watts mentioned back-of-the-house technology. Virtual Desktop Infrastructure (VDI) is underway and is lessening the cost of desk top computers. These are not thin clients. Remote diagnostics and repair can be done in our Computer Services Department without physically traveling to the branch. Our RFID system will include an intelligent return system and security gates. An automated materials handling sortation system will be programmed to sort items by branch for return to the branch of origin. We will install this sortation equipment where the volume of returns warrants this system. We initially plan to add this equipment to the Main Library, the Greenwell Springs Road, the Bluebonnet Regional and the Zachary Branch Libraries. The Jones Creek Regional Branch will get a sorter after the building renovation is completed.

Our website continues to evolve. The V-Smart (ILS) upgrade last fall has allowed the Library to implement new features. Online registration and online renewal are in place. The solution to provide for the use of credit and debit cards for monetary transactions is underway. The Responsive Design of our catalog page was critical as evidenced by our mobile message open rate. Our rate is quite high as compared to other library systems. The more responsive our website becomes, the more patrons will open our messages and go to new digital services. Staff are working through the various sub-pages.

Mr. Watts said the Talking Tech Service has already been discussed earlier in this meeting. Once this service is available it will accelerate notification and pick up times for items on hold, or overdue items which will increase circulation velocity. It encourages patrons to add an email address to their record. A printed notice will be sent if we cannot reach the patron through this service or through email. Invoices will continue to be printed and mailed. Through Talking Tech patrons will also be able to call-in and check their accounts and renew items.

The Baton Rouge Bicentennial celebration continues through the end of the year. Ms. Stein did a wonderful job earlier in this meeting describing some of the many activities. We appreciate the opportunity to weave the Bicentennial into many of the activities and events going on at the

Library. It is good for the community to think about where we were, where we are now and where we will go in the future. The Library's offerings for the Bicentennial are one of the best in the parish.

Mr. Watts then said the Bicentennial was tied to the One Book One Community program with the Mark Twain book, *Life on the Mississippi*. Many activities were available for all ages and interests.

He mentioned the Digital Learn Platform which was discussed in the *Around the Parish* report. This pilot program is the result of an effort by ALA, PLA, and Cox Communications who is taking a national role in this. It will serve as a template for many other libraries to illustrate how libraries can reach people who have been left behind by the Digital Divide. We hope this platform will help people to know that there is a way to use telecommunications for online research, communications and content availability. For those who are afraid or reluctant to use technology, this program will give them confidence to learn about digital possibilities. One is at a severe disadvantage if digital resources are not understood, and we do not want anyone to be left behind. The public who do not have these resources at home can come to the Library to use our technology.

Mr. Watts said the *1,000 Books before Kindergarten* is one of the Library's favorite programs. Children's author, Will Hillenbrand visited our Library for the second year to celebrate with the children who completed the program. Mr. Hillenbrand has an excellent rapport with the children and each child gets to spend time with him for a photo opportunity, and an autographed book. We are emphasizing that reading 1,000 books is not difficult to accomplish, and that re-reading the same favorites counts.

The Library continues to team with a wide variety of organizations in the community. We do this through marketing, outreach and relationship building. AARP, SCORE, 1 Million Cups, BRAC's InternBR, and DeBose Visual Arts are a few of the many groups with which we connect. These partners appeal to many people in our parish, and they assist them in multi-faceted ways. The Library and these groups are able to do so much more in the community because of the relationship we have. In regard to marketing and outreach, our new bookmobile is in production. The old Elf bookmobile is showing its age, so the new vehicle will be very much appreciated. We will have more flexibility and reliability to serve the public. All of the flood recovery programs have also been an important outreach service for the Library.

Mr. Watts said social media engagement remains an important part of our service. *Facebook* likes reached 7,700 in May 2017. This statistic complements the growing activity on channels such as *Twitter* and *Instagram*. All of these help us to reach out in a different way to communicate with our citizens about our services. *Facebook Friday* has been very successful. The 'bookface' photos have been fun to produce and post.

We track and measure the engagement of our patrons with our databases such as Zinio for magazines, Flipster, and Qello. The Net Promoter Survey provides us with an insight into how we are performing, and the quality of our service. Our Library scored 93% which is a high score.

Mr. Watts said we communicate electronically with patrons about new services. We collect data to determine how our new services are being received by our patrons. We have seen a 30%

increase in usage of some of our products after these messages have been sent. This response is high. He noted that the number of active cardholders and household usage is up.

Mr. Watts said the Board members will receive a printed copy of this presentation in their June Board packets. He and Mr. Jacob asked the Board if there were any questions.

