

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
FEBRUARY 16, 2017
4:00 P.M.

PLEDGE OF ALLEGIANCE

I. ROLL CALL

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF JANUARY 19, 2017

III. AWARDS AND PRESENTATIONS

- A. PRESENTATION RECOGNIZING THE DONATION OF THE CARL STEWART COLLECTION – MS. MARY STEIN

IV. REPORTS BY THE DIRECTOR

- A. FINANCIAL REPORT
- B. SYSTEM REPORTS

V. OTHER REPORTS

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

VI. OLD BUSINESS

- A. UPDATE ON RIVER CENTER BRANCH LIBRARY CONSTRUCTION – MR. SPENCER WATTS
- B. REPORT AND NARRATIVE REGARDING 2016 SERVICE MEASURES – MS. MARY STEIN
- C. UPDATE ON OPENING OF GREENWELL SPRINGS ROAD REGIONAL BRANCH LIBRARY – MR. SPENCER WATTS AND MS. PATRICIA HUSBAND
- D. 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

February 16, 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, February 16, 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. Donald Luther, Jr., and Ms. Kathy Wascom. Absent from the meeting were Mr. Logan Leger, and Ms. Kizzy Payton. 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; Ms. Melissa Eastin, Library Archivist; and Captain Blair Nicholson of the East Baton Rouge Parish Sheriff's Office. In addition Mr. Frank Hillyard, videographer for Metro 21; Ms. Kathryn Juneau, real estate broker with Sperry Van Ness/Graham, Langlois & Legendre, LLC and six members of the community attended.

Mr. Jacob asked Ms. Wascom 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 January 19, 2017. Ms. Johnson made a motion to approve the minutes, seconded by Mr. Luther, and approved unanimously.

III. Awards and Presentations

A. Presentation Recognizing the Donation of the Carl Stewart Collection – Ms. Mary Stein

Ms. Stein announced that today we wish to publically acknowledge the donation of the Carl Stewart Collection to the East Baton Rouge Parish Library. This donation is preserved in the Library's Archive Department. She then introduced Ms. Melissa Eastin, the Library's archivist. The Carl Stewart Collection is a unique treasure and is extremely important not only to Baton Rouge's African American Community, but to the Baton Rouge Community as a whole.

Mr. Carl Stewart was an educator and a coach in Baton Rouge for many years. He was born in 1926, and was educated at the University of Austin. He played football and basketball. Baton Rouge is a sports town and a music town. Coach Stewart was an audiophile dedicated to music, and was also a DJ. He interviewed musicians and the "movers and shakers" of Baton Rouge. He interviewed Mr. Joe Delpit, Rev. T.J. Jamison, Rev. Jesse Jackson, and Mr. Eddie Robinson, Sr.

to name a few. Coach Stewart knew, and interviewed these influential citizens, taping these programs for future generations to hear. This collection is now in our Library to be preserved and conserved for the future.

We are extraordinarily grateful to the Carl Stewart family for sharing and entrusting this treasure to us. The Library will ensure that this collection is safe and that it will be available to future generations. Ms. Eastin has been working with Coach Stewart's family since last year on securing this collection. The family is here today. Ms. Stein introduced them to the Board. Those present were Mrs. Audrey N. Stewart, widow of Coach Stewart; Mr. Carl E. Stewart, Jr., his son; Ms. Carlette Stewart Boyd, his daughter; and her husband, Mr. Frederick E. Boyd, Jr.; Ms. Audrey H. Henry, his niece; and Mr. Isaiah Henry, her husband. Ms. Stein added that Coach Stewart died twenty years ago, but these family members preserved his collection for all these years. She thanked them for their gift which will be preserved in the Baton Rouge Room located on the second floor of the Main Library.

Ms. Stein noted that currently there is an exhibit of several of the items in this collection in the Baton Rouge Room. As in most archives, we will display a small portion of the collection. However, the entire collection will be available to researchers, scholars, and students of history, and music. We have purchased a plaque to display with the collection. Ms. Stein invited Ms. Carlette Boyd and Mr. Frederick Boyd, Jr. to come forward to receive the plaque. Mr. Jacob was invited to also come forward for the presentation. Ms. Husband then photographed Ms. Stein, Mr. Boyd, Ms. Boyd, Mr. Jacob and Ms. Eastin. Ms. Stein said the photo would be posted on the Library's social media channels. Mr. Watts and the Board members thanked Coach Stewart's family for their donation and presence at the Board meeting.

Mr. Watts concluded this presentation by re-emphasizing what Ms. Stein had said. This collection is a rich, historical treasure that is being preserved here. It will be here for the future, and is a wonderful gift.

IV. 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 2016, operating expenditures rose to 83.29% of the operating budget. However, this number is not final, as adjustments and charges will continue to be recorded for another 1–2 months. For 2017, because of year-end work on 2016, very few expenditures have been recorded. As of January 31st, expenditures are only \$1,216,068.13, or approximately 3% of the operating budget. Through January, we should have spent no more than 8.34 % of the operating budget.

Cash collections from Property Taxes for 2017 somewhat rebounded in February, but we are still approximately \$6.5 million and 16.63% behind the same two months last year. We expect this number to improve in future months, but as stated in January, it may be May or June before we can accurately assess the financial impact of August's flood.

Ms. Pinsonat asked if there were any questions about the financial statements. Mr. Jacob asked if the City-Parish has made any statements about the loss of revenue since the flood in August. Ms. Pinsonat replied no. Mr. Watts said that we have asked, but it is hard for anyone to complete the analytics at this time. The deadline for property owners to pay their taxes has been extended. We may get a better picture this month, but it may still be several months before the full impact is known. We are not sure how much revenue will come in this year because of all the disruption. We do not know how much properties may have been devalued because of flood losses this year; or how much new property has been developed and grown in value this year.

Mr. Jacob then read Item B.

