

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**  
**NOVEMBER 15, 2018**  
**4:00 P.M.**

PLEDGE OF ALLEGIANCE

I. ROLL CALL

II. INTRODUCTIONS

A. INTRODUCTION OF DEPUTY LIBRARY DIRECTOR, MS. KRISTEN EDSON – MR. SPENCER WATTS

III. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF OCTOBER 18, 2018

IV. REPORTS BY THE DIRECTOR

A. FINANCIAL REPORT

B. SYSTEM REPORTS

V. OTHER REPORTS

A. MAINTENANCE AND ADDITIONAL CAPITAL PROJECTS

B. MISCELLANEOUS REPORTS

VI. NEW BUSINESS

A. DISCUSSION AND REVIEW OF LIBRARY BOARD OF CONTROL BYLAWS AND LIBRARY BOARD MEETING SCHEDULE – MR. JASON JACOB

VII. OLD BUSINESS

A. UPDATE ON RIVER CENTER BRANCH LIBRARY CONSTRUCTION – MR. SPENCER WATTS

B. UPDATE ON RENOVATION OF GREENWELL SPRINGS ROAD REGIONAL BRANCH LIBRARY – MR. SPENCER WATTS AND MS. PATRICIA HUSBAND

C. UPDATE ON JONES CREEK REGIONAL BRANCH LIBRARY – MR. SPENCER WATTS AND MS. PATRICIA HUSBAND

D. ANNOUNCE THE RESULTS OF THE ANNUAL PERFORMANCE EVALUATION OF LIBRARY DIRECTOR – MR. JASON JACOB

THE BOARD MAY GO INTO EXECUTIVE SESSION TO DISCUSS THE CHARACTER, PROFESSIONAL COMPETENCY OR PHYSICAL OR MENTAL HEALTH OF MR. SPENCER WATTS IN ACCORDANCE WITH LA. R.S. 42: 17(A)(1). MR. WATTS MAY REQUIRE THAT SUCH DISCUSSION BE HELD IN OPEN SESSION.

VIII. 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

November 15, 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, November 15, 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, Mr. Donald Luther, Jr., Ms. Candace Temple, and Ms. Kathy Wascom. Absent from the meeting were Mrs. Martha Guarisco and Mrs. Delores Watts. Also in attendance were Mr. Spencer Watts, Library Director; Ms. Kristen Edson, Deputy Library Director; Ms. Patricia Husband, Assistant Library Director of Branch Services; Ms. Mary Stein, Assistant Library Director of Administration. Also present were 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. Bryce Tomlin, Librarian Coordinator for Computer and Technical Services; Mr. Brian Thornhill, Library LAN Administrator; Captain Blair Nicholson of the East Baton Rouge Parish Sheriff's Office; and Mr. Dirk Graeser, videographer for Metro 21.

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.

## **II. Introductions**

### **A. Introduction of Deputy Library Director, Ms. Kristen Edson – Mr. Spencer Watts**

Mr. Watts introduced Ms. Kristen Edson who has joined the administrative team of the Library as the Deputy Director. She was interviewed by a committee of Board members and senior Library staff. We are very pleased that she was offered the position and has decided to join our staff. Her employment began this past Saturday when she worked at the special event downtown, The Louisiana Book Festival. She has already done some administrative review in order to get acquainted with the Library system. Her responsibilities will include facilities management, the Capital Improvement Plan, technology infrastructure and technical services for the Library. She will work in all areas in which the Director is involved covering a wide spectrum of activities, and services.

Ms. Edson has a wide range of public library experience. Her professional background includes providing in-depth reference services, staff training and development, public programming, community outreach, and budgeting. She was with the Chicago Public Library for 10 years, and was most recently employed by the Bossier Parish Library System as the Manager of the Central Library. While she was there, she reorganized its departmental structure and restructured workflows for Circulation Services. In Chicago she led Chicago's Outreach Team Human Centered Design Project. She has curated and moved museum archival collections. These skills will be helpful to us as we proceed with our Capital Improvements Plan at the branches. In each

of these positions, Ms. Edson has looked at the design and structure of the workflow, created standards, standardized processes, and addressed training.

Ms. Edson received her Masters in Library and Information Science from Wayne State University. As an experienced trainer, she is currently serving as President of the Library Instruction Round Table for the American Library Association. She also holds a Certificate in Instructional Design from George Washington University.

Mr. Watts said we are very pleased to have her on staff with us. He asked her to address the Board.

Ms. Edson said she is very happy to join the Library staff. She added that she is also pleased to be working with the Library Board, and State and City-Parish agencies. She noted that she is the type of person who actively observes where she can assist and desires to contribute. She said she looks forward to learning from Mr. Watts, Ms. Husband and Ms. Stein. Ms. Edson would like to learn more about our community and the citizens we serve, and how we can improve the services we provide. It is nice to be employed in a Library System that is so well respected.

Mr. Watts said he feels Ms. Edson will be an asset to our system and will work well with our staff.