Ms. Johnson asked about the status of placing a Library kiosk at the Baton Rouge Airport. Mr. Watts said the Airport put a link to our website on the business database page of their website. We had an arrangement with the Airport, but almost everyone from the Airport who worked on this project is no longer employed there. We were all committed to this project. We need to work with the City-Parish government in order to obtain permission to purchase and install a kiosk. The kiosk is very expensive. In the past these units were not very stable, but they are much improved with three or four manufacturers to choose from. These machines now have a larger capacity. Ms. Stein said they make units that hold 1,000 items, and yet they are fairly small devices. Mr. Watts said he would also like to install one in the governmental building because of the dislocation of the River Center Branch. One of the companies that is making a stable product is MK Solutions, our RFID vendor. We have not given up on this project, but it may not move forward until the next budget cycle.

Mr. Watts noted that the temporary River Center Branch is maintaining a good circulation volume and gate count.

Mr. Leger said he is always amazed at how much we accomplish in a year. He is especially impressed because of the derailment we experienced last year. He asked about questions that people ask us through social media, and does that get reported as reference questions. Ms. Stein replied that at this point we are not able to do that because there are guidelines set by the State Library and the federal government about what we can report. We are counting interactions on social media. However, we are not categorizing these as informational, directional or reference. Almost every other comment contains a question which our social media contractor answers. That is why we have won for the third year in a row the BRSocMe Award in the "How May I Help You?" category from the Baton Rouge Social Media Association. On the national level discussions are occurring about counting social media interactions with libraries as reference questions. A method will probably be devised that can accurately determine when reference questions are asked. Ms. Stein noted that she counts the "Text a Librarian" responses because those texts are sent directly to the Reference Department. Mr. Leger thanked Ms. Stein. He said he has noticed that the Library's social media interactions have especially increased in the last 6 – 8 months.

Mr. Leger told Mr. Watts he appreciates Mr. Watts' leadership. He added he knows that the staff works hard, too. Mr. Watts said everyone's combined efforts work well for the Library and the patrons.

Ms. Wascom asked if the Library's Teen Services Department is continuing to make visits to the schools. Both Mr. Watts and Ms. Stein answered affirmatively. Mr. Watts said they update the school list often and set up appointments for school visits. Ms. Wascom wondered if we ever have had a report on those efforts. She would like some data on our interactions in the schools.

She added that some of the databases such as *Newsbank* are listed on our website under “For Everyone”. If one is looking for an older article from *The Advocate*, one needs to know where to go to get that information. She said it may not be apparent because of where the database is located.

Ms. Wascom also asked if *OverDrive* is working properly. Mr. Watts said yes. She said she has tried to download a book on her iPad several times, and has experienced issues. Ms. Stein replied that *OverDrive* made a change several months ago. Those that use digital resources frequently, did not find the change very difficult. However, the Reference staff are always available to assist with any concerns or questions. Patrons can make an appointment and bring their device to the Library for individual instruction. Ms. Stein said that the Bookmobile staff also offer support on their scheduled visits, and when they participate in special events such as *Live after Five*, or at festivals. She added that we also have InfoGuides on our website. There is a tab on the homepage to access the guides. Many contain instructional videos. There is one about how to use *OverDrive* with various devices. The staff constantly updates these guides to keep them current. Ms. Stein agreed that at times trying to understand how to use a new device and database can be confusing. She encourages patrons to call Reference for individual instruction.

Mr. Watts said about two months ago when the change in *OverDrive* was made there was an increase in patron questions which seems to have decreased recently. However, he said it may be helpful to promote *OverDrive* again to encourage our patrons who have questions to contact the Library for assistance. Working one-on-one regarding how to use a device with the database is an excellent way to learn.

Ms. Wascom asked if the Library has any resources for the visually impaired. She said she knows we have audiobooks, but she wondered about other assistance for those with vision problems such as macular degeneration. Mr. Watts said the Kurzweil Firefly database is an excellent product for assistance with any level of vision impairment. We also have a program called Jaws. Both of these magnify the screen. Firefly is available for all devices, and Jaws is installed on one pc in each branch. Mr. Watts said if a patron needs this assistance, the staff can help with access and instruction on the use of these programs. Ms. Wascom thanked Mr. Watts.

Ms. Johnson asked if patrons are satisfied with the policy on bringing food and drinks into the Library. She wondered about any feedback the staff has received. Mr. Watts replied that most are happy that we allow it. It has been well received especially over the last several weeks because we have had many students coming to the Library to study. Mr. Watts explained that he was checking the desks and floors in the public areas of the Main Library before it opened in the morning to see what might have been left from the previous night. The biggest thing he found was bits of paper and erasures. There wasn't much in the way of crumbs or food, or spills from drinks. We do have them on occasion, and we will continue to have them. For the most part it has not been a huge problem. The number of people who are happy because we allow food and drinks out-weighs any problems we have had. When we first allowed this, patrons were uncertain about what was acceptable. People now have a better idea of what is appropriate to consume in the building. There are areas where eating and drinking are not permitted such as in the computer

area, in Children's Services, in the quiet reading room and in the Special Collections Department. Ms. Johnson said this is good to hear.

