

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
JUNE 20, 2019
4:00 P.M.

PLEDGE OF ALLEGIANCE

I. ROLL CALL

II. APPROVAL OF THE MINUTES OF THE REGULAR MEETING OF MAY 16, 2019

III. SPECIAL ORDERS

IV. REPORTS BY THE DIRECTOR

A. FINANCIAL REPORT

B. SYSTEM REPORTS

C. OTHER REPORTS

1. MAINTENANCE AND ADDITIONAL CAPITAL PROJECTS

2. MISCELLANEOUS REPORTS

V. REPORTS OF COMMITTEES

VI. UNFINISHED 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

VII. NEW BUSINESS

A. SETTING OF DATE FOR SPECIAL 2020 BUDGET WORK SESSION – MR. JASON JACOB

B. REVIEW AND APPROVAL OF UPDATED INTERNET ACCESS POLICY – MR. BRYCE TOMLIN

C. REVIEW AND APPROVAL OF STAFF POLICIES RELATED TO ELECTRONIC MEDIA AND INTERNET USE AND LIBRARY USER ACCOUNT AND PASSWORDS – MR. BRYCE TOMLIN

VIII. COMMENTS BY THE LIBRARY BOARD OF CONTROL

IX. ADJOURNMENT

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

June 20, 2019

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, June 20, 2019. Mr. Jason Jacob, President of the Board called the meeting to order at 4:04 p.m. Members of the Board present were Ms. Nicole Allmon-Learson, Mr. Donald Luther, Jr., Ms. Candace Temple, Ms. Kathy Wascom, Mrs. Delores Watts, and Mr. Chance Wilson. Absent from the meeting was Mrs. Martha Guarisco. 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. Bryce Tomlin, Librarian Coordinator of Computer and Technical Services; Mr. Brian Thornhill, Library LAN Administrator; Mr. Jay Dias, Library Network Technician I; and Capt. Blair Nicholson of the East Baton Rouge Parish Sheriff's Office. Also in attendance was Mr. Frank Hillyard, videographer for Metro 21. Ms. Kristen Edson, Deputy Library Director, was absent from the meeting.

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

I. Roll Call

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

II. Approval of the Minutes of the Regular Meeting of May 16, 2019

Mr. Jacob asked for the approval of the minutes of the regular Library Board meeting of May 16, 2019. Ms. Temple made a motion to approve the minutes, seconded by Mrs. Watts, and approved unanimously.

III. Special Orders

There were no items to cover under Special Orders.

IV. Reports by the Director

A. Financial Report

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

For 2019, operating expenditures through May 31, 2019 are \$15,149,910.02 or 33% of the operating budget. Through May, we should have spent no more than 42% of the operating budget.

Cash collections from Property Taxes for 2019 remain ahead of 2018, as we are approximately \$660 thousand dollars, and 1.48% ahead of last year.

Ms. Pinsonat added that after this month's financial statement was printed, \$400,000 in interest earnings were posted to the Library account. Also today the Library received the commitment letter for the Library's erate application stating that we will receive \$184,680 in telecommunications reimbursement for this year. Mr. Jacob said this was very good news.

Mr. Wilson asked where the \$184,680 was coming from and why. Ms. Pinsonat replied that the money comes from the Universal Services Fund. She pointed out that everyone who receives telecommunications service, pays a fee on their monthly bills to the federal government under the Universal Services Fund. Mr. Watts noted that the Universal Services Fund is commonly known as erate. Schools and libraries are eligible, and are able to get reimbursed for their telecommunications costs. Our Library system qualifies for approximately 80% of our charges when approved. The approval process is long and laborious with much detail required. Ms. Pinsonat is to be commended for her diligence, and her ability negotiating that process.

Ms. Pinsonat asked the Board if there were any other questions. There being none, 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 gave the *Around the Parish* report.

- The patrons of the Jones Creek Regional Branch Library have been regularly playing bingo for years. All ages can participate with over 100 people attending each month. A theme, costumes and prizes make this monthly event special.
- On May 4th the theme was May the 4th "B" with you @ BINGO!!
- Also in May, on the 26th, the first Great Children's Books 2019 were selected in picture books and independent readers.
- The winners were *Charlotte's Web* and *My Friend is Sad*.
- Also on May 26th the World War II Veterans Project sponsored by the Library of Congress, was held at the Main Library. Ms. Bea Gyimah, author of *America, My Oyster Association*, The American Legion, Ms. Jennifer Cramer from the T. Harry Williams Center for Oral History at LSU, and Mr. Andrew Huber, the Director of the Veterans Project at the Library of Congress participated in this event.