Mr. Jacob welcomed Ms. Edson.

He then asked for the approval of the minutes of the regular Board meeting on October 18, 2018. Ms. Candace Temple made a motion to approve the minutes with one typographical correction on page 5, seconded by Ms. Wascom, and approved unanimously.

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

#### **IV. Reports by the Director**

##### **A. Financial Reports**

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

For 2018, operating expenditures through October 31<sup>st</sup> are \$29,179,453.65, or 66.03% of the operating budget. Through October, we should have spent no more than 83% of the budget.

Cash collections from Property Taxes for 2018 are ahead of the same 11 months in 2017, as we are approximately \$2.43 million dollars, and 5.69% ahead of last year. Ms. Pinsonat asked if there were any questions.

Mr. Jacob asked why we are so much ahead of last year's figures. Ms. Pinsonat replied that growth in the parish is a factor. Mr. Pierce also noted that interest earnings are higher than the prior year. They had been very healthy for a period of 5 to 10 years. Then after the housing bubble burst, the

rates went down. Currently they are on the rise again. The Library was very conservative with our interest earnings projections once the rates decreased.

Ms. Wascom asked if there was any difference after the Flood of 2016 since there was a prolonged period of recovery before residents could move back into their restored homes. Ms. Pinsonat said they did not notice a large decrease or lag in revenues.

Mr. Watts explained that part of the stability in revenue can be attributed to the millage rate of 11.1. It's difficult to analyze our revenue income based on growth. He added that Mr. Pierce's comments are very accurate. Some of the difference may be a result of better growth in property values. Some of the recovery has been better than predicted, and some of the growth may be reflective of the general growth in the region. The one factor that we can see is that interest earnings are rising.

Mr. Jacob thanked Ms. Pinsonat and then read Item B.

## **B. System Reports**

Mr. Watts asked Ms. Stein to give the systems report. Ms. Stein announced that the Library is continuing to encourage people to complete the Flood Sustainability Survey being conducted by LSU. Our staff at all branches are assisting to inform the public of its importance. It is critical that enough people respond in order for the survey to be a valid representation of the effects of the Flood of 2016. Both those that flooded and those that did not can complete the questionnaire.

Ms. Stein also reported that the Library is assisting the Mayor's Office of Homeland Security and Emergency Preparedness (MOHSEP) All Hazards Public meetings. The Library hosted a number of these meetings. We are also encouraging residents to complete the MOHSEP survey.

Ms. Stein then displayed a certificate of appreciation presented to the Library's Teen Services Division by the East Baton Rouge Parish School System's Supervisor of Middle and High School Vocational Training. The Library is a vocational partner providing a site for young people who have significant disabilities. For many years students have been coming to the Library to assist us with a variety of tasks. Currently nine students with three aides visit our Library on a regular basis.

Ms. Stein said that Mr. Stan Lee, Marvel Comic's lead writer, and publisher passed away recently. However, the Library's database RB Digital is keeping Mr. Lee's accomplishments alive by including many Marvel Comics offerings such as *The X-Men*, *The Avengers*, *Black Panther* and *The Wolverine*.

Ms. Stein reminded everyone that the Library's *Food for Fines* campaign will begin on December 1<sup>st</sup> and run for the entire month of December. The Greater Baton Rouge Food Bank will deliver barrels to every branch in our System. Our patrons love paying off their fines with one non-perishable item per \$1.00 of fines due. Many bring food even if they do not owe a fine, or they pay it forward for someone who does have a fine.

Ms. Stein gave the *Around the Parish* report.

- For the 7<sup>th</sup> year in a row, the EBRP Library has been awarded “Star Library” status in *Library Journal’s* Index of Public Library Service report.
- The Library is again this year the only library in Louisiana to receive the Star designation.
- Library Journal used statistics from 2016 reflecting our circulation, including ebook circulation, gate count, program participation, and pc use to award us a 4-star rating.
- The 18<sup>th</sup> Annual Attic Treasures and Collectibles was held on October 27<sup>th</sup>. Hundreds of people brought in items to be evaluated by experts. A Cherokee basket was traded for work and was handed down in a family.
- Many large items and also paper items were studied. Mr. Mike Winn, who appears on LPB’s *Antiques Roadshow* was one of our evaluators.
- A patron displayed an antique snuff box craved with an image of Washington and Lafayette.
- Library staff profiled one of the Library’s databases, P4A Antiques which is an excellent resource for investigation of a variety of collectables and antiques.
- The Pride-Chaneyville Community History Festival with the theme of All Aboard the Country Express was held on October 27<sup>th</sup>. Model locomotives were on display inside the Pride-Chaneyville Branch. An antique car was actually driven to the Library for display.
- Ms. Brandi Luther, one of the branch’s staff members worked on organizing and coordinating the presenters of the many events.
- The branch is located in a beautiful countryside setting enabling us to utilize the outdoors for activities. Many hands-on activities were featured.
- The international bibliographic utility, OCLC, which is one of our most important partners, is featuring digital collections. Our Baton Rouge Archives digital resources have been selected for this initiative. People will be able to see what we have to offer as the public is becoming more interested in areas such as genealogical and research tourism.
- The Library hosted an event on November 9<sup>th</sup> featuring Queen Diambi Kabatusuila from the Republic of Congo. She made several appearances in the area, and came to Baton Rouge as a guest of the Baton Rouge Metropolitan Black Chamber of Commerce, and the Women Health Education Family Friends Center (WHEFF).
- Queen Kabatusuila held a press conference in the Library and also a program for the public. She spoke about creating a microbusiness, and growing it as an economic driver in her country. The Library displayed our small business resources that can assist our patrons wishing to begin a business.
- On November 15<sup>th</sup> the Library participated in the 15<sup>th</sup> Annual Louisiana Book Festival downtown. Our Library announced the One Book One Community read for 2019.