Ms. Wascom asked about the BREC café. Mr. Watts said we were told they are very close to contracting with a vendor for the café. One of the issues that they have had is the inability to obtain a street address for the building. It is difficult to complete a contract with a vendor without naming the location of the café. BREC thought they had to have a subdivision of the property. However, Mr. Watts said he investigated the matter and found that they do not need a subdivision to obtain an address. There is another procedure they can follow for which the City-Parish is going to assist them. Mr. Watts added that in his experience, it is difficult to find a vendor and to keep them in a café.

Ms. Parker asked a question about an issue with the parking lot that she read in the February Board meeting minutes. She asked if the current situation is the same one discussed in February. Mr. Watts said yes and added that a surveyor was hired by BREC. We were to share in that expense. The hiring of the surveyor had to be approved by the Metropolitan Council and by BREC's governing body. The surveyor has done his work and this will assist us in dividing the areas that we share with BREC.

Mr. Jacob asked for any additional comments. There being none, he thanked Mr. Watts. He asked for any public comments. There were none. Mr. Jacob read Item A under Old Business.

VI. Old Business

A. Update on River Center Branch Library Construction – Mr. Spencer Watts

Mr. Watts discussed the River Center Branch project. He said the Board received a report on the construction project. He said the cantilever is being installed. Some of the fourth floor beams are now visible. The supports for the roofing are in place. The Library senior staff were present on May 4th for the monthly on-site visit. Most of the steel work should be completed by the end of May. We have benefitted thus far from the weather patterns throughout the construction phase. The concrete pour for the second floor should occur soon.

He noted that laminate colors have been chosen for the elevator cabs, as well as the finish for the interior wood doors which is a plain sliced white birch with a fallow finish. The metal stairs have been partially installed. The concrete masonry units for the elevator shafts have been completed. The skeleton of the building is filling out.

Mr. Watts gave kudos to the staff who were involved in the keying meeting last week. The keying process is very tedious but it is necessary.

The contractor continues to work on the HVAC lines in the adjacent B1 Garage. These lines have been uncovered and excavated, and the work should be finished shortly. Work is continuing on the upgrade and repair of the sanitary sewer lines. There are some telecommunication cables

running under the old building and the site. The company responsible for these cables does not want to relocate them, so they will remain under the new building.

We have requested a review of the signage package. The Multivista camera has been installed and is providing constant video of the construction site. They have also been taking periodic photos of the construction site.

Mr. Watts asked if there were any questions. Mr. Jacob asked if the project is on schedule. Mr. Watts stated that maintaining the schedule is always a fluid situation because the weather can alter the work at the site. Some think that once the building is enclosed, the weather will not matter. However, this is not true. For example, when the site is muddy, certain equipment like lifts cannot be used. The change orders thus far for the drilling of the shafts caused a few days delay. He said he has not seen any indications of possible delays related to the ordering and delivery of supplies and materials to the site. As we get closer to hurricane season suppliers may be affected by storms. The contractor has done an excellent job of getting material in a timely manner. We have only had approximately 14 days for delays. The completion date is still projected for August of 2018. Mr. Watts said he expects that date to change by approximately 60 days which is typical for this work. He also pointed out that the completion date is not the opening date. After the construction is finished, the furniture, equipment and materials will need to be installed. This process can take another 60 days. Mr. Jacob asked if a projection for the opening would be early in 2019. Mr. Watts said if progress continues, the building would be opened in the fall of 2018 possibly around Thanksgiving.

Mr. Jacob asked for any other comments on this item. There being none, he read Item B.

B. Update on Renovation of Greenwell Springs Road Regional and Jones Creek Regional Branch Libraries – Mr. Spencer Watts and Ms. Patricia Husband

Mr. Watts said we met with the architects for the Jones Creek Regional Branch renovation project on May 17th to review the progress on the interior design. The architects have asked for another meeting with City-Parish Architectural Services to determine how to proceed with the project. We will arrange for this meeting over the next couple of weeks. We would like to have a meeting for public input in the next five or six weeks. The architects are concerned about the mechanical, electrical and plumbing requirements for this building. This facility is old in terms of standards and safety features. For example, although the fire suppression sprinkler system may have been sufficient to meet the regulations that were in place when the library was built, today a replacement of much of the system may be required. These types of concerns are slowing the progress of the architects.

Mr. Watts then discussed the renovation of the Greenwell Springs Road Regional Branch Library which is now in the schematic design phase. He said he hopes that in the next few weeks the early stages of design work can begin. We need to continue to make progress on this renovation because the needs are so great as a result of the flood.

We talked to the architects for both projects about the meeting room partitions, and the need for more advanced sound proofing. We may not be able to afford Skyfold partitions in all places, but we can upgrade considerably. We asked them to use some type of acoustical treatment in the ceiling to prevent the sound from coming across the top, and to also minimize sound at the bottom of the partitions.

