

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
OCTOBER 18, 2018
4:00 P.M.

PLEDGE OF ALLEGIANCE

I. ROLL CALL

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF SEPTEMBER 20, 2018

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. LIBRARY OVERVIEW OF 2018 – MR. SPENCER WATTS
- B. APPOINTMENT OF EVALUATION COMMITTEE; ANNUAL PERFORMANCE EVALUATION OF LIBRARY DIRECTOR – MR. JASON JACOB

VI. OLD BUSINESS

- A. UPDATE ON SOUTH BRANCH LIBRARY IN ENGQUIST-ROUZAN COMMERCIAL DEVELOPMENT
MR. SPENCER WATTS
- B. UPDATE ON RIVER CENTER BRANCH LIBRARY CONSTRUCTION – MR. SPENCER WATTS
- C. UPDATE ON RENOVATION OF GREENWELL SPRINGS ROAD REGIONAL BRANCH LIBRARY -
MR. SPENCER WATTS AND MS. PATRICIA HUSBAND
- D. UPDATE ON JONES CREEK REGIONAL BRANCH LIBRARY – MR. SPENCER WATTS AND
MS. PATRICIA HUSBAND

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.

Revised Minutes of the Meeting of the
East Baton Rouge Parish Library Board of Control

October 18, 2018

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, October 18, 2018. Mr. Jason Jacob, President of the Board called the meeting to order at 4:02 p.m. Members of the Board present were Ms. Nicole Allmon-Learson, Mrs. Martha Guarisco, Mr. Donald Luther, Jr., Ms. Candace Temple, Ms. Kathy Wascom, and Mrs. Delores Watts. 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; and Mr. Ronnie Pierce, Assistant Library Business Manager. Absent from the meeting was Ms. Liz Zozulin, Executive Assistant to the Library Director. Also present were Mr. Brian Thornhill, Library LAN Administrator; Captain Blair Nicholson of the East Baton Rouge Parish Sheriff's Office; Mr. Dirk Graeser, videographer for Metro 21, and 1 member of the public.

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

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

Mr. Jacob asked for the approval of the minutes of the regular Library Board meeting of September 20, 2018. Ms. Allmon-Learson made a motion to approve the minutes, seconded by Ms. Guarisco, and approved unanimously.

Mr. Jacob read Item A under Reports by the Director.

III. Reports by the Director

A. Financial Reports

Mr. Jacob asked Mr. Watts to present the reports. Mr. Watts asked Mr. Pierce to give the financial report.

For 2018, operating expenditures through September 30th are \$25,785,578.07, or 58.35% of the operating budget. Through September, we should have spent no more than 75% of the budget.

Cash collections from Property Taxes for 2018 are ahead of the same 10 months in 2017, as we are approximately \$2.65 million dollars, and 6.26% ahead of last year. Although we had previously predicted an overall increase of 3% - 4% over 2017, because of strong interest earnings, it now appears we will finish 5% - 6% ahead of last year. Mr. Pierce asked if there were any questions.

There being none, Mr. Jacob thanked Mr. Pierce and then read Item B.

B. System Reports

Mr. Watts asked Ms. Stein to give the systems report. Ms. Stein gave the *Around the Parish* report.

- The Library will host several public meetings for the Mayor's All-Hazards Recovery Plan. We are also promoting the Flood Resilience Survey.
- Just in time for the holidays, the Library has added a new database to the digital library: Creativebug. This resource offers professionally produced videos that will guide the crafter through each step.
- The Library has been designated as an affiliate of FamilySearch.org, which means that our patrons will have access to billions of records. This is a terrific addition to the suite of genealogy databases like Ancestry, HeritageQuest and Fold3.
- Our Baton Rouge Digital Archive will now be searchable through the LA Digital Library and will be featured on Google Arts & Culture.
- Our 5th Baton Rouge Mini Maker Faire[®] drew about 4,000 participants. All ages and interests enjoyed the many hands-on experiences.
- To correspond with the space theme, NASA was well represented, with Dr. Rene Horton, Mars Van and a STEM team from Stennis.
- Knock Knock Children's Museum engaged young makers with their "Alice and Wonderland" themed activities.
- The 41st Annual Author/Illustrator program featured Brian Floca. He was a wonderful speaker at the evening event for families; children were fascinated by his process and inspired to be artists and writers through his encouragement. The workshop for teachers and librarians was equally illuminating and enjoyable.
- The outreach staff, accompanied by staff from Reference Services and our STEM librarian, visited with hundreds of seniors when the bookmobile went inside the Raising Cane River Center for the Senior Lifestyle Expo. Seniors were especially excited to try out Virtual Reality and learn about Brain HQ.
- Adults and teens were treated to a visit from award-winning poet/author Kwame Alexander. Accompanied by Randy Preston, Kwame interwove readings of his work with questions from the audience and led the crowd in an interactive call and response.
- It's not too late to RSVP for LPB's Reveal Party at the Library for The Great American Read.
- Coming up: Attic Treasures, GIS day, Pride Chaneyville History Fest, and of course, exhibits at the Louisiana Book Festival.