- The book selected is described as one of the greatest detective novels of all time, *The Hound of the Baskervilles* by Sir Author Conan Doyle featuring one of the greatest detectives of all times, Mr. Sherlock Holmes with his friend, Dr. John Watson.
- The Library will have extra copies of the book in our collection for adults along with a graphic novel version for our young readers.
- Ms. Edson assisted with the set-up of the booth. Ms. Candace Temple, one of our Board members stopped by the Library's booth at the Book Festival. We also enjoyed a visit by Sherlock Holmes and the hound from the book.
- The sub-theme for the reading of this book is "Who Is Your Holmes?" There have been many versions of Holmes and Watson over the years including various races, different sexes, and ages.
- The Library will feature many of these different versions of the characters including Lady Sherlock, and a black Sherlock.
- Many assisted the Library to make our One Book One Community booth successful. City Year volunteers made a replica of Big Ben. Forum 35 members stood in various locations encouraging people to visit our booth.
- Yesterday the Library hosted our 4<sup>th</sup> Annual GIS Day at the Main Library and in the surrounding area outside of the building. Partners in this event were the City-Parish Information Services Department, the City-Parish GIS Department, ESRI, and LIGO.
- Students participated in the morning by mapping trees outside, and doing story maps in the building. They even kinetically worked on a map of Louisiana citing the location of our food products, our agriculture, our economy, and our transportation. In the afternoon the Library held a more formal event for adults.

Ms. Stein asked for questions from the Board. Ms. Wascom asked about our Star Library designation and being the only library in Louisiana with that designation, saying that she feels we should advertise this wonderful award with a banner displayed outside. Ms. Stein noted that we have a display in the lobby of the Main Library featuring plaques and awards that the Library has received. Ms. Wascom noted that last year she also requested that we consider a banner. She added that the Library should highlight this accomplishment. She said schools hang a banner when they are designated as a blue ribbon school. Ms. Stein agreed that we could display a banner for this award. She said we will announce the award in the upcoming newsletter, *The Source*. Ms. Stein said we earn this award because of our patrons. They are the ones who make this possible by their use of the Library and its resources.

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

Ms. Allmon-Learson arrived at 4:29 p.m.

## **V. 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 that this afternoon she received shop drawings for the end panels for Children's Services at the Bluebonnet Regional Branch Library. Once they are reviewed and approved the end panels will be manufactured and installed.

Ms. Husband then stated that in regard to the RFID system, mk Solutions worked on the DVD unlocking systems at several branches. Several have been fixed or replaced. However, we are waiting on repairs at some locations. They have had to work on the exterior intelligent return at the Bluebonnet Regional Branch. mk Solutions will return the last week of November to complete the repair work they started last month.

The Energy Management Systems Maintenance and Repair contract will be rebid in the next few weeks.

Ms. Husband reported that the restriping of the parking spaces at the front of the Main Library parking lot has been completed. The striping at the exits will be done in yellow. Hopefully this color change will better alert patrons to the exits.

She asked if there were any questions. Ms. Wascom said that the patron that had requested signage at the entrance near the crosswalk is very pleased that her concern was acknowledged and that signs were installed. Ms. Husband thanked Ms. Wascom and said she would pass on this compliment to Mr. Rattle, the Library Facilities Manager.

There being no other comments, Mr. Jacob then asked Mr. Watts to give the Miscellaneous Reports under Item B.

### **B. Miscellaneous Reports**

Mr. Watts reported on the South Branch Library project. He said he is very pleased to announce that yesterday the Metropolitan Council approved the purchase agreement for the property in the Engquist Rouzan Traditional Neighbor Development (TND). The search for the site has gone on for many years going back to Mr. John Richard, the former Library Director's time. One of the sites he considered was the Ford property which is now the Engquist Rouzan TND.

He noted that he would like to commend the Library Board and the staff on their persistence, resiliency, and hard work over the years. We have finally found a good site that has met with great approval, and enthusiasm from the people in the surrounding areas of Southdowns, Woodchase, and Pollard Estates. It is well situated and will be a destination area with the commercial section of the TND. The site will also have good access. The purchase of the two-acre site will provide ample room for the branch library.