Mr. Watts asked if there were any questions. There being none, Mr. Jacob read Item C.

C. Update on Search for a Site for a South Branch Library – Mr. Spencer Watts

Mr. Watts said there is very little to report. The owners of the Quail Drive property have put their new building project on hold for now. They are re-evaluating this project. Therefore, the building on Quail Drive is not on the market. It could be as long as ten months to one year before they re-bid their construction project. It is time consuming to discern what course of action to take and involves input from many individuals.

Mr. Watts said he has not taken any action on the other site under discussion. At least one Board member and some of the residents of the service area may not like the location of that property.

Mr. Watts mentioned that he received information last week about a property on the other side of Essen Lane which is out of the service area for a south branch, and too close to the Bluebonnet Regional Branch.

Mr. Watts asked for any instructions from the Board. He added that we could again look at non-traditional designs for a branch.

Mr. Jacob asked for comments on the south branch. There being none, Mr. Watts said we will continue to ask about and look for property.

Mr. Jacob asked for any public comments. There being none, he asked for public comments on any of the items under Old Business. There were no comments.

VII. Comments by the Library Board of Control

Mr. Jacob read Item VII. He said he received a letter addressed to Mr. Watts and the Library Board of Control. He said he likes to read letters like this one which reflects on how good our Library System is. The letter is from Mr. Michael Butler and reads as follows:

“Dear Mr. Watts:

Too often our very knowledgeable, dedicated, and hard-working public service employees are denigrated and demeaned when performing their duties. This mischaracterization of public employees could not be further from the truth when considering the employees of the East Baton Rouge Library. Over the years I have

requested and received assistance on a variety of subjects and projects from multiple different branches, most recently the Scotlandville and Goodwood Branches. In both cases the employees went above and beyond to meet my request. They obtained answers, returned phone calls, and answered emails. At all times they were friendly, courteous, and professional. They went the extra mile. We are very lucky to have a fine institution in our community supporting the public. It provides vital services and provides programs for the whole community. When public employees and institutions provide such excellent service they should be recognized and thanked.

Respectfully yours,

Michael K. Butler, M.D.”

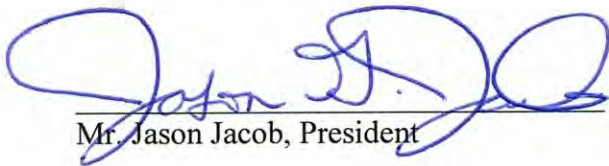
Mr. Jacob congratulated the Library staff and thanked them for the great work that they all do. The community does notice.

Mr. Jacob also congratulated and thanked the staff on the awards they have received. It’s a reflection of the hard work and dedication of the staff serving the public.

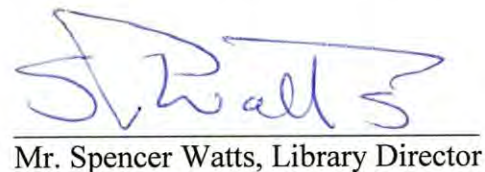
Mr. Jacob asked for any other comments. Mr. Luther welcomed Ms. Parker to the Library Board. He said he looks forward to working with her.

There being no further comments, Mr. Jacob asked for a motion to adjourn.

Ms. Johnson made a motion to adjourn, seconded by Mr. Leger. The meeting was adjourned at 5:54 p.m. by unanimous vote.



Mr. Jason Jacob, President



Mr. Spencer Watts, Library Director



EAST BATON ROUGE PARISH

LIBRARY

Library Overview | Year To Date

May 2017

Rebuilding Together: Greenwell Spring Road Regional Re-Opens to the Public in March



EAST BATON ROUGE PARISH LIBRARY

BRANCH LIBRARY ASSESSMENT PLAN

Presented to the Library Board of Control at its regular monthly Board Meeting on
February 19, 2015.

This study shows possibilities and potential for the future.
It is designed to help the Library coordinate its resources
for the future at various branches.

These are concepts only. Each project will be evaluated on its own merits.

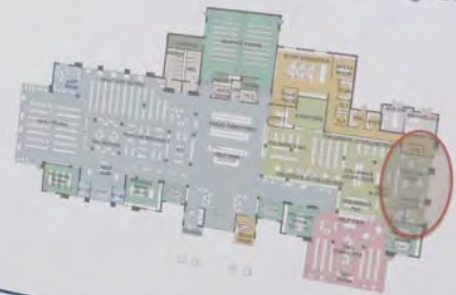
Greenwell Springs Road Regional: Concept Plan Well Received by Public

Jones Creek Regional is next

EAST BATON ROUGE PARISH LIBRARY GREENWELL SPRINGS ROAD REGIONAL LIBRARY RENOVATION



CONCEPT TODDLER AREA
Area within the Children's Area with manipulative play, collection, and seating for toddlers.