B. System Reports

Mr. Watts asked Ms. Stein to give the systems report. Ms. Stein then gave the *Around the Parish* report. Highlights included:

- The Library hosted Super Tax Day on February 4th, sponsored by Entergy. Approximately 1,000 residents were assisted by representatives from Volunteers of America (VOA) and Volunteer Income Tax Assistance (VITA) to complete their tax returns. . Entergy volunteers were also well trained to process tax returns.
- Many organizations including United Way were present to offer aid to the public. Financial programs were presented, and the Library's Ask-a-Lawyer service was available. Information on federal and state programs were given.
- February is Black History Month, which is a particularly appropriate time to acknowledge the Carl Stewart collection. Throughout the System there is a wide range of exhibits, books, and programs to honor African American contributions.
- The Main Library is again the site for the annual display of artwork from the Debose Visual Arts Competition. This competition began at Southern University in music and has now expanded to include art. The Debose archive resides here.
- BREC's Baton Rouge Zoomobile is back visiting the Library to instruct children about conservation of animals.
- The One Book One Community (OBOC) selection for this spring is *Life on the Mississippi* by Mark Twain. One of his famous quotes is, "A person who won't read has no advantage over one who can't read".
- The OBOC Kickoff event was held on February 11th at 6:00 p.m. on the Plaza of the Main Library. Chautauqua performer Warren Brown appeared as Mark Twain and spoke to approximately 500 people who attended.
- Period music was performed by Jim Hogg and his son, James Linden Hogg. In addition to the music, and Mark Twain, a cake walk was a popular event for the evening.

- Mark Twain mingled with those attending the event including one of our Board members, Mrs. Guarisco.
- Activities for all ages with a One Book theme such as steam boats have been planned. STEM education is incorporated in this activity as students learn about locomotion and force.
- As always the Library has many books, ebooks, and audios in its collection for patrons to enjoy as we discuss *Life on the Mississippi*.
- The Library will also show some documentaries and movie versions of Mark Twain's book.

Ms. Stein commended the Library's IT department for their assistance the night before Super Tax Day. The staff worked until 2:00 a.m. to ensure that the computers and the special software that was to be used to complete the tax returns was functioning correctly and securely. With the expertise of our IT staff, a streamlined process is now in place for future Super Tax Days.

As part of our Baton Rouge Bicentennial celebration, we have planned several events. At the end of March part of the International William Bartram's Louisiana Trail Conference will be held at the Main Library. Last year we dedicated a Bartram trail marker here as one of the sites of the Bartram Trail. Ms. Stein said she hopes that the gardens in Independence Park will be accessible for those attending the event.

The Baton Rouge Bicentennial Bash presented by Community Coffee will take place on April 12th at the old Governor's Mansion. The events for the bicentennial year are grass root efforts by groups that plan and execute their own activities. These activities can take many forms such as those being held at the Library.

The Bicentennial yard signs were provided by Visit Baton Rouge, and were so popular that another order has been placed.

Ms. Stein concluded her report. Mr. Jacob then asked for comments. Ms. Wascom asked if tax assistance was still available at the Library to which Ms. Stein answered affirmatively. She noted that VITA is completing tax returns at several of our branches while AARP Tax Aide is doing taxes at several other branches. They are not available at all branches because of a lack of volunteers. However, we have situated these groups so that we maximize the availability. Our Reference staff is able to advise patrons of other sources of tax assistance such as The Council on Aging.

There being no further questions or comments, Mr. Jacob read Item A under Other Reports.

V. Other Reports

A. Maintenance Report and Additional Capital Projects

Ms. Husband made her report on maintenance and capital projects. The Exterior Lighting Project for the Baker, Delmont Gardens, Eden Park, Scotlandville and Zachary Branch Libraries is

underway. Allrite Electric, the project contractor, has completed preparation work at the five library branches including researching conditions in regard to replacing wiring. They have also begun some concrete base work where required. The contractor received approval of all light fixture selections from the electrical engineer Craig Hebert Engineering on January 23rd, and has ordered all fixtures. The project team held a Construction Progress Meeting at the Eden Park Branch on Thursday, January 26th. Their present schedule anticipates installing light fixtures beginning in March. Completion of the work is projected for May 2017.

The Exterior Restoration Project (for the Carver, Central, Delmont Gardens, Eden Park, Greenwell Springs Road Regional, Scotlandville and Zachary Branch Libraries) is substantially complete at the Central, Scotlandville, Greenwell Springs Road Regional, and Zachary Branch Libraries. An inspection walk-through was scheduled at the Scotlandville and Greenwell Springs Branches on Friday, February 10th. A few relatively minor punch list items remain for the contractor, Tasch, LLC to complete at these four branches. The project team met for a Construction Progress Meeting at the Delmont Gardens Branch on Tuesday, January 31st where work is now in progress. Work started at the Eden Park Branch this week. Work on the Carver Branch Library is scheduled to begin in March with a projected completion date of May 2017.

Ms. Husband reported that flooring projects for the Central Branch and the Pride-Chaneyville Branch Library meeting rooms are in the process of being rebid by Mr. Tim Bankston, Library Facilities Manager. He is also re-bidding the flooring project for the Zachary Branch Library.

Ms. Husband asked if there were any questions. Ms. Wascom noted that the landscaping and flowers that have been planted at the entrance to the parking lot of the Main Library are lovely. Mr. Watts thanked her for her comment. He added that we are trying to maintain some seasonal color for a cheerful entrance to our facility.

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

B. Miscellaneous Reports

Mr. Watts said he wished to announce that Board member and former President of the Board, Ms. Kizzy Payton has been selected by the Louisiana Library Association (LLA) as the recipient of the 2017 Modisette Award for Outstanding Service as a public library trustee. This is an honor of high distinction, and it speaks to Ms. Payton's dedicated leadership as a Board member and officer of the Board. She faced many challenging times that were filled with difficulties. She worked very hard to help us overcome these. It was also a time of great accomplishments both in terms of the physical expansion of the Library and the improvements of our services. Mr. Watts noted that one of the key ingredients for this success is a hard-working, engaged Library Board that helps the staff remain firmly focused on serving the public in both an efficient and effective manner. In that sense the entire Board is a winner. He said we as staff appreciate this Board support and many of our patrons also appreciate it. Our staff is delighted that Ms. Payton will receive this award. It reflects highly on our Library System, and the high regard that we have throughout the state. It also reflects on our Library Board.