Mr. Watts recapped the important details regarding the site. He noted that the price is below the appraised value, and the developer is offering a substantial discount based on his valuation. We did have the property appraised by a company on the City-Parish approved list. He is also offering approximately \$60,000 in additional items such as sidewalks, sod, and trees.

Mr. Watts noted that the Library has heard from some people who are skeptical of the purchase and of paying annual dues. As part of the TND, the Library will need to pay dues for common areas such as green spaces, walking paths, and bike paths, and for shared items within the development. Some of the essential services such as street lighting, drainage, and on-street parking are included in the dues. The dues are a cost and an obligation of being part of the TND. These dues are similar to the those paid to a homeowner association. He added that being part of the TND will provide many advantages, benefits and added value. The dues that the Library will pay are very reasonable and are on the lower scale of possible charges. He also pointed out that in the Library's first attempt to purchase land in the Rouzan TND, the first developer was also charging dues that were considerably higher than the current fees. In conclusion the Library will be the recipient of a reasonable purchase price and dues. Overall it should be a very successful venture for the Library.

Mr. Watts noted that now that the purchase agreement has been approved by the Metropolitan Council, the Mayor's Office will need to sign the agreement which can take several days. Once all of the signatures have been obtained, then the 90-day due diligence period begins. During that time, soil tests, environmental studies, and a title search will be completed. Contingent upon a satisfactory result of all these activities, the Library will be able to conclude the purchase.

The Library cannot engage an architect for the design work until we own the property. We will work on a scope of services from which a request for proposals for architectural services will be advertised. Firms can then submit proposals for the project. The City-Parish Architectural Selection Board will review the proposals and choose a firm. The Library staff does have the opportunity to provide input on the proposals. The Board does listen to our staff, but they also use their professional knowledge to determine which firm is awarded the project. They look at factors such as the workload of each of the proposers, and the time frame required to complete the work.

Once the architect is chosen, the design work begins. Mr. Watts said the developer has already given the Library in its initial contact, concept drawings and elevations which will give us a guideline for possibilities. We will have a wide range of choices. We will be able to construct a good, functional library branch. Our highest priority is to construct a building that will best serve the public.

Mr. Watts then reminded the Board that at last month's meeting, they voted to hold the December Board meeting on Thursday, the 13<sup>th</sup>. We will issue an announcement to the public of this change. This change was necessary to avoid a meeting a few days before the holidays.

Mr. Watts discussed the 2019 budget. The Mayor has released the budget to the Metropolitan Council. The revenue projection that the Library submitted was decreased. The decrease was less than 1%, or about \$390,000. Some of the Library positions and upgrades were not approved. Several of these were in the Library Computer Services Division. The City may be considering

how these balance out with the other positions across the City-Parish departments. If we are not going to be able to get the positions such as the programmer, approved, we may need to consider contracting out these services. We will need the programmer position to assist us in various application interfaces. The programmer would be able to modify our current programs to make them more responsive to our needs. Eventually we want to migrate from Cascade to another programming platform that is more flexible and dynamic for our website. Ultimately we would like to move toward an open source Integrated Library System (ILS). This is the trend in libraries nationally and internationally. The ILS includes our catalog, and our patron and circulation databases. The current software we are using is less robust and capable than the other products on the market now. We may need to move to another proprietary program. We are also not certain when we would move from proprietary software to an open source. We project that in 5 to 7 years we would move to a more dynamic system.

We are also experiencing issues regarding equitable compensation for the work our employees perform. We will work on this issue in the coming year.

Mr. Watts said he asked Mr. Pierce to analyze the Mayor's released budget. The City lowered the statutory costs, the central services, and the support costs based on the projected revenue. There were no other adjustments to our budget request. Budget hearings will be held by the City-Parish as they are every year. We do not know if they will want us to provide more information during a hearing.

Ms. Wascom asked if the City provides an explanation of why the upgrade in positions was denied. Mr. Watts replied that they don't give an explanation. Last year when he asked, he was told that they cannot justify those positions within the City-Parish at this time. We have tried to speak with City-Parish personnel about how to approach these issues. However, over the last several months the people who could give us guidance have been concentrating on the implementation of the new Munis System.

Mr. Watts then discussed the RFID system and the installation of the credit card devices. He said during the week of November 26<sup>th</sup> mk Solutions will add the payment devices to the self-check-units. They will not be immediately ready to function as software will need to be installed.

While they are here, mk Solutions will also repair the media release devices which have been damaged by patrons applying too much pressure when unlocking cases. The solution is to slightly elevate the devices and increase the time-out period when the device is in the unlock mode. The disappointment in this process was that there were no spare parts available, necessitating that mk Solutions manufacture those parts in-house.