- World War II veterans participated to share the stories of their service in the war. The American Legion Auxiliary handed out poppies, a Memorial Day tradition, to remember those in the military who gave their lives.
- The Summer Reading Program for all ages has begun. However, there is still time to sign up. To encourage children to read throughout the summer, each week an incentive for reading such as stickers, is offered. Adults who participate can get a galaxy mug for reading 3 books.
- The Summer Feeding Program is also being offered for the third year at nine of our libraries. The East Baton Rouge Parish School System teamed with a federal nutrition program to provide lunches to children in East Baton Rouge Parish.
- For children summer at the Library includes special programs and crafts to make and take.
- The Mad Science program is new to the Library and is a huge success. The presenter engaged the children in discussion, and allowed them to assist in hands-on demonstrations.
- The Sock Rockerz are children's entertainers who specialize in concerts with lots of active participation by the entire audience.
- The Baton Rouge Ballet Theatre has returned to each Library branch this summer performing *Adventures in Neverland*. *The Advocate* featured them in large full color photos.
- The Tri-Parish Ballet is dancing to the theme, *The Magic Book Store* in each of our facilities.
- The very popular NOVAC Film Camp is back in Baton Rouge this summer, providing eight camps for teens throughout the System. The activities include writing and filming. The Red Carpet event will be held later this summer at the Main Library.
- The summer edition of Movies on the Plaza began last Friday with the showing of Disney's *Moana* enjoyed by 460 people. *Black Panther* is showing this week, *The Lego Movie*, next week, and *Frozen* is airing on July 5th.
- *Chasing the Moon*, a PBS film was previewed at the Main Library. A panel discussion followed the film and included LPB, LaSPACE, Highland Road Observatory, and the Baton Rouge Astronomical Society. The series, *Countdown to the Moon*, will be featured on LBP in July. The film by Robert Stone will be shown from July 8 through July 10.
- *Ready, Jet, Go* is a new PBS TV series. The Carver Branch Library is launching a space camp pilot project *Ready, Jet, Go* which will be funded by LPB who is providing all of the materials.
- The Library has a presence in community events such as *Mommy & Me* at the Mall of Louisiana. On Monday nights we are offering digital story time streaming through FaceTime. Due to copyright restrictions, we are reading classic stories in the public domain.

- The severe weather on June 6th caused some flooding and damage to homes, vehicles and property. The City-Parish would like citizens to report their damage through an on-line questionnaire accessed through each of our facilities. The Library's Computer Services Department installed the program on all patron and staff computers. We also provided paper copies for those who wanted them.

Mr. Donald Luther, Jr. arrived at 4:12 p.m.

Mr. Wilson asked if any of the branches had water damage from the June 6th storm to which Ms. Stein replied no. If we had had water damage, it would be noted in our maintenance report.

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

C. Other Reports

1. Maintenance Report and Additional Capital Projects

Mr. Watts said that Ms. Husband will deliver the maintenance and capital projects report. She said that the Library is working with City-Parish Architectural Services to produce a bid package to replace the boiler and chiller at the Delmont Gardens Branch, the chiller at the Eden Park Branch, and the A/C at the Outreach building. All of these systems have had many issues resulting in repairs, and they have reached the end of their life expectancy. These replacements were budgeted for 2019.

During a scheduled power outage in April to test the generator at the Main Library, a review of the report on the systems that are connected to the generator, indicated that additional systems could be connected to it. Mr. Rattle, Library Facilities Manager contacted Buffalo Electric to confirm his analysis of the report and to have them add the systems to the back-up power. Buffalo Electric wired the shipping and receiving area, Air Handler Units 3,4,5,6 and 8, the first floor lighting closet, and the data closets on the second and third floors. In order to connect these to the generator, the power will need to be turned off during the transfer.

Ms. Husband asked if there were any questions from the Board. There being none, Mr. Jacob then asked Mr. Watts to give the Miscellaneous Reports.

2. Miscellaneous Reports

Mr. Watts reported that the staff met with the architect and the vendor regarding the end panels for Children's Services at the Bluebonnet Regional Branch Library. There are some logistical issues to resolve, but these are minor. The concern was to choose birds, butterflies, and frogs that are appealing to children.