In regard to the RFID project, Mr. Watts reported that we are having some contract negotiation issues with the RFID vendor that was selected. Hopefully these difficulties will be resolved. They revolve mainly over the manufacturing schedule and the financing of the project. Our attorneys and theirs are working on overcoming the concerns of the Library and the vendor.

Our staff has worked very hard to get a Request for Proposals (RFP) issued for the RFID tagging project. This is for the process of putting the tags on all of the hundreds of thousands of items in our collection. The RFP has been advertised, and the responses are due on March 10th. A good sign is that we have already received some questions from potential bidders. These questions will be answered in the inquiry portion of the process. If all goes as planned the tagging should begin in April. We are looking at an accelerated process of between four and six months rather than the seven or eight months projected for a collection of our size.

Mr. Watts said he wished to clarify a point made at last month's Board meeting. The Library staff will tag some items because of our large circulation of materials. No matter how hard one tries, about 3 or 4% of the items will miss the tagging process by the vendor. Of course, after the initial tagging of our collection by the vendor, we will need to tag any new materials purchased for the collection. The monumental task of tagging the entire collection is done more efficiently by a dedicated vendor. There is some disruption in the building for patrons as portions of the collection are inaccessible as the tagging is completed.

Mr. Watts next discussed the new online catalog. The relevancy functions are working better, and the advanced search has been performing well. The issues with the simple search have been resolved. We are again experiencing a problem with the "remember me" function. Our staff is working with our catalog vendor, Infor to correct this function. The Talking Tech feature is experiencing issues when communicating with the V-smart software. We are getting all of the overdue notices, but when it picks up the reserve and hold notices, it does not report them. We are continuing to receive support from Infor staff to resolve these errors.

Mr. Watts then mentioned the discussions regarding the addition of credit/debit cards as payment methods for Library patrons. We can now offer this service because of our upgrade to our V-smart software. Of course, we need a processing company or a bank to process these transactions. Every three years the City-Parish asks for bids to provide banking services to the local government. The City-Parish has just contracted this year with Capital One Bank. They will also handle as part of their contract, credit and debit card transactions for the City. Capital One Bank works with Velocity Payment which is part of Govolution. We have learned that the contract with the City includes a convenience fee of 2.75%, or a minimum of \$1.00 for the use of credit and debit cards for charges up to \$36.50. Ninety-six percent of Library transactions are for \$20.00 or less. Therefore, most patrons would need to pay a dollar for the convenience of paying by credit or debit card. We are conducting more research because we think this fee is an obstacle and barrier. It undercuts the purpose of providing convenience for our patrons to pay their fees and fines. However, a large advantage of this system is that it provides an integrated solution. Assuming it will work with Infor and V-smart, we would not have to worry about compliance with security standards such as those designated by the Payment Card Industry (PCI). Credit transactions will be safe and encrypted. Because this service is provided for the City-Parish government, it may be the only choice we have. The vendor is working on some analytics and will provide us with their

results in the next several weeks. We will then contact the City-Parish to discuss how to approach this.

Mr. Watts said that the Library staff have met with the architects chosen for the renovations of the Greenwell Springs Road and Jones Creek Regional Branch Libraries. The kick-off meeting for Greenwell Springs was held on February 1st. The kick-off meeting for Jones Creek was held on January 25th with a follow-up meeting on February 9th. We discussed phasing, broad concepts, and issues in relation to infrastructure, site demands, and building codes. The Branch Assessment study has much useful data in it for these renovations. Ms. Husband also produced some helpful fact sheets regarding furnishings and collections which guided the discussions. He noted we will discuss the opening of the Greenwell Springs Branch under Old Business.

Mr. Watts reported that we have been working to finalize the Cooperative Endeavor Agreement (CEA) between the Library and BREC for the Main Library and Independence Park sites. The individual who was in charge of this project for an extended time left. The whole process began again several months before the Flood. We have now continued the discussions. The challenging concerns are the space in the service yard and the parking lots. The wording regarding these areas was vague in the original CEA. It stated that there would be no net change of ownership of land. The new Main Library is larger as is the parking lot. Therefore, there are several compromises that need to be studied and agreed upon. As part of the discussions we had a walk-through around the building and the service yard yesterday. We are close to finalizing the agreement.

Mr. Watts talked about the Digital Learn Project. We are making progress on our operating agreement in order for us to participate. The organizers of this project looked nationally for libraries that are innovative and who are reaching out to the community to ensure that their citizens have access to and understand how to use new technology. We were selected as one of the three libraries to participate because we are already doing many of the things they specified. We will be an example for others to follow. This project will also enable us to provide an enhancement of the digital learning opportunities we offer our citizens.

Mr. Watts noted that a possible donation to the Library is being discussed. He said he hopes to announce the details of this exciting opportunity at a future Board meeting.

Mr. Watts talked about the Broadband Initiative. The new Presidential Administration has made some changes in the FCC. A couple of weeks ago a retraction was made announcing that the Second Modernization Order is illegal, and therefore, has been deleted. The Broadband Initiative had been discussed as a method of implementing The Second Modernization Order. We are now assessing what this means going forward. If some of the programmatic and funding support is not available, some of the broadband enhancements may not be feasible for us.

Mr. Watts concluded the Miscellaneous Reports and asked if there were any questions. Ms. Wascom asked if the Library has received any federal funding for the Broadband Initiative. Mr. Watts replied no, but that we would like to be able to receive some funding in the future. A group of individuals is very interested in this, and has approached libraries and schools. We discussed last month how a robust fiber optic infrastructure could be constructed to provide the community with broadband capabilities utilizing the opportunities presented by the FCC's Second

Modernization Order. We were only in discussions about how we could submit a proposal for this type of technology. Ms. Wascom asked which federal agency would be involved to which Mr. Watts replied the Universal Service Administrative Company (USAC) and the E-rate program. The FCC has the ultimate control of this program. When they revoked and retracted the report on the Second Modernization Order, concerns were expressed as to what the next course of action would be.