Mr. Bryce Tomlin, Librarian Coordinator for Computer and Technical Services, then spoke about the technical aspects of implementing the credit card service. He told the Board that Infor, our ILS provider, has devised a solution to allow the Library's system to accept payment by patrons using credit cards. Infor worked with GoVolution, the credit card technology partner contracted by the City-Parish, in order to make the solution work. Patrons will be able to log in, go to their account, and make a credit card payment. We will begin testing this solution next week when Infor installs the program on one of our testing sites. If necessary during that time we will remedy

any issues that might occur. He noted that a couple of upgrades of the software will also be required. These upgrades will be accomplished while we are testing the new program. He added that it is his hope that by the end of the year all of the testing and upgrades will be completed. Mk Solutions will install the credit card terminals on our self-check kiosks next week. We will also go through a testing period with the mk Solutions devices. Mk Solutions may need to work with GoVolution and Infor in order to make the system work properly. Once all of the testing is finished, then we will provide staff training. We also will consult with the Library Business Office regarding any new procedures that need to be followed since this is a new form of payment for the Library System. Our anticipated rollout for patron use is February or March of 2019.

Mr. Tomlin noted that we have been working on Payment Card Industry (PCI) compliance. The major credit card companies such as VISA and MasterCard, have certain standards and requirements which they expect those accepting credit card payments to follow. These requirements are in place to protect credit card holders. We will establish a contract with a PCI approved vendor to help us meet the requirements and maintain compliance. The vendor will perform network security tests periodically, and assist us to complete a yearly self-assessment questionnaire which is recommended. This questionnaire evaluates how well we are complying with PCI standards.

Ms. Wascom asked what the fee for using a credit card will be. Mr. Tomlin replied 20 cents per transaction. Ms. Wascom said that amount is very reasonable.

Mr. Luther asked if the Library will accept Automated Clearing House (ACH) payments. Mr. Tomlin replied that he will check on this as he is not certain if we will accept those types of payments. Mr. Luther noted that from his business experience, a bank was found that would accept ACH payments for a very small monthly fee with no charge per check. Mr. Luther said this might be another option, so patrons would not need to pay the 20 cent fee.

Ms. Allmon-Learson asked if payment by credit card would also be available through a mobile app. Mr. Tomlin replied that initially it will only be available through the Library's website and at the self-check kiosks in the Library. He added that we are researching the feasibility of using apps in the future for payment.

Mr. Watts added that the compliance work that is being done is essential to ensure that the Library is as secure as possible. Even though we are dealing with small transactions, we want to protect our patrons.

Ms. Temple asked if the credit card payment system will be compatible with an open source system. Mr. Tomlin said it will be compatible with whatever open source software the Library chooses. Ms. Temple asked what is the name of the new system. Mr. Watts replied it could be Drupal. He added that we use small open source applications now, but changing to a system like Drupal would be the Library's first large scale use of open source software. Currently we do not have sufficient staff to attempt this change.

Mr. Watts then said he would discuss the broadband initiative. He noted that Mr. Tomlin, and Mr. Thornhill, Library LAN Administrator, are the staff members with the technical expertise

regarding broadband services. Ms. Pinsonat is our expert regarding working with the federal Universal Service Administrative Company (USAC) that administers E-rate reimbursements.

Mr. Watts told the Board that we have completed the draft of the Request for Proposals (RFP) for Internet, Voice Services, Dark Fiber/Indefeasible Right of Use (IRU), and Wide Area Network (WAN) Services. Many staff members worked very hard on this project for many months. Mr. Thornhill and his staff researched what equipment we would need if we decide to use dark fiber technology. We added incremental pricing of 10 Gigabits (Gbps) up to 40 Gbps to the RFP. Additionally, we included scalable pricing for the WAN at each Library site up to 5 Gbps. We also updated references to the branch sites and included the South Branch location. The draft of this RFP has been sent to the City-Parish Purchasing Department and to Mr. Eric Romero, Director of the City-Parish IS Department for their review.

Mr. Watts said that we have had several informational meetings about the use of dark fiber and Indefeasible Right of Use which provides unlimited use of the fiber. We had questions about the amortization language, how build outs are handled, and then billed back in through the program. We also discussed the amount of reimbursement we could expect. We want to be sure that we understand what all of the initial costs are and the long-term obligations with a dark fiber project. We understand that the dark fiber would provide a great advantage to our community, and to the Library. It would provide many more options and growth capacity over the years. However, we need to know all of the costs involved to be sure we can afford it along with all the technical expertise to run it. One of our meetings was with former Library Board member, Mr. Logan Leger, and Mr. Lonnie Leger of the Louisiana Optical Network Initiative who discussed the benefits and costs of the various options. We will also talk with other experts to increase our knowledge and understanding of the ramifications of investing in dark fiber technology. Through the Second Modernization Order with USAC, this is a good opportunity to investigate this option.