Mr. Watts then spoke about the site for the south branch library. The Parish Attorney has reported that there are some technical details regarding the title search that may take 3 – 4 weeks to be completed. We are hoping that by the middle of July, the closing can be scheduled.

Mr. Watts said in preparation for the 2020 Library budget work session, he would like the Board to give him some direction on the size they would like for the south branch building. This is important because City-Parish Architectural Services is assisting us to write the Scope of Work which needs to be fairly precise. The Scope of Work is included in the Request for Proposals for Architectural Services.

Over ten years ago when the Library first began planning for a facility in Rouzan, the size of the branch was limited by the restrictions of the Traditional Neighborhood Development (TND) to about 15,700 square feet. However, when the current Board considered the site in Enquist Rouzan, the Board were very conscious of the size of the parcel of land. The land to be purchased is large enough and located in the TND where a bigger branch than originally proposed can be constructed. A facility of between 17,000 – 18,000 square feet is possible.

Mr. Watts said he would like the Board to express their choice for the size of the building. He added that when the Capital Improvements budget is revised the size the Board prefers will be included in the budget. Also this budget needs to be adjusted since the figures reflect labor and material costs in 2011. The updated figures will be discussed at the budget work session, and voted upon at the regular August Board meeting. This budget will then be sent to the City-Parish for review, and ultimately must be approved by the Metropolitan Council.

Mr. Jacob asked if we increase the size of the building to 17,000 - 18,000 square feet, how will that affect parking. Mr. Watts replied that there will be enough parking to meet and exceed the codes, and we always elect to exceed the codes by 10 – 15%. We will be located in a commercial area with adjoining parking lots. There is also some street parking although we will not rely on that. We will have enough parking for an 18,000 square foot facility that will meet the Library's standard.

Ms. Temple asked if the additional size would change the number of the parking spaces we were going to have previously. Mr. Watts answered that we would not lose any parking spaces.

Mr. Wilson asked if increasing the square footage will require increasing the cost, or is there enough in the budget to cover the increase. Mr. Watts replied that there isn't enough in the current budget to cover the increase in size. The budget is based on costs in 2011. Mr. Wilson asked Mr. Watts what square footage does he prefer. Mr. Watts said he believes that at some point this branch will be expanded to 18,000 square feet. The question is should we build a 16,000 square foot building now and in 12 to 15 years increase it to 18,000 square feet. In light of the renovations we are working on now, adding 2,000 – 3,000 square feet to a branch is somewhat more expensive. It is better to build what you think you will need from the beginning. Mr. Watts noted that his impression from the Board was that they voted to purchase a larger site in order to accommodate a larger building. It's also better to build what you will need in the future today because the population density in that area has grown so much in the last decade. The increasing growth of

the area will require an 18,000 square foot facility. From a manager's and administrative position, it would be better to make the upfront commitment now.

Mr. Watts repeated that he would like some feedback from the Board. Mr. Luther said that historically, the neighborhoods in that area have opposed making any changes. They were in opposition to the Rouzan TND. However, right now they are very enthusiastic about building a branch in Engquist Rouzan. He moved that the Board build an 18,000 square foot facility in Engquist Rouzan.

Mr. Watts then said given the nature of the development, this branch would be particularly difficult to expand. It is much easier to do on our own lot of land. If we were to expand this building in the future, there would be other structures in close proximity, making construction challenging. In the future, the developer might not support an expansion.

Mr. Luther again said he moves that the Board approve the construction of an 18,000 square foot branch. It will be more cost effective in the long run, and less disruptive. He added that he anticipates that this will be one of our busiest facilities. Ms. Wascom said she agreed with Mr. Luther. Ms. Temple seconded the motion.

Mr. Jacob asked how much was budgeted originally for this branch. Mr. Watts said the figure is in the Board meeting packet in the financial statement under Capital Improvements. Ms. Pinsonat said the total budget for the branch was \$8 million. Mr. Jacob said that figure is about ten years old and based on a 15,000 square foot building. Mr. Watts said we added money in that budget to buy the land at the current site. Initially the budget was about \$7 million. Mr. Jacob asked what the projected increase would be. Mr. Watts said the cost would be about \$300 per square foot for new construction according to Architectural Services. This assumes there are no additional cost increases such as steel tariffs.