Mr. Jacob asked if there were any comments from the public. There being 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. We have been pleased with the work being done on the site. The wet weather has been spotty and the warm temperatures have helped to dry the ground. All of the underground mechanical, electrical, and plumbing work is complete. Fifty-five percent of the preparatory work for the pouring of the slab has been finished. The contractor hopes to begin the pour in the next few days.

We are working with the City-Parish, and the engineers to establish gas and water service to the site. The tentative date for the beginning of steel erection is in the next couple of weeks. The mock-ups of the samples of the exterior metal cladding were put up on February 15th.

There was an issue regarding the building elevation, but this has been resolved. The slab will be a few inches higher than had been planned earlier. The main area that is impacted is at the back entrance of the building. The contractor will build a slope in the ramp at the back entrance to compensate. We will not incur any additional cost as this was not a deficiency on our part. The further good news is that this will not increase the timeline of the project.

An amalgamated change order has been issued for just over \$30,000. This change order was anticipated when an elevator shaft was discovered which had to be filled in, and hydraulic fluid was also found which needed to be pumped out. A support shaft had an obstruction causing the contractor to install a new shaft. They have also requested an additional 19 days on the project timeline for completing these changes. On any large project like this one, requests for additional days to complete the project are anticipated.

We have had a large number of submittals transmitted to us. Some of those included acoustical wall treatments, metal wall panels including fasteners and support hardware, lighting control systems, glass entrances, acoustical ceiling tiles, carpet and tile, concrete masonry units, and wall and corner guards. Many submittals come in regularly now.

In regard to the exterior metal cladding, the architects feel strongly that a regal white color produces a dramatic statement by making the building stand out. They feel aesthetically white makes the building appear more exciting. Mr. Watts said he can agree that this is accurate. As a

practical matter, however, because of our climate, and the maintenance issues and costs associated with exterior surfaces that are too light in color, we prefer a color that can achieve the primary results the architects would like without some of the issues. We would like to suggest the silver clad color.

The two renderings of the exterior of the building displayed on the wall today contain the regal white and the silver cladding. Mr. Watts asked the Board to view these and express their desires. He added that the design of the building already achieves the statement the architects would like to make. The building contains a lot of glass, and has a certain energy built into it with the cantilevered design. It makes itself known even where to the south and east of it two massive structures are located. The difference in the color of the cladding does not do much for the aesthetic look of the building. Mr. Watts added that his concern that frequent cleaning will be needed is only part of the issue. Because of our climate even with good maintenance, our white buildings stain and cannot be cleaned. After a time the appearance is not attractive.

Mr. Watts noted that one of the architects from Boston called him yesterday about the cladding. He understood our concerns about the white color. We have the river in close proximity, and the urban and industrial air quality to consider. The City Hall building is an example of what will happen to the color over time. The architect had suggested a different color such as red. However, his colleagues have reminded him that the sun exposure here tends to fade out a bright color. He also suggested green or some other color. While that may be interesting, this is the type of concept that should have been presented at the beginning of the design process. The public has seen images of the silver and white-colored building over the last three years. At this point a color change would surprise people and produce a negative result.

Ms. Wascom asked about the color of the Manship Theatre building. Ms. Stein replied that it is white and silver, but is not metal. Ms. Wascom said she thought that maybe the architects were trying to match that building. Ms. Wascom asked if the problem with the white is one of maintenance. Mr. Watts said over time it will not maintain its brightness. He also noted that there was a mock-up displayed yesterday that included a tile other than silversmith. The difference between it and the silver appeared to be the finish.

Mr. Watts said he would appreciate any input from the Board. Mr. Luther said the white, the green and the red will look okay for the short term, but over time those colors will not keep their appearance. He said he has a building downtown with a red roof and he cannot keep it clean even after pressure washing. He added that the white color will be a nightmare to keep clean. Mr. Watts replied that is what we have been thinking; that within 12-18 months the building will look dirty and in three years the building will be unattractive.

Ms. Johnson said the gray shade is not dark and will not be bad at all. Mr. Watts agreed and said it's not a battleship gray. It is silvery rather than gray. The white might look nicer initially, but not over time. Mr. Watts again said any further comments from the Board members would be appreciated.

Mr. Watts asked if there were any other questions about the River Center project. There being none, Mr. Jacob then read Item B.

B. Report and Narrative regarding 2016 Service Measures – Ms. Mary Stein

Ms. Stein pointed out that the Board has received a chart with output measures. We have been using this format annually for several years. The bulleted items at the top of the page contain highlights of the many activities that occurred in 2016. The chart at the bottom of the page illustrates that many of the output measures have not increased by the percentages we have normally seen in prior years. We have become accustomed to seeing explosive growth for some indicators, but steady growth in all indicators. Because major disruptions occurred in people's lives during the last half of 2016, and because the ripple effects have continued into 2017, we are only seeing slow improvements.

Ms. Stein then gave a PowerPoint presentation, *2016: Rebuilding Together*, to highlight the Library's activities during this difficult time. We had experienced widespread disruption and closures following the historic flood of August 2016. However, our impact on the community was still good. The quality of engagement with the public is up. Circulation of library materials remained strong largely because of the digital library's circulation. We issued 21,212 new library cards. That number has remained steady over the years with an average of 20,000 new cards per year.

Ms. Stein noted that the number of programs were slightly higher with 13,740 programs and 457,177 attendees. We also provided 683 computer classes at the Main Library and the branches, along with online classes. The use of the database, *Treehouse*, remains strong. Almost 13,000 sessions were recorded in *Atomic Learning*. The Gale Course registrations numbered 1,718 while 7,726 software learning sessions occurred using *Lynda*. The statistics for the use of meeting rooms in 2016 remained about the same as the prior year. The use of study rooms has doubled and that is because of the new collaborative spaces at the Baker, Bluebonnet Regional and Delmont Gardens Branches. Not surprisingly reference use numbers are down because gate count is down.