CONCEPT PROGRAM ROOM (CLASSROOM)
Flexible space designed for meeting / instructional programming.



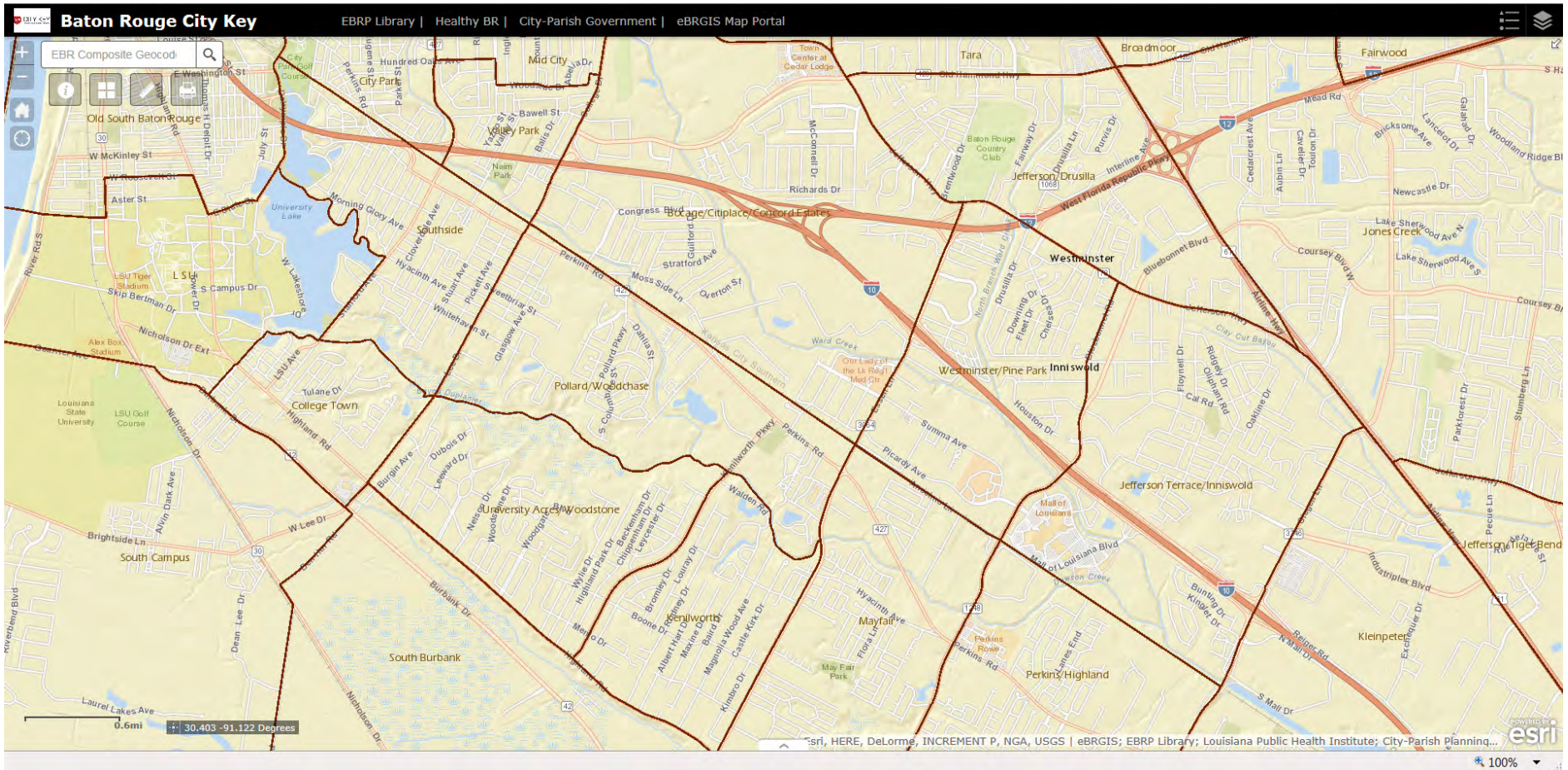
Vision for the Future: River Center Branch



River Center Branch Takes Shape



Site Search Continues for South Branch



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

Major Maintenance Projects:



- Exterior Restoration Project for Carver, Central, Delmont Gardens, Eden Park, Greenwell Springs, Scotlandville and Zachary
- Exterior Lighting Project for Baker, Delmont Gardens, Eden Park, Scotlandville and Zachary
- Flooring Projects for Central and Pride Meeting Rooms
- Greenwell Springs Road Regional Branch ... Repairs and reorganization of the space allow patrons to use the building while architects design the permanent, substantial renovation



Patron-Facing Technology

- Comprehensive RFID Project
 - Contract for RFID Tags and Equipment secured
 - Self Check Kiosks and Desktop Units
 - Units include Reader's Advisory and Library Marketing features
 - Tagging Contract moving forward