Mr. Luther said to confirm, this discussion and vote is just for planning purposes. Once we begin the project, if adjustments need to be made, we would be able to do that to which Mr. Watts said yes. The Library makes recommendations to the City on the budget, but the Metropolitan Council has the final vote.

Mr. Jacob said there is a motion to increase the size to 18,000 square feet, and a second to the motion. The Board unanimously approved the motion.

Mr. Watts then talked about the Board Bylaws. He pointed out that Article 3, Section 2, states that *the library budget shall be presented by the Library Director to the Board at the June meeting.* This has not been the case for some time. The budget process and calendar are set by the City-Parish. Therefore, Article 3, Section 2 should be revised with a substitute statement such as, *the library budget shall be presented by the Library Director to the Board at a meeting which will permit the Board to approve a proposed budget in a timely manner to satisfy the budget review process of the City-Parish,* or something similar to that. We should not specify a particular date, in order to comply with the Bylaws and the date for submitting the budget to City-Parish.

Mr. Luther asked if they needed a motion. Mr. Watts replied not today because he was simply introducing the need for the Bylaw change. If the Board agrees, this item would be on next month's agenda for approval. Mr. Jacob agreed with this change, and stated the Board would vote on this change at next month's meeting.

Mr. Watts then discussed the need for more storage space. We still have the majority of the River Center Branch, and some of the Greenwell Springs Road Regional Branch collections in storage. Now that the Jones Creek Regional Branch renovation is about to begin, we need additional space. Our vertical lifts will help, but they are under construction, and will not be shipped here for several months. We have been working with the Mayor's Office, City-Parish Buildings and Grounds, and the Baton Rouge City Police to secure additional space at the Public Safety Complex (old Women's Hospital) on Airline Highway. He said he appreciates all of their assistance. There are 12,651 square feet available in various sections of the Public Safety Complex. He added that he will be working on a Memorandum of Understanding (MOU) this coming week. We have made a proposal, and will lease this space under an internal transfer of funds to the City-Parish. The rate will be more economical than renting from a commercial entity.

Mr. Watts said Ms. Wascom has some samples of the end panel birds and butterflies for Children's Services which she can pass along to the other Board members.

Mr. Watts announced that Computer Services has planned and is beginning to update all desktops to Windows 10. They are starting with staff computers so that they can get acclimated to the new software. Then patron computers will be updated to the new operating system.

Mr. Watts discussed the Virtual Desktop Initiative (VDI). Computer Services has noticed a marked improvement in the rebooting issue with fewer dropped sessions. They recently implemented a change. With the planned upgrade to a more robust set of servers combined with an expanded bandwidth, and additional support from Citrix, the problem should be eliminated and result in a faster, better virtual performance.

Mr. Watts gave an update on the credit/debit card project. An important aspect of this service is the policy and procedure requirements necessary to adhere to PCI standards. The last two items on today's Board agenda are related to PCI compliance. It is important to have stated policies that meet the standard, and for Computer Services to provide security and scanning of our networks. We want to protect the integrity of the process for our patrons. Additional training will also be provided to our staff regarding our network security.

Mr. Watts noted that there are still some issues that need to be resolved between mk Solutions and Infor. Computer Services staff are assisting in this process. The kiosk payment process needs a revision so that the service fee notification appears on the screen displaying how much is to be paid for a specified transaction rather than a display of the total balance. Computer Services is using a kiosk from the Main Library to thoroughly test the process. A large number of staff throughout the system have tested the credit card payment portal online and have provided feedback. Computer staff have met with Ms. Pinsonat to discuss what our Business Office and the City-Parish Finance Department need for reporting purposes.

Mr. Watts announced that Ms. Pabby Arnold who has been the Coordinator of Children's Services, will move to a new position as Literacy Projects Coordinator. She will focus her work on certain existing programs such as the Author-Illustrator and 1,000 Books before Kindergarten programs. She will also work on extending or reengineering some aspects of these programs. Ms. Arnold will also develop some new initiatives such as taking the *Prime Time Family Reading Time* program, and updating it for today's families. That program was developed by the East Baton Rouge Parish Library System and was the basis for a grant that his library received over 20 years ago. Ms. Arnold will also reach out to families through social media and a more active online presence. She will work on some of the important supporting infrastructure projects which includes a more fully developed succession plan, and completing the service manual for Children's Services. Ms. Arnold will pursue opportunities to improve our efforts in areas such as sensory story time events and diversity.