Ms. Stein asked for questions from the Board. There were none.

Mr. Jacob thanked Ms. Stein. He asked for any public comments. There being none, he then read Item A under Other Reports.

IV. Other Reports

A. Maintenance Report and Additional Capital Projects

Mr. Watts asked Ms. Husband to report on the maintenance and capital projects. Ms. Husband said the architects have received a mockup for end panels for the adult areas and are preparing mockups for end panels for the children's area at the Bluebonnet Regional Branch Library.

Ms. Husband then stated that the RFID system was for the most part working as expected, noting that mk Solutions technicians will arrive soon to repair the audio-visual release devices at the Main Library and implement a fix for all units throughout the system.

Ms. Husband thanked the Library's Facilities and Computer Services Departments for their continued assistance and efforts with our maintenance issues.

She asked if there were any questions. There being none, Mr. Jacob then asked Mr. Watts to give the Miscellaneous Reports under Item B.

B. Miscellaneous Reports

Mr. Watts reported that we have extended an offer to Ms. Kristen Edson for the position of Deputy Director. She will arrive next month and will be a wonderful addition to our administrative team and a big help to us all. Kristen was the unanimous choice from a field of strong candidates. She is currently serving as the Central Library Manager at the Bossier Parish Library and spent more than a decade at the Chicago Public Library. She earned her master's degree in Library and Information Science from Wayne State University and has a Certificate in Instructional Design from George Washington University. She has a good deal of valuable experience in library operations, services, and programs. Her prior work and references indicate that she is an innovator, and that she is highly skilled at establishing and maintaining community relationships. She favors an inclusive management style and is oriented toward solving problems. She has a clear, direct – yet pleasant – communication style. Ms. Edson certainly projects a sense of energy and a commitment to collaborative improvement.

Mr. Watts discussed the new Executime automated payroll system. This has been a difficult time, as one would expect from any complex system. The most obvious issue was the change in the work week schedules for staff. All staff are working very hard and trying to make it work. The system is still not live; we are practicing in an offline test system. The rollout has been delayed by the City-Parish to give employees more opportunity for training. In-house training generated by the Library has supplemented training from the City Parish. It is challenging, as a number of functions we are trying to learn are not yet functional in the test system. This transition has consumed a lot of staff time and energy.

Mr. Watts discussed the ULC Entrepreneurial Cohort pilot program, which is looking at new ways to help entrepreneurs and small business owners within the community. He and Business Librarian Ms. Ned Denby attended the second convening of the group of 12 libraries from across the country. Topics for the convening included development of partnerships; building staff capacity and capabilities; staffing modules; leveraging resources; defining and measurement of outcomes over time; and developing a standard set of benchmarks, similar to those in the EDGE program, which are centered on defining community value, community engagement, and organizational management. The cohort has accomplished a lot of work in a very short time. We are working on methods to better align our services and resources with the needs of entrepreneurs, especially non-traditional entrepreneurs on the lower end of the socio-economic scale who lack access to capital. We will continue to get helpful information out of our participation in this pilot program.

Mr. Watts discussed the All Hazards Disaster and Recovery Planning Initiative. We are working with the Mayor's Office and MOHSEP as part of the All Hazards Disaster and Recovery Planning initiative. We are happy to host a number of upcoming public input sessions that are scheduled at several libraries. Three of us serve on committees and this has entailed a certain amount of commitment and time investment. FEMA is particularly interested in this effort and sees this as a potential model for resiliency planning in other communities. It is hoped that through these efforts, we can improve resiliency and long-term recovery, mitigating the impact on citizens after future disasters.

Mr. Watts discussed patron suspensions. From time to time, patrons display disruptive or inappropriate behavior. Sometimes they are asked to leave just for the day, but if they continue to engage in a pattern of highly disruptive behavior that is disturbing or even frightening to others, or if they damage property, they can be suspended indefinitely. We have established an Incident Review Committee for those cases involving an indefinite suspension of a patron's library privileges due to such misconduct. We are willing to give the patron a second chance. If the patron submits a request in writing, the Committee will review the suspension. This provide a method of due process for patrons.