Ms. Stein discussed the Library's successes. The East Baton Rouge Parish Library System was named a Star Library by *Library Journal* for the 5th year in a row. We were highly rated in the annual *City Stats* report based on the local community's input. We have been given some wonderful donations such as the Carl Stewart collection, and the stained glass windows at the Main Library by the Will and Leona Huff Fund. We were also selected as one of three libraries nationally for the Digital Learn pilot program based on our work with the Connect Home Initiative and City Key.

1 Million Cups and other high-profile agencies are holding regular public programs at the Library. Our technology lab in addition to being used by Library staff to train patrons, was also used 80 times in 2016 by outside agencies with 1,200 people trained.

Our Career Center has been a success story and especially since moving to the Main Library. We've added staff and increased the hours of operation. We have a certified career coach on staff. Coaching appointments and conferences have increased over 20% with 4,500 one-on-one sessions. Some of the topics covered in programs include overcoming under-earning,

dependable strengths, writing résumés, and interviewing techniques resulting in employment offers. We have received many unsolicited comments about the helpful and professional staff. Some patrons who were initially afraid to seek help with employment concerns now recommend the Career Center to others. Some have wandered into the Career Center by chance, and have been happily surprised with the assistance they received. One individual spent 40 minutes with a staff member and then went home to apply what was learned. Within three days he received three requests for interviews. Another individual was shown how to revise her résumé, resulting in three interviews and an employment offer. Patrons who have been unemployed for a time, are encouraged and motivated to renew their efforts to find work, resulting in just the “right” job for them. Getting help from the Career Center is the overwhelming theme expressed. Real assistance is evident from patron feedback.

Our participation in the *1,000 Books before Kindergarten* initiative resulted in more than 3,100 children registered in 2016. By the end of the year 75 children had completed the program. That translates into 75,000 books read by preschoolers; getting them ready for success in the classroom. Children’s author Will Hillenbrand will return this spring for a second party to celebrate with those children who completed the program.

Ms. Stein noted that the Library’s Outreach Services Division made 974 visits to preschools in spite of the fact that many centers were closed and never reopened after the Flood. Some of the senior centers also closed and even the Salvation Army Center was not open. All of these closings illustrate the widespread disruption we experienced. However, Outreach Services continued to meet people where they were relocated.

Social workers came to the Library in 2016 under a pilot program to offer assistance to those adults and youth in crisis. This service will be expanded in 2017. Our Teen Services staff completely refreshed the book collection at the Juvenile Detention Center while continuing to work closely with the staff at the center. The Library’s Children’s and Outreach Services Division also promoted, served and participated in the local organization of the national initiative, *My Brother’s Keeper*.

The Library is not only in the forefront of new technologies and organizations, but it is also interested in preserving the past. The Baton Rouge Room is now home to incredible collections such as the Carl Stewart collection, and *The Advocate* collection of historic photos and negatives which fills 53 file cabinets. Many of these photographs were never published, but they are labelled and filed. The Library is preserving these materials for use by *Advocate* staff and for future generations. We have added the ArchiveSpace content management system to our digital capabilities.

As a result of the events this past summer, we are involved in an initiative in which we are capturing and saving not only documents, but social media posts beginning with the shootings in July and progressing through the natural disaster of the Flood. It is an important way to gauge the events occurring in an area.

In our Genealogy Department a new book scanner is enabling our patrons to digitize personal photographs, and records. In the spring we will partner with a national organization that helps

individuals recover photos damaged by natural disasters. In addition our Genealogy Info Guide had almost 27,000 views last year, helping people trace their family trees. We also hosted a National Digital Forensics Workshop with Robert Noles and a workshop by legal genealogist Judy Russell.

In 2016 the Library continued to build community with public programs. The 10th annual One Book One Community series featured *Kingfish* by Richard White. The 39th Annual Author Illustrator series featured graphic artist Gene Yang. These are big programs that the public are very familiar with. We also meet and greet the public through outreach to schools, retirement centers, preschools, and at community events.

The STEAM and STEM initiatives in education and science are having a large impact on students and adults. Our Children's, Teens' and Adult Services are leading the way at the Library. Our new Mayor-President is also very interested in this topic. We have hosted three Maker Faires[®], hosted local educators for practical magic training, and now our staff are teaching STEM and STEAM classes. The classes range from The Mad Scientist Lab to hours of code, forensics, bubble science, math crafts, remote control machines, film camp, and using technology for creation. The Maker Faire[®] enables the average adult to experience science and creative endeavors. STEM and STEAM is not just a passing fad, but will be part of our everyday lives for years to come. The Library is helping to build our community's capacity in this area.

The Library is continuing to build its channels of communications with the public. In 2016 the most obvious way we communicated with patrons was through email messages to new card holders, emails sent to subsets of patrons on a subject and the Net Promoter Score surveys to 4% of the patrons who use the library in a given week. In the majority of survey responses, the Library received high grades from 8 through 10, (10 being the highest score). Social media reach is also continuing to grow.

The new online catalog features responsive design and makes it easier for people to get to us from wherever they are which is often from a small digital device. Linked Data is a new way for the public to discover what the Library has even when they do not consider the Library in their search. Mobile printing is a wonderful resource. There were many appreciative comments made after the Flood about this technology. Printers in homes and businesses were destroyed, but patrons were still able to send print jobs using their phones and other mobile devices to Library printers for pick up using their library cards. Faxing on demand is also available at all branches of the Library, and is still a necessary tool in everyday life.

Ms. Stein discussed the Library's continuing efforts to build consensus in the community. In 2016 this effort was obvious in the large numbers of public meetings held at the Library. These ranged from the Mayoral Candidate to the Metropolitan Council Candidate Forums, to Representative Garret Graves meeting with constituents, to "Listening Posts" for the public.