Mr. Watts then discussed religious materials in the Library. A patron was concerned recently because he had seen materials from a certain religious denomination at some of our branches. He wanted to distribute an evangelical magazine and was told he could not. He felt that the Library was showing favoritism to this certain group which was not the case. The problem with his request was that our display areas in which patrons can leave materials including religious materials is limited. The item has to fit a certain format and size. Large bulky items are excluded. We know that some of the materials that patrons see are simply left on tables or laptop bars by enthusiastic individuals. However, the staff does periodically check these areas for compliance, removing inappropriate materials. Mr. Watts noted that the Library does distribute a wide selection of content on our neighborhood bulletin boards. We also display state, local and federal government information because these are part of our core mission.

Mr. Watts then discussed the use of security guards at the Library. We have a new security guard contract in place which will allow us to use security guards in our branches as well as the Main Library. We analyzed the use of manpower throughout the system. Security guards can work very well as evidenced at the Main Library where they have been employed for four years along with the Sheriff's deputies. He noted that the Library will always have a need and desire to employ deputies because they are sworn officers of the law who are highly trained, and reliable. When working at the Library they need to know how to talk to the public to diffuse a potential situation.

They are also helpful directing patrons and answering questions. The security guards are also good at these tasks. In order to extend security coverage, we are placing guards in branches at times when there is a lower level of incidents.

Mr. Watts noted that at the Scotlandville Branch Library for years we have had a deputy on duty from 4:30 until closing time. In January of 2017 we had a mild incident in the morning in which a patron was very angry causing other patrons to become frightened. Noting some national trends that were developing, we decided to add a deputy for the morning shift. Since then, we have not had much need for a deputy in the morning. Therefore, we are replacing this shift with a security guard, and starting the deputy shift earlier in the afternoon at about 2:30 when school is out. Sometimes situations that occurred at school continue at the Library.

Mr. Watts said somehow there was a miscommunication, and a patron felt that all the deputies were being replaced by security guards. Some deputies may also have been misinformed. This impression has been corrected and all are assured that the deputies will continue to provide security for the Library.

Mr. Watts then reported that the Library has had some issues with the multi-functional devices (MFDs), or printers. The vendor that provides maintenance of these machines had a traumatic business event at their shop, losing most of their staff. We experienced the lack of a good response time to our maintenance needs. Ms. Pinsonat, Mr. Pierce and several other staff met with the vendor this week to address how they are going to correct this problem.

The State Library's Administrative Conference was held at the Main Library at the beginning of November. The Legislative Auditor made a presentation about the work of his department. A very dynamic speaker from the LSU School of Business discussed how to interact with the media in a relaxed manner. He used many examples of techniques when interacting with not only the media, but with a wide range of people. We are considering asking him to present a program to Library staff on delivering enhanced customer service. It is critical to set the right tone from the beginning with the patron.

Mr. Watts mentioned that he and Ms. Pinsonat met with a company about obtaining a Director and Officers insurance policy. The proposed policy was very expensive, and was not simply an errors and omissions policy. They included other types of liability coverage. We will continue to pursue getting the policy we need. It will be somewhat challenging since the City no longer has a separate Risk Management Department. This department has been absorbed into the Parish Attorney's Office. We will confer with one of the Parish attorneys for guidance.

Ms. Wascom asked if our Library gets any databases from the State Library and if so, would a budget cut at the State Library, affect our Library. Mr. Watts said we do get some of our databases from the State Library. Ms. Stein said our Library pays a higher rate to the Consortium based on the heavy usage by our patrons. Mr. Watts noted that several years ago a change in pricing was made for those who exceeded the base amount of usage. Mr. Watts said the State Library dropped one part of the Learning Express database that we covered in order to continue offering it to our patrons.

Mr. Watts said that the State Library's fiscal year begins in July. Ms. Wascom said she's observed that the State Library has been diminished due to lost funding. Mr. Watts agreed saying some of the largest cuts were made three or four years ago with smaller cuts occurring since then. They have never recovered from these. Ms. Stein pointed out that the state-wide courier service between libraries has also been diminished with less frequent deliveries.

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.

## **VI. New Business**

### **A. Discussion and Review of Library Board of Control Bylaws and Library Board Meeting Schedule – Mr. Jason Jacob**

Mr. Jacob said this item is on the agenda as a result of the Board's discussion at last month's regular meeting. This discussion considered the possibility of holding fewer meetings. Mr. Jacob referred the Board to their copy of the bylaws. He noted that **Article 3. Meetings, Section 1** states, "Meetings of the Board of Control shall be held each month at a regular day established by the Board." He asked the Board members for their input.

Ms. Allmon-Learson asked if there is any requirement in the City-Parish Plan of Government to meet every month. She added if there is such a requirement, then we need to abide by that ordinance. Mr. Jacob asked Mr. Watts if the Plan of Government specifies how often the Library Board must meet. Mr. Watts replied that the Plan of Government is broad in regard to the number of meetings. He added that what is required by State Law governing the public library is that the Board meet at a minimum of four times per year.

Mr. Watts then suggested that the Board form a committee to review the bylaws. He said they could also check with the Council Administrator to be sure that there are no ordinances regarding the number of meetings per year for the Library Board.