Mr. Watts discussed the RFID & Automation Project. As Ms. Husband indicated, we hope to have the media release device issue for self check units resolved with a permanent fix within days. We are looking at the use of UPS devices at multiple intelligent returns. We have started to work with consultants on moving VDI out into the branches; configurations will be customized for each library location. We have also just upgraded our ILS system this week, moving to version 5.0 of V-smart. There was only a slight hiccup with the login passwords which was soon addressed by staff. This upgrade will make our system compatible with the Govolution credit/debit function.

Mr. Watts discussed the December Board Meeting. Based on past observations it may be useful to limit the December meeting to a very abbreviated schedule. The idea would be to make it a very brief meeting, complete with all necessary reports and business. The November meeting could also be streamlined. Mr. Watts stated that other libraries often shorten or combine the November and December meetings.

The Board discussed cancelling the December meeting or moving it to a different week. Ms. Temple pointed out that the Board would need to amend the bylaws if they dropped a meeting.

Mr. Watts stated that this might also negatively impact the 75% attendance rule. He will discuss the possibility with the Council Administrator. The Board discussed other dates in December.

Mr. Jacob proposed that for the short term, the December meeting be re-scheduled; for the long term, the Board could change the bylaws by putting it on the November agenda for discussion. Ms. Temple made a motion, seconded by Mr. Jacob, to move the Board's December meeting to Thursday, Dec 13th. There being no objections, the motion carried.

Mr. Watts discussed the Broadband Project. We have initiated the planning for this project and have already completed two sessions with E-Rate consultants. This project falls within the FCC Universal Service Code, 2nd Modernization Order, wherein libraries help strengthen the backbone of the digital infrastructure in the community. We plan to ask for proposals for lit fiber as well as a dark fiber/IRU (Indefeasible Right of Use) plan. We may ultimately decide that dark fiber is too great of a cost to carry.

Mr. Watts asked if there were any questions about the Miscellaneous Reports. Mr. Luther asked about the process to review gift books. Mr. Watts explained that due the large number of books published each year, library staff must rely on professional reviews to make selections for the collection. Ms. Stein added that when an item has a local author or is of local interest, we are open to placement within the collection even if there is no review. For the most part, staff cannot review items themselves: we would have to have purchased a copy of the book in order to review it unless the publisher sent a review copy. Out of the thousands of books published each year, only a small percent receive this treatment. Even then, a review of non-fiction title requires a deep reading by someone with subject expertise, who will also take the time for comparison with other well-reviewed titles. We also must consider if the title is appropriate for a public library collection. For example, we were once asked to purchase a book on saxophone players in Germany. This esoteric title was much too academic for our collection, so we declined to purchase it.

Mr. Jacob asked if there were any more Board comments. There being none, he asked if there were any public comments under Other Reports. There being none, Mr. Jacob read Item A under New Business.

V. New Business

A. Library Overview of 2018 – Mr. Spencer Watts

Mr. Watts shared an overview of library activities for the past several months.

He said that while the construction issue at the River Center Branch is certainly a complex matter, it appears it is an imminently solvable problem. The responsible parties will have to come together and figure out how they will come to an agreement.

Overall, progress is good on the renovation for the Greenwell Springs Road Regional Branch Library. You can already see how the open floor plan dramatically impacts the space.

Construction documents should be ready soon for the Jones Creek Regional Branch Library renovation project. We are concerned that we will need space to move part of the collection out for the duration of the project.

A twenty year search for a site for the South Branch is nearing completion; getting to the purchase agreement stage for the this neighborhood library is a signal accomplishment. The final draft of the Purchase Agreement was received today and moves on to the Metropolitan Council for approval.

Our Facilities Manager and staff are to be commended for keeping our buildings well maintained. They are responsive to every need. Ms. Husband has worked tirelessly on a new alarm services contract.

We currently have four bookmobiles in service—the Library “Elf”, our oldest vehicle is still hanging on and visiting senior centers. Outreach has been able to add new collections including Digital Launch Pads by Playaway. Our newest vehicle “NuNu” was recently featured at the ABOS conference.

We continue to provide a broad range of great programming. Even though the weather does not always cooperate, such as with the Harry Potter Extravaganza, the spirit of the program prevails.

The Small Business Service is doing well, making great partnerships. We are sharpening the focus here. Every business can now have access to data that previously was only available to large companies. We have to make sure that people can easily find and access what they need to contribute to their business success.

We are proud to be involved in partnerships such as the Mayor’s Cradle 2 K Initiative. We have one year under our belt now with this program; the Library works most with the WIC reading centers and with the Peer-to-Peer parent engagement activities. We know that the earlier you get children engaged in reading, the more successful they will be. Parents with low literacy skills are often concerned about their own reading ability, so it is important to get books into their hands. Kids want and desire to read.