Mr. Watts noted that the position of Coordinator of Children's Services will be filled through the City-Parish Human Resources process with someone who will be responsible for staffing, scheduling, daily operations of Children's Services, regular programming, the Summer Reading Program, the web page and online content, collection development, and system wide practices, and routines.

He said there is much work to be done by Ms. Arnold and by the Coordinator of Children's Services.

Mr. Watts told the Board that a special audit of the Jones Creek Regional Branch was conducted. The City-Parish does an in-depth testing of certain standard practices to gauge if they meet the Legislative Auditor's agreed upon procedures. The City-Parish Internal Auditor found several areas that needed improvement. We took exception to some of their issues. One was that they wanted the security camera to be repositioned to effectively record cash drawer transactions. According to direction from law enforcement, we want to see people's faces, not the top of their heads. In addition, we try to position cameras to help provide the best security and protection for the public and our staff, not to record activity at the cash drawer. He noted that in some of our branches may be impossible to install a camera right over the cash drawer. Our camera date stamps, so that we can identify when a certain activity occurs.

The auditor was also dissatisfied with the assignment of transaction numbers by our Integrated Library System (ILS) to non-cash waivers. Unique transaction numbers are not assigned to all non-cash waivers such as when a patron returns a presumed lost item through the intelligent return. Since the item is returned, the system waives the fee for the lost item, but does not issue a corresponding transaction number. Mr. Bryce Tomlin, Library Coordinator of Computer and Technical Services, worked with Infor, our ILS provider to correct this problem. Mr. Tomlin will run a report to determine if the issue has been addressed.

Mr. Watts said that we will talk to the auditor about one procedure regarding cash collections and deposits that we follow that is fairly robust. The auditor used a phrase that implied that there is an inadequate segregation of duties, when in reality our process is multi-stepped with three staff involved. The minor adjustment the auditor wants does not warrant the designation "inadequate".

Mr. Watts said we are expecting a proposal from Management Partners who did a management study for many of the City-Parish Departments. We would like them to perform a similar efficiency study for the Library. They will review how effective we are with our resources, and how we could save on costs or increase productivity by changing some processes.

The P³ Committee is reviewing our practices, procedures and policies. They are looking at fines, overdues and claimed returns. We will make a presentation to the Board of their findings and recommendations in a month or two. We want to be responsible; however, we want to mitigate or eliminate barriers for our patrons.

Mr. Watts spoke about the water features at the Main Library. The splash pad was not working. Chlorine was added to the system, and needs to cycle through the system for an additional day before turning it back on. The catch basins recently installed in the plaza near the live oak tree are working well, removing the excess water away from the pumps. We also had some issues with broken tiles in the pool at the entrance to the Main Library.

Mr. Watts talked about the service yard at Main. BREC is planning to pave their portion of the service yard in order to place storage bins there. This is part of the agreement outlined in the CEA document between the Library and BREC. It does decrease the space for our vehicles.

The window washing vendor has completed the work at the Main Library and the Carver Branch. They are now at the Jones Creek Regional Branch.

About 30 of our staff have enrolled in a program made possible through a grant by the National Library of Medicine. After completing this program, the employee will receive a consumer health specialization certificate.

Mr. Watts talked to the Board about the procedure for scheduling meeting rooms throughout the Library System. We do not reserve spaces for the following year until November which is the standard process in most systems. The reason we do it this way is to confirm that all of the Library's programs are assigned to a meeting room. Some patrons get upset, but we explain that we do not want to schedule them, and then later need to change their reservation.

Mr. Watts asked if there were any questions. Ms. Temple asked how the Library prioritizes who gets a meeting room reservation in November. Mr. Watts replied that we tell people now that scheduling will be available in November. Our experience has been that the longer out one schedules an event, the more the reservation gets changed.

Mr. Luther asked about the window washing process. He noted that the new River Center Branch has metal slats on the outside to shade the interior. He wondered if this will impede the ability to completely clean the exterior windows. Mr. Watts said we have similar shades on the Main Library. We outlined this in our specifications during the bid process. The vendor was able to clean the windows and the shades which get covered with pollen and mildew. Mr. Luther asked if the shades are designed to block to sun to which Mr. Watts said yes.