After the tragic and stressful events of last summer, the Urban Congress and the Greater Baton Rouge Area Chamber (BRAC) hosted public meetings to promote community dialogue. The Library was an appropriate and wonderful venue for these public meetings.

Most of the branches in our Library System were spared any damage after more than 24 inches of rain inundated our parish in August 2016. However, our Greenwell Springs Road Regional Branch Library was directly impacted. Ms. Stein noted that following her report, Ms. Husband would give a detailed update on the efforts toward reopening this branch. After the water recessed, the bookmobile began making regular visits to the parking lot of this branch. FEMA representatives and other helping agencies were often on the bookmobile to assist citizens. FEMA representatives brought computers and printers and assisted people to file the necessary forms for disaster relief. A major renovation project for this branch had been scheduled before the Flood. The renovation will proceed as planned. The architects from Bradley-Blewster & Associates were selected for the design of the renovation. Community input will be solicited throughout 2017.

Representatives from FEMA and the Small Business Administration (SBA) assembled in Baton Rouge and were trained locally. Our Library provided space for the instruction sessions. We offered shelter, access, resources, and assistance.

As resources were made known to us, we used social media to push out the information to our residents. We have continued to use social media to keep citizens informed. Because of these types of efforts, the Baton Rouge Social Media Association chose the Library to receive the BRSoMe award for “How May I Help You”.

Our construction and repair databases have enjoyed robust usage. One of those databases was donated by EBSCO to the Library for one year. We are very appreciative of this gift.

Public spaces in our branches were made available to a variety of helping agencies such as social workers, interfaith groups and health organizations who addressed the mental, physical and emotional needs of flood victims. We are still promoting surveys and hosting intake sessions for researchers.

Our Library builds for the future and 2016 was an exciting year for awards and projects. The Main Library at Goodwood was awarded a Silver LEED designation. The Main Library also received the Building and Roof Award for Metal Roofing from *Metal Construction News*. The groundbreaking for the River Center Branch was held in December. The renovation of the Bluebonnet Regional Branch was completed with immediate use of the study rooms and conference room. The teens used their newly created space in record numbers as soon as it was opened.

Our Library is very fortunate to be able to use some of its resources for maintenance conducted in a timely manner. This maintenance is possible through the support and careful stewardship of our Library Board. Our patrons appreciate the care that is given to our facilities. The regularly scheduled timely maintenance allows us to have facilities that preserve their utility for patrons.

Ms. Stein said all in all 2016 was a good year for the Library, and “impact and building for the future” are important words to remember for the year.

Mrs. Guarisco asked about card holders and database sessions and why there is such a fluctuation from year to year. Ms. Stein replied that the number of card holders dropped because we purged the patron card database. Mrs. Guarisco asked if a purge also occurred in 2012 to which Ms. Stein said yes. Ms. Stein said that starting this year the patron card database will be purged annually, so that sharp fluctuations will not occur. The number of card holders represents active accounts using library resources in some form. Regarding database usage, in 2016 usage really declined. There was great disruption from the events in the summer. People were not coming into the Library as much which was evidenced by an 8% decrease in gate count. Website use was also down a bit inside the building. One branch was closed for months and the River Center Branch was closed for several weeks. In some cases the amount of time spent during an online session increased. Another factor in this decline is that we began to count website visits differently in June. The way that databases report usage varies from database to database. Statistics are easily provided by some databases, but others are more difficult to count. We hope the numbers will increase in 2017. However, all that we can do is make the databases available. Our patrons determine what will be used. Mrs. Guarisco asked if the Library decreased the number of databases available to which Ms. Stein said no. We do replace one database with another on occasion, but if people are using a database, we keep it.

Ms. Johnson said she enjoyed the testimonials of those using the services of the Career Center. She asked if we have any feedback from those who were helped by Outreach Services especially right after the Flood. Ms. Stein answered affirmatively. We want to protect people's privacy, but there were some very emotional sessions. If the Bookmobile staff was helping a patron, it might have been for an extended amount of time because part of helping is listening, and then we can answer the question they have. Under normal conditions the staff might help 50 people in 10 minutes. But after the Flood one person may have needed 50 minutes. We do occasionally share how we have helped patrons through social media or in our newsletter.

Mr. Luther asked if we are missing some database statistics because he questions the sharp decrease. Ms. Stein replied that she was also concerned. She said that sometimes the database platform changes making it very difficult to gather the information. Some provide the number of times the database was visited, others provide the number of searches, and others provide the length of the sessions. Some of it is simply that usage is down. We will monitor the statistics to determine if any databases are not being used.

Mr. Watts said one of the problems he has seen over the last twenty years is the inconsistency by the database providers in reporting statistics. One vendor stopped reporting usage because of technology issues. When cancelation of their service was mentioned, the provider corrected their problem. The inconsistency of reporting is a problem. It seems that whenever a database is upgraded, statistics may be missing or incomplete. However, we may now find that fewer databases are being used because people are very focused on information that will assist them in the recovery process. Several organizations such as the American Library Association have been working to get database vendors to create a standard to improve on their statistics reporting. The cost of these databases warrants better reporting.

There being no further questions or comments, Mr. Jacob read Item C under Old Business.

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

Mr. Watts said he would begin with some remarks about the date for the opening of the Greenwell Springs Road Regional Branch Library. He reported that we had hoped to be open around February 3rd, but as that date approached we realized we were not quite ready. Two issues caused the delay; one being that the contracted services we depended on did not provide us with enough manpower and consistent work quality to get the branch ready. The second issue is one of air quality. We have experienced delays in getting the air quality tests completed. Initially they were to test on Thursday, February 9th, then they re-scheduled for Saturday, and then for Monday. They finally arrived this morning and completed their sampling. One of the frustrations for us has been that we were able to complete the initial remediation quite easily and timely. Many actions that the Library Facilities Management staff completed themselves enabled us to progress rapidly. They began remediation as soon as the flood waters receded. Ever since the end of September we have encountered one problem after another. He said he can sympathize with all the homeowners and businesses throughout the City-Parish who are impacted from this flood. He added that he hopes the branch will open in the next couple of weeks, but he is reluctant to announce an exact date at this time.