We have partnered with LPB to promote The Great American Read this year and will host the Reveal Party next week here at the Main Library. On a personal note, I can pretty much guarantee that Joseph Conrad’s novel *Heart of Darkness* will NOT win....

The Library has added Binge Boxes to the AV collection and will soon expand the Playaways to all branches. Patrons really like their ease and simplicity of use. New digital content includes the Fire Insurance Maps, which are a wonderful research tool. We have enhanced the City Key; data gleaned from this resource was a contributing factor to the recent \$2 million grant awarded to the City Parish to address food deserts in the parish. We have submitted data sets for Open DataBR. We have also joined the Louisiana Digital Library and our Digital Archive will also be featured on Content DM and Google Arts and Culture. These new access points make our archival collection discoverable world-wide.

The RFID project is mostly complete. We are still experiencing power surges and outages that have a negative effect on the system but interestingly, during the recent power outage at Main, the Intelligent Returns did not go down.

Our “back-of-house” activities include completing EDI (electronic data interface) for one of our largest vendors, Midwest, which will transform a two day process into two hours. We have also made progress in planning the redundant server site; City Parish must assist us with that project.

The Library has shown good alignment with the City Parish. Staff have devoted a substantial amount of time and effort to the MUNIS Purchasing System and new Executime Payroll System, as well as through participation in MOHSEP and the All Hazard Recovery Plan.

At the Administrative level, we have welcomed two new senior staff members. Alvin Rattle became our Facilities Manager just in time for the harsh freeze and resultant building issues. Ms. Kristen Edson joins us next month as the Deputy Director.

Within the past 12 months, 140,871 patrons have used their library cards to check out materials, use computers or access specific databases. The map of Active Card holders demonstrates that we have good coverage throughout the parish.

Our Net Promoter Score remains high at over 90%. Messaging continues to deliver high open rates. Ms. Allmon Learson asked if the messaging reports just track the number of “opens”. Mr. Watts stated that we also track Click Through Rates. We can also see how that translates into action; for example, following the message about the Story Craft series, attendance doubled. The monthly registrations doubled for Gale Courses following a message about that resource, and visits to the Small Business Infoguide spiked following a message about that new service.

42% of the households in East Baton Rouge Parish have at least one active card holder—that is, at least one person in each of these households has used their library card within the last 12 months to either check out library materials, use a library computer, or visit certain databases like OverDrive or Gale Courses. This does not include the many other patrons who have visited the library to attend programs, take classes, go to meetings, read materials in-house, ask reference questions, use Wi-Fi or access most other databases. This is a good measure of our reach. We find that patrons often use us, then lapse, and finally return.

Upon the conclusion of the report, Mr. Jacob asked for comments or questions from the Board.

B. Appointment of Evaluation Committee: Annual Performance Evaluation of Library Director – Mr. Jason Jacob

Mr. Jacob said there was no need to discuss Item B as a committee had been designated during the August meeting.

He asked if there were any comments or questions from the public.

There being none, he read Item A under Old Business.

VI. Old Business

A. Update on South Branch Library in Engquist-Rouzan Commercial Development – Mr. Spencer Watts

Mr. Watts announced that a draft of the purchase agreement for the property in the Rouzan development has been finalized. Mr. Pierce, with the help of the Council Administrator, was able to submit it for Introduction to the Metropolitan Council for October 24.

The selling price came in at \$20 per square foot, below the asking price and below the City Parish's appraisal. The lot is just under 2 acres and will allow us sufficient room for a nice branch as well as parking. Another group of incentives will be given to us by the seller that includes sidewalks, sod and trees. We will want a list of exact specifications to determine value.

The Metropolitan Council will hear public comments, discuss the purchase and vote on the matter on November 14. Once the purchase is approved, we will do our "due diligence" by way of soil tests, flood plan review, etc.

Mr. Jacob asked if there was any more discussion on the South Branch Library. There being none, he then read Item B under Old Business.

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

Mr. Watts discussed the River Center Branch Library construction project. We have taken the necessary first step to activate our lease extension for the temporary River Center Branch Library at the Kress Building on 3rd Street.

Mr. Jacob asked if there was any more discussion on the River Center Branch Library. There being none, he then read Item C under Old Business.