Back-of-the-House Technology



- VDI Virtual Desktop Infrastructure (underway)
- EDI Process Completed for Second Book Vendor
 - Allows us to implement electronic ordering which automatically populates vendor invoices and the catalog
- RFID System Also Includes:
 - Intelligent Return System & Security Gates
 - RFID Tags
 - Automated Materials Handling Sortation System
- Explored Dark Fiber Options for Internet



ebrpl.com

Website Evolution

- V-Smart upgrade last fall has allowed other features to be implemented:
 - Online Registration and Online Renewal in place
 - Credit Card/Debit Card solution in progress
- Responsive Design is “a must” as evidenced by our mobile message open rate
- Working through the various sub-pages

Talking Tech Service Will Soon Be Up & Running



- Auto Phone calls 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

Baton Rouge Bicentennial

The East Baton Rouge Parish Library's Special Collections Department
Come share and explore local history in "Baton Rouge's Attic"
Baton Rouge Room Archives and Genealogy Research Center
Main Library at Goodwood



- Research Assistance
- Local History
- Maps
- Local Artists
- Yearbooks
- Postcards
- Scrapbooks
- Mardi Gras!
- Archives of Local Organizations
- Microfilm
- Genealogy Records
- Free Classes & Programs:
 - Genealogy,
 - Preservation,
 - Local History,
 - Research Methods,
 - & more!



Visit the Digital Archive at www.ebrpl.com
Main Library at Goodwood

7711 Goodwood Blvd. Baton Rouge, La. 225-231-3752



Timelines, Histories, Lectures,
Promotional Activities, Time
Capsules, Committees and more ...

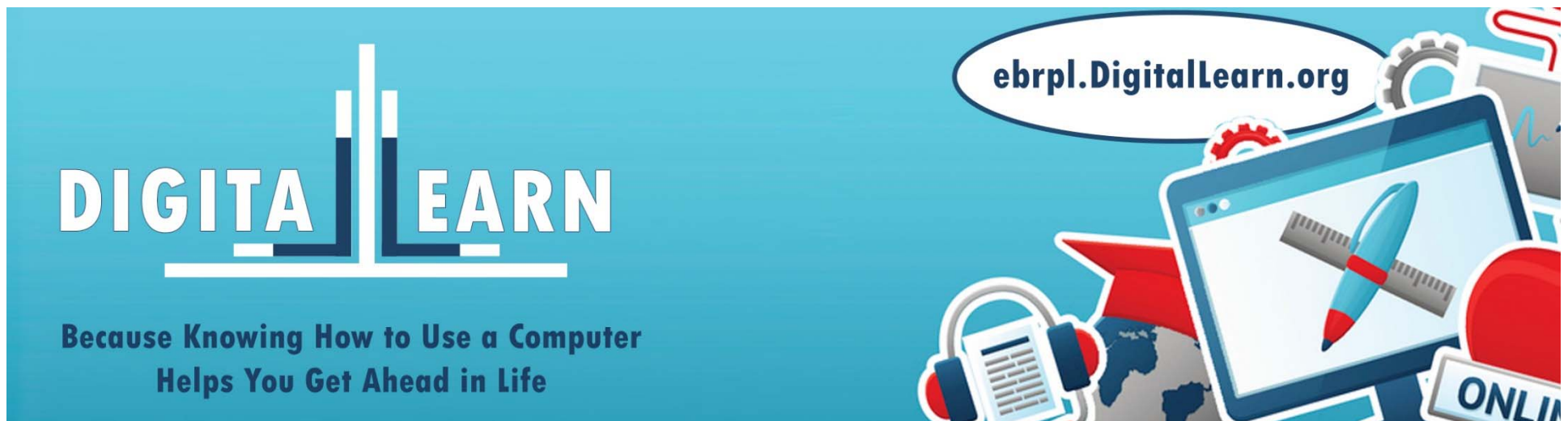


OBOC reads *Life on the Mississippi*

- Tied in to the Bicentennial of Baton Rouge
- Dozens of library programs offered system-wide
- All ages and interests
- Books and other materials sailed off the shelves

Digital Learn | Red Stick Int'l Fest | ETC!

- Increased Focus on Digital Literacy for adults
- Continuing Focus on STEM and STEAM for children & teens



1,000 Books Before Kindergarten Completes Second Year



- More children completed reading over 1,000 books
- Author Will Hillenbrand returned to congratulate them at their party in March 2017



Marketing | Outreach | Relationships

- New Bookmobile in Production
- Flood Recovery Programs
- Interfaith Federation: January Thaw | Listen
- Empty Bowls & GBR Food Bank
- Human Library Project & Friendship Force
- Bartram Trail Conference & Master Gardeners
- VITA & Super Tax Day; AARP
- SBA & IRS Small Business
- Children's Coalition & All Paws on Deck
- Connect Home Project
- MBK: My Brother's Keeper
- ULDI, OLLI, Forum 35 & Red Stick Moms
- BRAC's InternBR & LANO Leadership Training
- SCORE & 1 Million Cups
- MOVE & Capital Region Transportation Plan
- Next Wave Training Series
- Forward Arts & DeBose Visual Arts



How East Baton Rouge Library creates seamless 'bookface' photos worthy of 'high honor' in library world



BY KEN DUHE | kduhe@theadvocate.com JAN 24, 2017 - 8:00 PM (1)



CONTRIBUTED PHOTO BY CLAIRE DELAUNE/EBR Library

Claire Delaune turns Jon Stewart's 'The Daily Show, The Book' in bookface art.