Mr. Watts explained that based on our meetings with the architects from Bradley-Blewster & Associates, they believe they can present us with concept drawings by mid-March. At that point we can begin to engage the community in discussions about what they envision for this branch in the future and how we can rebuild it. We will schedule charrette-type sessions for the public to talk about what they would like, and for them to comment on the basic designs that the architects will provide. These sessions will encourage people to be hopeful about their library. The community and our staff have anxiously awaited the re-opening of this facility.

Mr. Watts said Ms. Husband will now provide a brief PowerPoint presentation to illustrate what has been accomplished. Ms. Husband explained that the staff has worked very hard including those who work at the Branch and the Library's Facilities Management Division. The Branch Manager Ms. GERALYN DAVIS, the Reference Librarian of the Branch, Ms. Laurie Cranford, many Library Technicians, Aids, and Pages, Mr. Tim Bankston, Mr. Ted Hernandez, Mr. Rhett Hodges, Mr. Jeremy Kirkwood, Mr. Billy Ray, and Mr. Ted Lewis have been at the Branch moving furniture, and materials into place for the re-opening.

Ms. Husband pointed out that the old Circulation desk had to be removed. Desks were moved to this location to function as the temporary Circulation desk. Our copier/scanner/printer was delivered and will be set up for use. The public fax machine was also delivered. The wall shelving was moved and the DVDs are now available.

What used to be the entrance to Children's Services will temporarily become the adult non-fiction area. Metal based tables have been set up and our ADA computer will be installed here. DVDs are very popular and so we have a large collection ready for check out in the same location as prior to the Flood. The former Reference area will be closed to the public during the renovation. However, staff will be able to pull materials from this area for patrons.

Of note, one can imagine the time consuming work that was done as every book and item was removed from the shelves, wiped down and re-shelved. We have a good collection of fiction, non-fiction and multi-media materials.

Ms. Husband then pointed out the temporary location for the Children's area. Ms. Pabby Arnold, Library Coordinator for Children's Services purchased a very colorful foam mat with inter-locking pieces for the Children's Story Time area. We also added colorful pictures, bins and stools for the children to enjoy. The Teen area is on the same side of the building as it was prior to the Flood. Their collection is on shelving against the wall.

Ms. Husband then summarized the progress made at this Branch since the Flood as follows:

- The drywall and chair rails have been installed.
- Most of the books have been shelved. Delivery has resumed and more books and other items are arriving daily.
- Mail delivery has resumed.
- Computer Services installed staff computers over the past couple of weeks. They installed 24 adult computers and 1 special needs computer last week. They are working on the Children's and Teens' computers this week.
- Upholstered furniture has been cleaned and much of the furniture has been relocated in anticipation of opening the building.
- We have installed two vending machines to accommodate our patrons.
- The copier/printers are back in the branch and are ready to be connected.

Ms. Husband added that 8 teen computers and 5 pc's and AWEs for the Children's area are being set up. We are using tables for these machines as the carrels were destroyed in the Flood. We installed the vending machines because we felt both the patrons and staff would appreciate the availability of snacks. The janitorial staff is returning to work in the building. Both the public and the staff want to be back in their facility.

On a side note, earlier this week, the Louisiana Department of Health, through Catholic Charities of the Diocese of Baton Rouge, came to Greenwell Springs to offer assistance to flood victims. They did not realize the building was closed, but Ms. Davis and her staff helped them set up a space to assist individuals. They were able to serve 15 to 18 applicants, and both the agency and the people they helped were very grateful. We received an appreciative note from them for our service. They will return soon which is another incentive to get the building open for business.

Ms. Husband asked if the Board had any questions. Mr. Jacob asked Mr. Watts about the air quality and whether this might be a mold issue. Mr. Watts replied that he did not think so. His opinion is that several other issues are involved. Right now about a quarter of the staff throughout our System is experiencing bronchial symptoms, and they are not working in this building. This distress is due partly to the fluctuations in temperature, and the early blooming and pollen releases that we have experienced this winter. However, it is possible that the intense cleaning that occurred, may have caused some particulates and accumulated dust to temporarily get into the air. Possibly when wiping down the items there was some sheetrock dust which became airborne. The

wipes that were used contained mild chemicals that could have caused some irritation. We had an air quality test done when the building was remediated and the air was very clear. The quality was high and better than the air outside. Part of the reason the air inside can be better than outdoors is because we use high grade filters which are changed frequently. He added that he feels the air is acceptable, but this testing today will determine if any problems exist. If there are any, we will address them immediately.

Mr. Luther asked if the ventilation system was cleaned. Mr. Watts answered affirmatively. He said the cleaning was done early on in the remediation process. Ms. Husband noted that when she worked in the building there was some sheetrock dust. Cleaning up this type dust is a process. It requires several attempts to completely remove the residue left behind. Mr. Watts added that we also installed an air scrubber. Ms. Husband said we have ordered some additional ones. The problem that we are encountering is that local suppliers cannot fill the demand because so many people need them. Mr. Watts said the filters are performing well, so these scrubbers are adding an additional level of cleaning. We want to give our patrons and staff a feeling of confidence that the building is clean without doubt.

Mr. Jacob asked if there were any other comments on this topic. There being none, Mr. Jacob read Item D under Old Business.

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

Mr. Watts said that Ms. Kathryn Juneau, real estate broker with Sperry Van Ness/Graham, Langlois & Legendre, LLC is present at this meeting. He said he did not have any new information to report to the Board other than our attorney and the attorney for the owners of the Quail Drive site will meet when the owners are in a better position to discuss a possible sale. They said they would not be ready for these discussions in February.