Mrs. Watts asked how often is the window washing done. Mr. Watts replied that the exterior is done twice per year, and the interior is done once per year. Mrs. Watts asked about the cost to which Mr. Watts said the cost per year is \$45,420 for all of our facilities. The Main Library has a large curtain wall, skylights, and other features that are challenging to wash as do some of our larger buildings. Most modern buildings now have lots of glass. The other bid responses were as high as six to eight times greater than the vendor who was awarded the contract. Our Facilities staff have been observing the vendor and are pleased with their work. Mr. Watts added that our janitorial staff does clean smaller glass areas such as doors and glass around doors that get daily usage.

Mr. Luther asked about the issues we have had at the Main Library with the curtain wall glass cracking. He wondered if the problem has been resolved. The lower windows adjacent to grassy areas may break when grass edging and mowing are done.

Mr. Watts then concluded his Miscellaneous Reports by showing some photos of the south branch site in Engquist Rouzan. Much activity is going on there. Sprouts Farmers Market is opening on Wednesday, June 26th.

Mr. Luther said that the owner of Engquist Rouzan had said in our early discussions that we would not be able to enter our building from the parking lot. However, the TND restrictions have been changed recently allowing an entrance/exit for Sprouts customers from the parking lot. They have set a precedent, so Mr. Luther asked if Library patrons would also be able to also enter and exit the branch from the parking lot. Mr. Watts replied that at times one exception is made, but that other entities may not be allowed to have that exception. Mr. Watts said most planning and developing firms today promote parking behind the building. In the plan that the developer presented to us in 2018, the building was not very far from the parking area. It is not intuitive to some people that the entrance is not facing the parking lot. This topic will come up early in the planning and design stage of the project.

Mr. Jacob thanked Mr. Watts and asked if there were any other questions or comments. There being none, Mr. Jacob asked if there were any public comments under Reports by the Director. There being none, Mr. Jacob read Item V, Reports by Committees.

V. Reports by Committees

There were no items to cover under Reports by Committees.

VI. Unfinished Business

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

Mr. Watts discussed the River Center Branch Library construction project. He said the monthly staff site visit was scheduled for June 6th, the morning of the severe rain storm and street flooding. The meeting was postponed for an hour, and we attempted to drive to the site, but had to return to

the Main Library because of high water. Most of the other parties could not get to the site, so we opted for a teleconference call.

Mr. Watts said good progress is being made on the remedial work. The welded connections were completed by May 23rd, and the three additional braces were welded in place by the end of the week before. All of fire-proofing has been reinstalled where they had to check joists and connections. The General Contractor has closed up sheet rock and openings where joist repairs were made. There is ongoing review of the joist and deck repairs that may be needed for the roofing area. The roofing manufacturer is scheduled for a walk-through this week. The glass installer is scheduled for reviews and a final adjustment sequence. The gantry lifts (jacks) were removed at the end of May over a weekend to minimize traffic issues. The surveyor has completely reviewed the recheck of the elevations.

Mr. Watts added that some submittals have been issued; one of which is a shop drawing for a revision for the handrails on the monumental stairs, and one for the locational interior signs which were not in the signage package. Concern was also expressed about the audio-visual package, so the audio-visual consultant will attend the next meeting. The book return has been delivered, and is awaiting transport to the job site for installation.

There are some Requests for Quotations (RFQs) for a graphics issue, and for the interior signage. We have also received a credit for the change in paint for the stairwell. The two public elevators are operational. The cargo elevator has been operational for some time.

Schwartz-Silver Architects, Inc. has reviewed the furniture orders, and has found only one item, a soft seating chair, discontinued since the construction delay. The architects sent sample substitutes and we have selected a replacement.

Around the end of June most of the remedial work should be completed based on the activities occurring at the beginning of the month. At this point we were told that no other structural modifications seem apparent.

Mr. Watts asked if there were any questions or comments. Ms. Wascom said it sounds very promising considering all that has happened to which Mr. Watts agreed. The actual remedial work has not produced a lot of drama as the original problem did.

Mr. Jacob asked if the completion of construction is still scheduled for this November or December. Mr. Watts replied the contractor is still projecting the end of October. However, once the construction is complete, the punch list will need to be addressed, and then the final acceptance of the building must be signed before we can begin moving in. The move will involve transporting 70,000 books, and installing the furniture. If the completion occurs at the end of October, we would be doing very well if we opened in early January. Mr. Watts noted that going through the punch list usually takes thirty days. For this project they will review the punch list very closely, and carefully.