C. Update on Renovation of Greenwell Springs Road Regional Branch Library – Mr. Spencer Watts and Ms. Patricia Husband

Mr. Watts stated that work is progressing. There was an issue with the second pay app; it was delayed due to an incorrect address but we hope that everything is squared away now. The contractor had to delay pouring part of the slab since the third party had not done the work to remove the communication lines. The necessary permissions for the telecom relocation have finally been obtained. We are having a problem with VAV box disconnects and the HVAC operation; alarm system problems continue. There is also an issue with a couple of furr down beams as well as with some of the existing duct work. A meeting with the design team is scheduled for next Wednesday to review furnishings selection and specifications.

At the conclusion of the report, Mr. Jacob asked for any additional comments from the Board. There being none, he read Item D under Old Business.

D. Update on Renovation of Jones Creek Regional Branch Library - Mr. Spencer Watts and Ms. Patricia Husband

Mr. Watts said that the construction documents are almost completed. There are still a few outstanding issue such as a question about upgrading smoke detectors. We have verified a number of requirements such as the cabling category (confirmed as Cat 6) and location of wireless access points. The sprinkler head issue originated with this project and we are seeking additional external guidance about “rapid response heads”. Once we receive the construction documents, we will review them. Our new Deputy Director, Ms. Edson will get to share this task.

Mr. Jacob asked for any comments from the Board. There were none. He thanked Mr. Watts. He asked if there were any public comments on any items under Old Business.

There being none, he read Item VII.

VII. Comments by the Library Board of Control

Mr. Luther asked if the premium databases for business were available remotely. Mr. Watts stated that resources such as Reference USA and Mergent are available remotely to library patrons.

Mr. Jacob reminded the Board to prepare their comments for the Director’s evaluation. We will go into Executive Session during the November meeting for the evaluation.

There being no other comments, Mr. Jacob asked for a motion to adjourn the meeting. Ms. Temple made the motion and Mrs. Watts seconded it. The meeting was adjourned at 5:51 p.m. by unanimous vote.

Mr. Jason Jacob, President

Mr. Spencer Watts, Library Director



EAST BATON ROUGE PARISH

LIBRARY

Library Overview | Year To Date

October 2018



**Closing in on
the fix for River
Center Branch
Library ...**



Rebuilding Together: Greenwell Springs Road Regional

The Source
EAST BATON ROUGE PARISH LIBRARY

Greenwell Springs Road Regional Branch Library Renovation Slated to Begin Soon!

Construction will begin soon on major renovations to the Greenwell Springs Road Regional Branch Library, which is expected to start in January following the Mayor's State of the Parish report and other special reports on education, arts and culture, and economic development. The renovation will allow the library to better serve the community and provide a more modern and improved public space.

- Modified Layout
- Modified Adult Area
- Modified Children's Area
- Additional Program Spaces
- Dedicated Teen Area



www.eastbatonrouge.org/Programs/Community/development/development.html



Jones Creek Regional Renovation



Site Search Complete for South Branch



- Newly imagined Rouzan TND
- Favorable location, easy access
- Less restrictive design constraints
- Will accommodate between 16,000 – 18,000 square foot neighborhood library
- Dedicated parking
- Purchase Agreement in process



Other Major Maintenance Projects

- Final installment of furniture received for Bluebonnet
 - End panel replacement project in process
- New Sprinkler heads installed at Greenwell Springs
- Routine boiler, HVAC maintenance and repairs...
 - AC pumps, coils, chillers, boilers, fan motors...
- Fountain pumps replaced at Main Library
- RFID Gates installation complete
- New Shore Lines for Bookmobile
- New Alarm system contracts
- Roofing repairs



4 Bookmobiles in Service



Lively Programming

- Summer Reading Program
 - Cool Careers Series
 - Summer Film Camps
- Authors included:
 - Ben Peabody
 - Kwame Alexander
- Harry Potter Extravaganza
- Attic Treasures & Collectibles
- 41st Annual Author Illustrator
- Baton Rouge Mini Maker Faire
- Louisiana Book Festival
- Pride-Chaneyville Community History Fest





Serving Head Start and Beyond

Cradle to K

'Cradle to K - Baton Rouge' was created by Mayor-President Sharon Weston Broome to help parents share insights and build support systems amongst themselves, while also helping to connect that community to opportunities and resources available in our parish.

Together we can create the environment our children deserve.

Community Partnerships



the
GREAT
American
READ

ATTEND AN LPB LIVE TAPING!
The Power of Reading

Through reading, we expand our world, learn new things and increase our base of knowledge. How can we make reading a priority for everyone at home and at work? Join us for a special live taping of **The Power of Reading** on Tuesday, October 23rd at 6PM. We'll explore the value of taking reading through the lens of the 700 series **The Great American Read**.