Ms. Juneau agreed that her firm is waiting for further information from the owner of the Quail Drive property. The owner wants to solidify their contract for the construction of their new building before they consider entering into a purchase agreement for the sale of the Quail Drive building.

She then said she is anticipating a meeting next Monday with the new Metropolitan Councilwoman for District 12 which includes the Southdowns area. Ms. Juneau said she would like to ask for her input about a branch in her district. She was under the impression that the Councilwoman likes the Rouzan area. Ms. Juneau then asked if the Board wished her to pursue property on Perkins Road again.

Ms. Juneau told the Board that there is a new development under construction on West Lee Drive and Burbank Drive. A Rouse's grocery store will be the anchor store. There is a tract of land that the owners are interested in selling for approximately \$12.00 per square foot. She said before she shares further details with the Board she would like to get a final confirmation that the property is for sale along with the survey information.

Ms. Juneau asked if the Board had any questions. Mr. Watts said it is fine for Ms. Juneau to speak to the Councilwoman. However, he said he does not think the Board is ready to consider Rouzan again. This search for a south branch has been a very long process, and some have spent years in this search. We are interested in the Quail Drive property and some other prospects. Mr. Watts asked Ms. Juneau how soon she could give them some information on the West Lee property. Ms. Juneau replied that she asked them for a survey of the property last week and again on this past Monday, and that is what she is waiting to receive.

Mr. Luther said he has not been interested in the West Lee area in the past. Now because of new traffic congestion in the Rouzan area, there are times of the day when it is not possible to navigate there. Therefore, he said he is more interested in the West Lee area now. He added that he wished to thank Ms. Juneau for her continuing hard work and efforts on a seemingly impossible task, and for not giving up on helping the Board to find a site.

Ms. Juneau said that when Rouse's announced they were going to build on West Lee Drive, this was good news because they are a large grocery chain and will be a substantial anchor. It speaks volumes about what that area will become. Rouse's caters to families, not college students. This business has studied this area for its feasibility as a site for a grocery store. They have committed to building there. Since this news was announced, the out properties on West Lee have been selling quickly.

Ms. Juneau said the tract she said was now available is adjacent to Mike Anderson's Restaurant. Mr. Jacob asked how big this tract of land is. Ms. Juneau replied it is approximately 20 acres. Mr. Jacob said that is a big tract. Ms. Juneau noted on the other side of West Lee is another tract which is in a community center. There is no anchor, but there will be smaller businesses locating there. It is about 15,000 square feet in size. Also across the street a Murphy's Oil is under construction.

Ms. Juneau pointed out that the roads in that area are being upgraded. They are widening the bridge over Burbank Drive. The entire intersection in front of Winn Dixie is being redesigned. Ms. Wascom said the Green Light II tax proposal did not pass the election, and work on Lee Drive was part of that tax request. Certain amenities and roads were also part of that proposal. Therefore, the development may occur, but upgraded roads may not be built. Ms. Wascom added that the Green Light proposal may be placed on the ballot again, but it remains to be seen if it will pass and will include the amenities they originally planned. The residents of the Southdowns area will monitor this situation very closely to determine how it will impact their subdivisions.

Ms. Juneau said many infrastructure proposals are fought by local residents. There is little land for us to build new roads. Baton Rouge has not planned extensively for infrastructure. The good news was that Baton Rouge grew quickly. We are going to need to be creative to solve this issue. The Planning and Zoning Department of the City-Parish is very innovative about solving these problems. The other issue is that the residents in this parish have become accustomed to traffic.

Ms. Juneau told the Board she is constantly looking for new properties that come on the market. She said the tract of land behind Walmart on College Drive that they were considering did close. The sale was finalized quickly.

Mr. Jacob asked if there were any other comments or questions by the Board. He asked if Mr. Watts had any comments or questions. Mr. Watts asked the Board if they had any additional comments or questions about the Greenwell Springs Regional Branch. Mrs. Guarisco asked Mr. Watts to thank the Library staff for all of the cleaning that they accomplished. It was a monumental job. Mr. Jacob agreed. Ms. Husband said she neglected to mention that the Library's Computer Services Division have worked very hard to get the computers and technology installed and running properly. There are many people to thank.

Ms. Johnson asked about the morale of the Greenwell Springs patrons. Mr. Watts said one woman said she does not care what the building looks like; she just wants to be able to come to that library again.

Mr. Jacob asked for public comments. There were none.

VII. Comments by the Library Board of Control

Mr. Jacob asked for comments from the Board. Ms. Johnson thanked Ms. Stein for her report on the service measures for 2016. It was good to see what we accomplished in 2016. There were many good accomplishments in spite of the historic flood. The report was very informative.

Mr. Luther said he wished to thank all of the staff who do work behind the scenes. It is incredible. The work does not get done just by accident. He added that two people told him they love the lady who cheer leads for the Library System. She is very enthusiastic and motivates us to want to come to the Library. He told them it must be Ms. Stein. Mr. Luther said Ms. Stein is the face of the Library, but many staff help behind the scenes to make it happen.

Mr. Jacob said the Library received a letter from the Office of Lieutenant Governor Billy Nungesser. Mr. Jacob read the following from the letter dated January 31, 2017.

“Mr. Jacob:

Congratulations to you and all of the staff of the East Baton Rouge Parish Library System for being awarded the Library Journal's 2016 America's Star Libraries Award for the fifth consecutive year. This is a great accomplishment, and I am so proud of everyone for their hard work and dedication to providing quality services to all who visit the Library. Libraries offer so many resources to the public and serve as a cornerstone of society. I wish you all continued success.

If I can be of assistance to you in any way, please don't hesitate to call.

Sincerely,

Billy Nungesser
Lieutenant Governor”

Mr. Jacob congratulated and thanked the staff saying your work has been noticed by the Lieutenant Governor.

There being no further business, Mr. Luther made a motion to adjourn, seconded by Ms. Johnson. The meeting was adjourned at 6:10 p.m. by unanimous vote.

Mr. Jason Jacob, President

Mr. Spencer Watts, Library Director