Mr. Jacob asked about the globe feature that was discussed early in the project. Ms. Husband replied that they found two manufacturers who have a slightly different technology from the

original one we considered. They have added the ability to add one's own content. She noted that she talked to the two vendors and would like them to discuss their systems with the Library Computer Services staff. At that point we can develop a set of specifications that will work for us. Ms. Husband said she sent the manufacturers our floor plans, and lighting specifications to confirm that their products will work for us. She added that she will visit one of the Smithsonian museums to see one of these globes when she goes to the American Library Association (ALA) Annual Conference this weekend. The globe is located in an area with a high amount of light. Ms. Husband said we will produce standard specifications and need to ask for bids. Mr. Jacob said he is hoping this globe will be feasible for our branch. He thanked Ms. Husband.

Mr. Luther asked Ms. Husband when she would go to the Smithsonian as he is also attending the ALA Conference and would like to see the globe. Ms. Husband replied that she will look at her schedule, and let him know.

Mr. Wilson asked Mr. Watts how do we overcome the stigma of the construction issue that occurred at the River Center Branch site last year. Some of the comments that were made may not be true, but some people may not even want to go near the building. Mr. Watts replied that as we get closer to the opening date, we'll make a concerted effort to tell people that this facility is one of the most closely reviewed and inspected facilities by a multitude of professionals. People involved in the project can address the extensive methods they used to ensure the integrity of the construction. In many ways it may result in one of the safest structures along the Mississippi River. Some people may not come to the branch for three or four years, while others may never visit. But they might never have planned to see the building anyway. There are several ways to address people's sense of security, and reassure them.

Mr. Jacob asked for any other comments. There being none, Mr. Jacob read Item B under Unfinished Business.

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

Mr. Watts said that a critical issue with this project and the Jones Creek Regional Branch project is obtaining a contract for moving services. The contractor for Greenwell Springs has notified us that Phase I should be completed by August 9th. We have decided to install the new furniture when the entire renovation is finished. However, we will need to move materials, including approximately 65,000 books, to the Phase I area from across the building before Phase II can begin.

Mr. Watts explained that we had a Request for Proposals (RFP) which was put on hold. We then attempted to get a short-term moving agreement approved. However, Ms. Patti Wallace, Director of City-Parish Purchasing, resigned two weeks ago which then disrupted the work flow at the Purchasing Department. It is required that the short-term agreements must be open for two weeks. We cannot meet the deadline for the Jones Creek Regional Branch move. We are hoping we can be ready for the Greenwell Springs project by using a services company which is under a City-Parish contract. We will also use some of our Library staff to move furniture. As of today we do not have a bid issued for the Greenwell Springs project. We are under a tight deadline in order to

meet the requirements to obtain a bid approved by the Metropolitan Council at their July meeting. Once we meet these two critical moving deadlines, we will work on obtaining a general moving contract for our other relocation needs.

Ms. Husband gave an update on the Greenwell Springs Road Regional Branch renovation work. She showed some photos of the renovation work underway. One of the slides showed the east addition with the old exterior brick wall removed. She pointed out the painted accent colored furrdowns at the ceiling in the adult area. She said the furrdowns will be painted in vibrant colors in Children's Services. She then showed where the new public airport style restrooms will be located; the women's on the east side and the men's on the west side. A photo of the exterior of the teen area was shown in which the contractor was installing decking and insulation for the roof.

Ms. Husband talked about the work being done in the renovation. The ductwork for the HVAC and the sprinkler and electrical work have been roughed in. In the new patron restrooms, the plumbing and electrical wiring have been roughed in. In addition, blocking has been installed so the contractor will be able to start installing the drywall for this area. The storage room adjacent to the large meeting room, and behind the patron restrooms has been framed up and is ready for drywall installation.

The contractor has constructed a dust wall in part of the circulation workroom, allowing them to expedite work in Phase II. The ductwork at the entrance to Meeting Room 2 has been removed so that the contractor can create the entrance to the communal staff workroom.

The single stall restroom has been completed and is in use by our patrons. The new housekeeping closet is nearing completion. The hospitality area off the meeting room is almost complete, as is the storage room off the large meeting room.