Here's a novel idea: Take a book with interesting cover art and bring it to life using clever photography and live models.

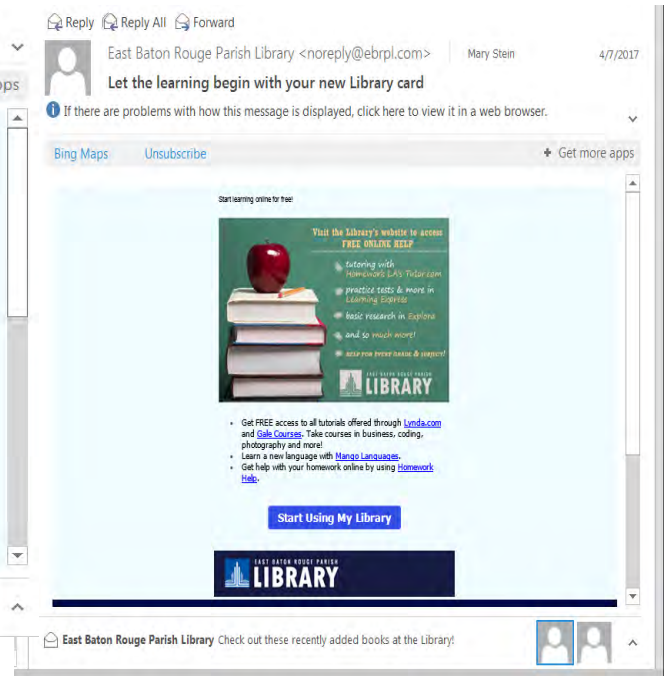
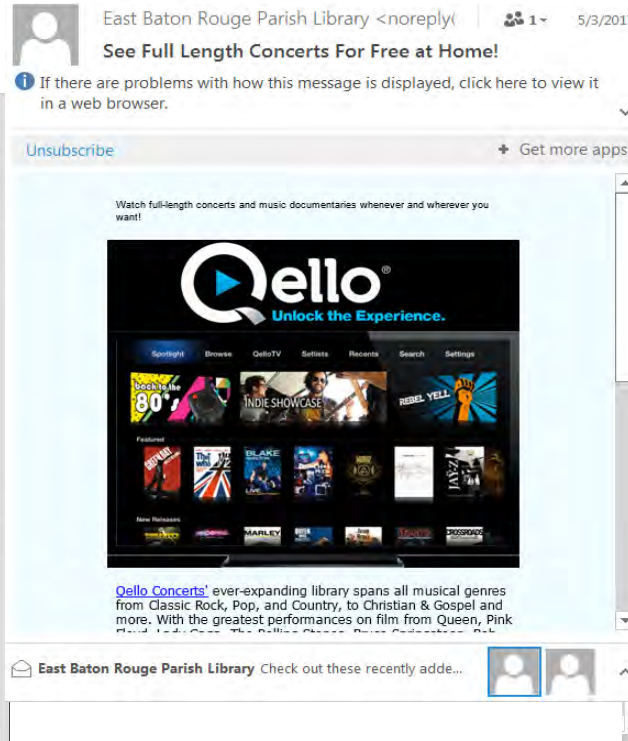
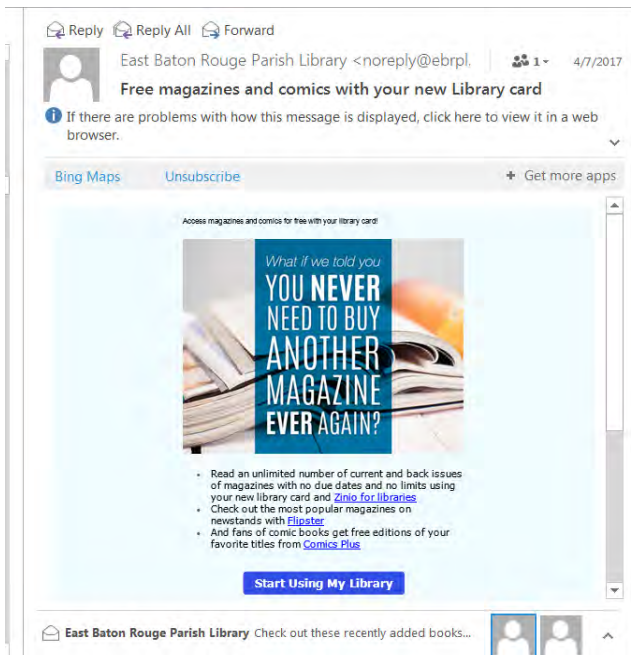
Facebook Likes Reached 7,700 in May 2017