Featured panelists:

- Udo Marie Berrett, Southern Independent Bookellers Association (SIBA)
- Roberta Marshall, MEd, Louisiana State Librarian
- Danny Williams, Journalist and Louisiana author
- Marcus Roberts, Louisiana Endowment for the Humanities (LEH)
- Gary Robertson, Adult Literacy Advocate

US CEO Seth Courtney and Robert Marshall, Southern University of Educational Affairs will host.

The general public is invited.

- WHEN:** Tuesday, August 14
- Registration 5:30PM
 - Recording of "The Power of Reading" 6:30-8:30PM
 - Live Taping 8:30PM

WHERE: Baton Rouge Community College (Baton Rouge Performing Arts Pavilion)

RSVP: www.lpb.org/gar



LPB's *the* **GREAT American READ**

Refreshments
Giveaways
Vote for the #1 Book
Games
Costume Prizes

Reveal Party

Come in costume as your favorite book character (not required)
Watch the grand finale as America's best-loved book is revealed!

Tuesday, October 23rd at 6PM
East Baton Rouge Parish Library
7711 Goodwood Blvd.

Admission is free, but space is limited!
RSVP at lpb.org/gar

LPB **LIBRARY**

Major production funding provided by Anne Ray Foundation, A Margaret A. Cargill Philanthropy. Engagement funding provided by the Corporation for Public Broadcasting and Anne Ray Foundation, A Margaret A. Cargill Philanthropy.



New Content Since May 2018

Since May 2018...

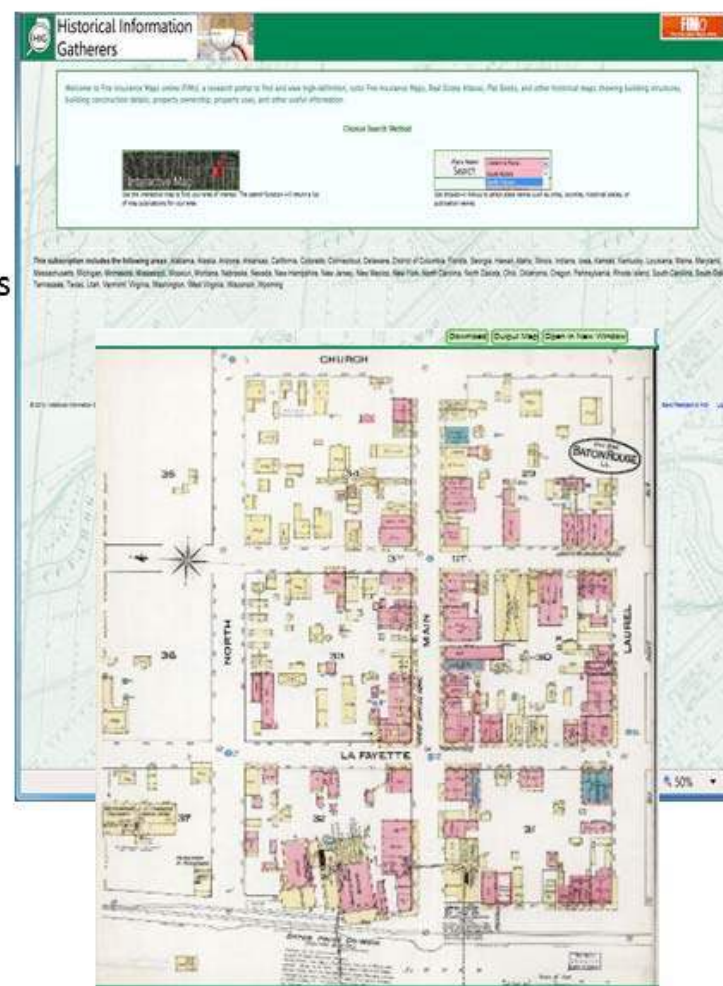
- Playaway Talking Books for Adults Pilot
- Playaways will begin to expand throughout
- Playaway Launchpads for Bookmobile
- Binge Boxes Pilot
- Deposit collection at Adult Literacy Advocates

New Digital Resources:

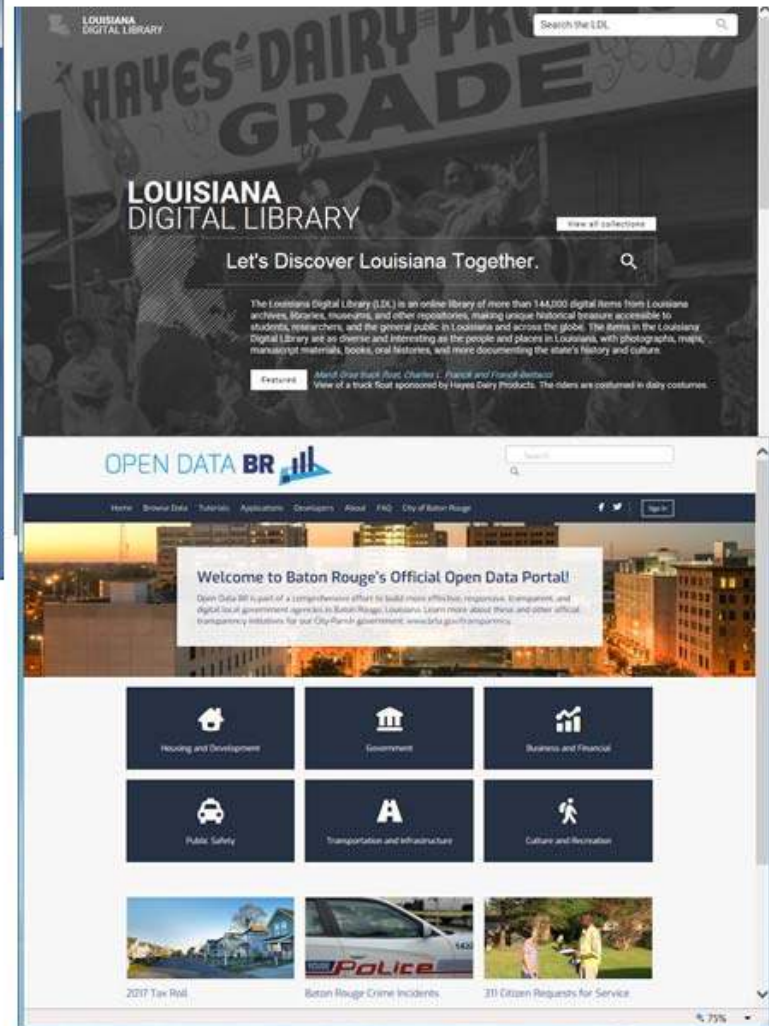
- Fire Insurance Maps Online
- Creativebug
- PressReader reinstated
- Tumble Math trial
- Pongalo (Spanish) coming soon to RB Digital
- Familysearch.org Affiliate status complete

Enhanced Digital Resources:

- **CityKey 3.0**
- **OpenDataBR**
- **LA Digital Library**



Building Digital Relationships



Patron-Facing Technology

VDI = Virtual Desktop Infrastructure

- Installed at Main Library

Comprehensive **RFID** Project

- Self Check Kiosks
- Intelligent Return



Back-of-the-House Technology



RFID System Implementation:

- Deploying Inventory Wands now
- Credit Card/Debit Card functionality almost complete
- Gates up at Main and Fairwood
- AMH up at Greenwell Springs

EDI Process Completed for Midwest, our 3rd Major Materials Vendor

- Cuts a 2-day process down to 2 hours

New Computers for Bookmobile

Redundant Server Site Making Progress



Alignment within City Parish

- New MUNIS Purchasing System
 - Audit
- New MUNIS Executime Payroll System
 - Succession Planning
- Emergency Preparedness (MOHSEP)
 - Updated COOP
 - #BResilient
- Policy and Procedures Manual
- Efficiency Consultant Project
- Open Data BR
- Healthy BR
- Cradle 2 K
- Town Meetings