Mr. Watts said he would like them to change some of the wording in the bylaws. He noted he would like a little more flexibility in **Article 8. Order of Board Business, Section 1**. He said several years ago, the Board changed the sequence and some of the wording. He added that some of the wording should change or there should be more flexibility in the document.

Ms. Allmon-Learson made a motion that an ad hoc bylaw committee of the Library Board be appointed by the Board President to study the Board's bylaws, and make a recommendation of changes to the full Board. Mr. Jacob asked for a second to the motion. Mr. Luther seconded the motion which passed by unanimous vote. Mr. Jacob then asked who would like to serve on the committee. Ms. Allmon-Learson and Mr. Luther volunteered, and Mr. Jacob noted he would also serve. Mr. Jacob thanked the Board members.

There were no further comments by the Board or the public. Mr. Jacob read Item A under Old Business.

## **VII. Old Business**

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

Mr. Watts discussed the River Center Branch Library construction project. He said all that we know is that the mediation session occurred on November 2<sup>nd</sup>. It does not appear to have resulted in an agreement. The Library is not involved in the mediation discussions.

Mr. Watts stated that it was absolutely appropriate that we were very patient as the experts outlined the problem, and came to a consensus regarding the nature of the issue in the construction process, and the remedy. Then a cost analysis done by the contractor was presented. All parties were informed of the cost of the delay, and the proposed fix. There were some unknown costs because once changes are made and the jacks holding up the beams are removed, there might be some other movement, deflection or minor adjustment. This could mean there will be additional repair to the building. Mr. Watts stated that there also were questions about the roof, and the glazing, and how they may react during the removal of the temporary support.

Those involved had approximately a three-week period to prepare for the mediation. He said he had hoped for a result by now, and is extremely disappointed that there does not seem to be a successful conclusion. He added that his patience is wearing thin. He said he hopes the parties involved can resolve this. Every day of delay in moving forward costs money. Now the cost will be more than the cost estimate of \$1.9 million. He said an agreement is what is needed to curtail the mounting cost of inaction. We really want the branch built. Mr. Watts concluded his comments stating he is very tired. He said he knows the Library Board has expressed their desire for the project to resume. He said there will have to be a conclusion.

Mr. Jacob asked about the progression of the mediation. Mr. Watts said they met on November 2<sup>nd</sup>. A resolution has not been reached. He said he does not know if any further progress is being made through the mediation process. There is clearly a solution for the technical problem, but no forward action seems to be occurring. He said he understands it is difficult to assign responsibility for the problem and the remediation of it. However, it should be fairly clear who needs to take responsibility for which parts of the repair.

Mr. Jacob asked Mr. Watts if a second date for an additional mediation attempt has been set. Mr. Watts replied that the Library has not been informed of any such action. He said he believes there is a continuation of the negotiations from the mediation session.

Ms. Wascom asked if the Library's contact is the Parish Attorney's Office to which Mr. Watts said yes. She asked if the Parish Attorney can update Mr. Watts about what is occurring. He said they can, but with certain limits because we need to respect the limitations as they try to negotiate, or get it resolved. They will only share limited information because of potential litigation issues.

Mr. Luther said he shares Mr. Watts' frustration.

Mr. Jacob asked if there were any further comments on the River Center Branch Library. There being none, he then read Item B under Old Business.

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

Mr. Watts stated that he is pleased to report good progress regarding the renovation of the Greenwell Springs Road Regional Branch Library. Due to the amount of rain at the beginning of the month, the soil is very wet. However, all of the slabs except one on the south side of the building have been poured. We did have an issue due to a contractor holding up work all along Greenwell Springs Road. Once that had been resolved, Cox Communications was able to move the telecommunication connection.

Ms. Husband joined Mr. Watts. Steel beams have been installed in the slab. The contractor has received permission from City-Parish Architectural Services for the demolition of the furrdowns over the old circulation desk because those weren't noted in the original demolition drawings.

The contractor will remove and replace a portion of the duct work in the east wing. There was some damage and non-toxic mold and mildew in limited portions of the ducts to be replaced. No special disposal will be needed for the demolished duct. Ms. Husband noted that the new duct work arrived the day the administrative staff visited the building.

Stud work for interior spaces in the east wing is proceeding. Mr. Watts noted that there were some issues with the air handling boxes. When one of the boxes was disconnected as they worked in an area, the entire energy management system stopped functioning. When the system was switched to manual override, later in the afternoon the air conditioning would not work properly. Mr. Rattle and his staff had to reset the system each time. They have finally reached a solution. Ms. Husband said the air management system has been turned off so that the system can remain on. However, Mr. Rattle is working with the electrical contractor on a permanent correction.

She noted that there was an issue with the exterior lighting in the parking lot. The contractor devised a solution which appears to have corrected the problem. Mayor Broome held an All-Hazards Community meeting at this branch in the evening and the lighting was working well. There was a large turnout of citizens from that area, so we were pleased the parking lot was appropriately lighted for everyone's safety.