- Complements growing activity on other channels such as Twitter and Instagram
- Special Instagram activity for OBOC
- All channels with #BatonRouge200
- Throwback Thursday
- Facebook Friday ... Even inspired a special story in *The Advocate*

3rd Year in a row:

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

Tracking Messaging & Engagement



8. Please provide any additional comments about your satisfaction with the Library here:

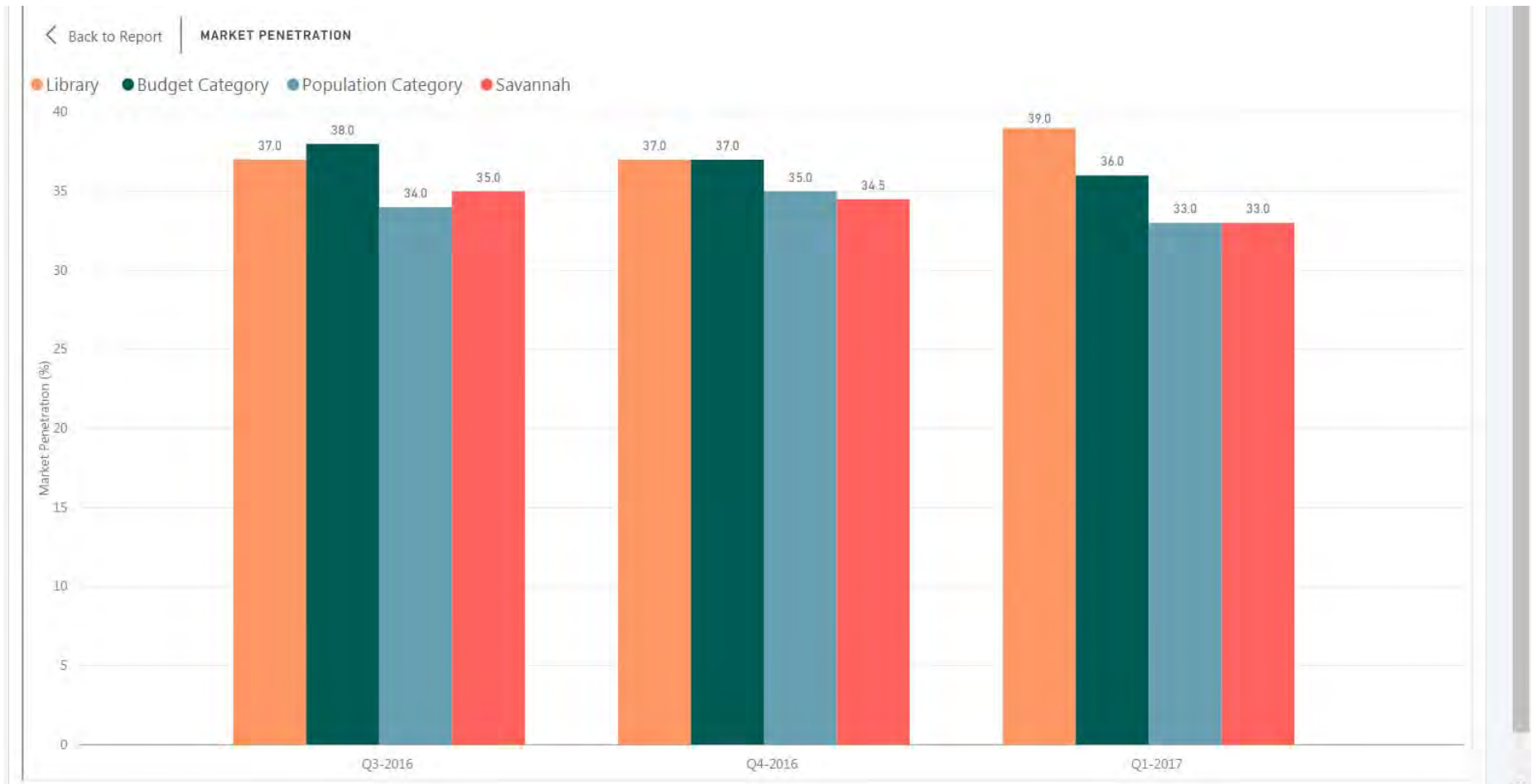


Net Promoter Survey provides an independent “bill of health” or checkup and alert staff to issues related to their User Experience

23. Please provide any additional comments you would like to share with the library here:



Market Penetration Overall



Number of Active Cardholders & Household Usage is Up