Senior Staff Changes

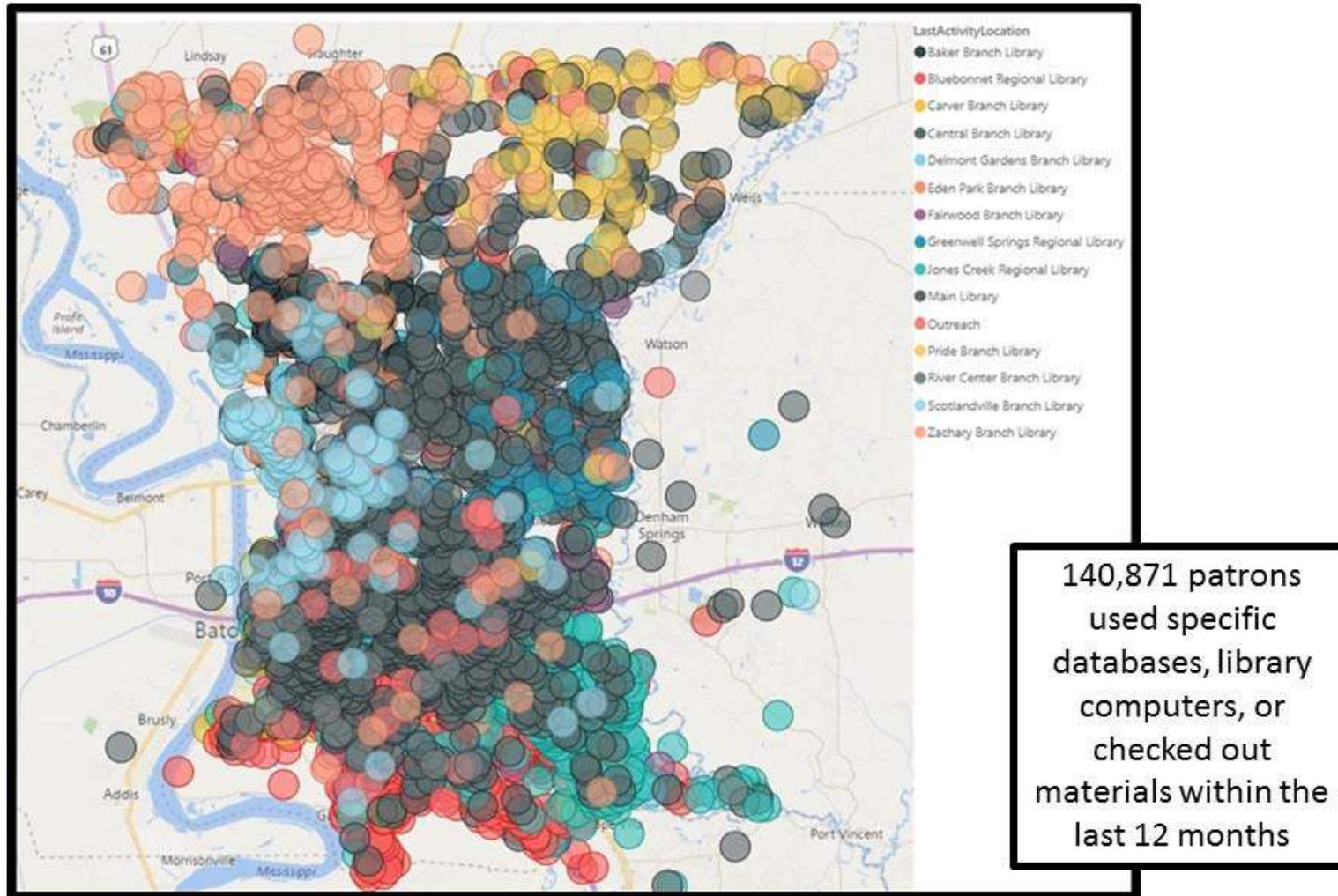
**Create Fresh Opportunities to Assess,
Look for New Ways to Deliver
Efficient & Effective Service**

Deputy Director
Kristen Edson

Facilities Manager
Alvin Rattle



Active Cardholders



Tracking Messaging & Engagement

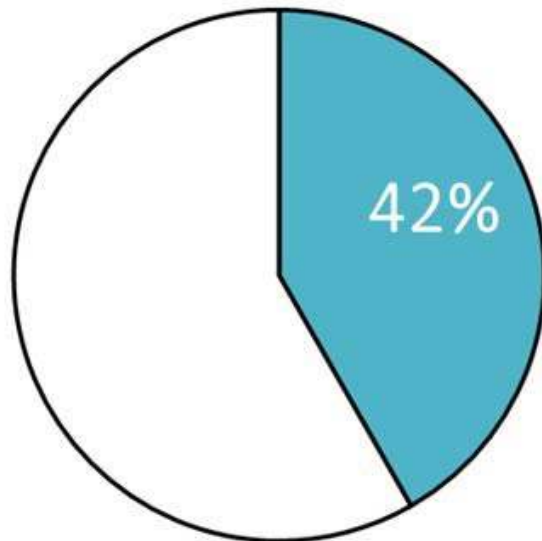


Net Promoter Survey

- Sent weekly since 6/15/16
- Random 10% of customers who used the library within the past 2 weeks – receive survey only once
- 3,101 total responses
- 92.5% - Very likely to recommend library to others
- 6.1% - Likely to recommend library to others
- 1.5% - Not likely to recommend library to others



Market Penetration Overall



42% of households in the Library's service area have at least one active library card

- A total of 73,621 households out of 177,284 households in East Baton Rouge Parish have at least one cardholder who has been active within the last 12 months to check out materials, use library computers, or access certain databases.
- This does *not* include households with patrons who have visited the Library to use materials in-house, attend programs or classes, use meeting rooms, receive reference help, or access WiFi or most other databases which cannot be tracked.