Mr. Watts said during their site visit, they reviewed the glazing sample for the new additions. It appears to be a good match with the existing glass. Ms. Husband noted that the glass is not an exact match, but it is close enough since it will be installed in the new additions to the branch, and not next to the original glass.

Mr. Watts told the Board that on October 24<sup>th</sup> the Library staff including Ms. Husband, Ms. Stein, Ms. Lori Juge, Ms. Chi-Ling Liu, Ms. Melinda Newman and he, met with Mr. Aaron Babcock

from Hidell Architects. Ms. Sekedra Simmons from City-Parish Architectural Services also attended. Mr. Babcock is coordinating the interior finishes and furnishings. We looked at a variety of items from carpet, to millwork bases, to tables and chairs and where they will be installed. We discussed shelving and decided to re-use some of the frames and metal shelves, and in other areas we decided to purchase new frames and end panels. We are trying to economize where possible, but to also make choices that will be attractive, and durable, giving this branch a new look.

Ms. Husband noted that Mr. Babcock gave the staff some good suggestions based on the information we gave him. We are pleased with the renovation work thus far. Mr. Watts said that Ms. Husband has extensive knowledge of furnishings, manufacturers, current state contracts and prior performance issues with various items. It is amazing how much she knows and can recall on these topics.

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

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

Mr. Watts said we have a meeting scheduled for November 28<sup>th</sup> which is a bid package status session. We are progressing toward the completion of the construction documents for the renovation of the Jones Creek Regional Branch Library. When those documents are finished, we will review them also. There are several outstanding items to be addressed such as sprinkler heads, smoke detectors, the technology package, and the placement of security cameras. Ms. Husband has been working on door hardware, on the placement of doors and the key fobs for this project.

Mr. Watts also said we want to have a special session with the architect dedicated to reviewing the phasing plan for the project. It will be especially important at this branch because of the tight lot space. It will be critical to plan the sequencing of the phases of the renovation. For example, the rest rooms will need to be completely closed during the work in that portion of the building. The architect is investigating a portable system. Mr. Watts also noted that when we need to move a considerable portion of the collection, we may not have space for its temporary relocation. The River Center Branch collection is occupying much of our storage space. We had planned that the River Center materials would have been moved out of storage before the space was needed for the Jones Creek materials.

Mr. Jacob thanked Mr. Watts. He asked for any comments from the Board. There being none, he read Item D under Old Business.

**D. Announce The Results of the Annual Performance Evaluation of Library Director – Mr. Jason Jacob**

**The Board May Go into Executive Session to Discuss the Character, Professional Competency or Physical or Mental Health of Mr. Spencer**

**Watts in Accordance with La. R.S. 42: 17(A)(1). Mr. Watts May Require That Such Discussion Be Held in Open Session.**

Mr. Jacob made a motion to go into Executive Session for the performance evaluation. The motion was seconded by Mr. Luther and passed unanimously at 5:43 p.m. The Board conducted the closed session in the Board Room on the third floor. The Board returned from Executive Session at 6:18 p.m. The motion to return to open session was made by Mr. Luther, seconded by Ms. Temple and passed unanimously at 6:20 p.m.

Mr. Jacob congratulated Mr. Watts on a successful evaluation. He said he has had no problems and feels Mr. Watts has done a great job during this evaluation year, and also for as long as he has known him. He thanked Mr. Watts for his dedication and leadership. He said because of his dedication and leadership with the staff, we have a wonderful Library System.

Mr. Watts thanked Mr. Jacob. He added that it is a wide-spread collaborative effort. We have a great staff that works hard and are dedicated to the Library. He added that he'd like to tell the Library Board that a lot builds up from the bottom to the top, but a lot starts at the top. The top in our case is the Library Board. The Board is supportive, is interested, is engaged and looks at concerns carefully. The Board lets the staff know what their thoughts are on matters. This helps us move forward on concepts, ideas and policies in a really important way. This makes us a stronger and better organization. Mr. Watts added that we are highly customer-centered, and we strive to do our very best for our customers.

Ms. Wascom said the Board gave Mr. Watts an honorary degree in construction management even though we are not authorized to do that, to which everyone laughed.

Mr. Luther thanked Mr. Watts for his service. He said it's been a pleasure working with him, and watching his leadership. In seeing how other agencies work, we are very lucky to have someone of his caliber.

Mr. Watts thanked Mr. Luther and said he appreciated his comments.

There were no other comments by the Board. Mr. Jacob asked for any public comments on any of the items under Old Business. There being none, he read Item VIII.

**VIII. Comments by the Library Board of Control**

Mr. Jacob said he felt they were all ready to end the meeting. There being no other comments, Mr. Jacob asked for a motion to adjourn the meeting. Mr. Luther made the motion and Ms. Temple seconded it. The meeting was adjourned at 6:20 p.m. by unanimous vote.

---

Mr. Jason Jacob, President

---

Mr. Spencer Watts, Library Director