From May 22nd to May 24th, our Computer Services, and our Facilities staff worked with subcontractors to coordinate the move of the data from the existing closet to the new, slightly larger, data room. With the exception of a few staff and patron computers, internet access was restored by the deadline; the remaining patron computers had their connectivity restored the following week, and the last couple of staff computers were connected this past week. Our Computer staff persisted in ensuring that internet and phone connectivity was restored in a timely manner. They were creative in providing online access through the use of several MiFis.

Overhead boxes in the Adult Reference Department have been painted with the accent colors. The window installation on the new east addition is complete. They are scheduled to install stucco starting this coming Monday.

Ms. Husband said we had a meeting with the architects to review furniture selections. Some of the original selections had to be revised in order to bring the costs in line with our budget, most notably the end panels. Mr. Aaron Babcock, architect with Hidell Associates Architects, provided good alternatives, and he is working on an updated estimate of probable cost based on the changes we agreed upon.

We have almost finished reviewing the signage submittals. We will be receiving shop drawings and specifications for the letters that will be installed above the Children's Programming Room. They were to be backlit, so we will need the shop drawings to determine how that would be accomplished, and whether we want the letters to be backlit.

Mr. Watts said he wanted to mention that the Library's subcontractors did not complete what we expected them to do in regard to our data relocation. Ultimately to be sure that this branch had the technology they needed, Mr. Brian Thornhill, Library LAN Administrator, and Mr. Brandon Trent, Library PC LAN Specialist, stepped in to do all of the work that needed to be completed, and found a way to provide connectivity to our Circulation staff. He added that he appreciated the initiative of our Computer staff in correcting a situation for which the subcontractors should have been responsible. Ms. Husband also said how much she appreciated it because it might have been several days before we would have had connectivity if they had not acted. Our patrons come to this branch in need of the computers.

Mr. Luther said that Mr. Thornhill is another one of our unsung heroes. He gets in and gets the job done.

Ms. Husband noted that the staff at the branch have been wonderful at figuring out how we will transition to Phase II of the project.

Ms. Nicole Allmon-Learson arrived at 5:40 p.m.

Mr. Luther said that the challenges and difficulties that have just been described with these renovation projects are an example of why we need to plan for future needs in a south branch facility now. It only gets more expensive and problematic over time.

Mr. Luther said during the recent storms and high water, he drove through an area in which the roadway was kept dry by using aqua dams to hold back approximately two feet of water. He said the State has a contract with a company that installs the aqua dam prior to a flooding event. Since we have had a building flood, he asked if we can investigate whether it is feasible for us to have a company under contract for this service. We need to protect the Library's assets. Mr. Watts said we can research this. He noted that aqua dams were used at Woman's Hospital in 2016.

He added that on June 6th because of the amount of rain falling in such a short time, we had employees that had difficulties getting to their destinations because of the flooded streets. Fortunately, we had no major problems at any of our facilities. Because of the increased number of intense storms that have been occurring locally and nationally, aqua dams are certainly worth investigating. Mr. Luther thanked Mr. Watts.

Mr. Jacob asked if there were any other comments. There being none, Mr. Jacob thanked Ms. Husband. He then read Item C under Unfinished Business.

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

Ms. Husband gave a brief update on the renovation of the Jones Creek Regional Branch Library. She said a brief pre-construction meeting was held at the branch on May 23rd. Attendance by the subcontractors as well as Lincoln Builders, the General Contractor, was good. Also in attendance were Library staff, the architects, and City-Parish Architectural Services. The usual business items were covered, such as the roles of the various principals; procedures for change orders; invoice and payment processes and routines; approvals; testing; and meetings. Contractors can often be surprised by the length of time needed to pay an invoice, and the number of steps involved. It was decided to reset the Request for Payment Application No. 1 to May 28th, and a Notice to Proceed was issued just prior to that date.

The actual start date for construction activity will be later in July because a storefront door entrance is on order. This door will serve as the construction entrance during Phase I. For Phase II this storefront door will become the patron entrance. The other issue of concern regarding the start of construction work is the problem associated with obtaining a moving contract.

Ms. Husband said the staff is starting to select materials that will remain at the branch and those to be moved for off-site storage. They are also packing their work areas.

Lincoln Builders announced that it is their intention to complete the project in twelve months which would be fabulous. However, there are always unexpected challenges during construction projects. The monthly site meetings will be held on the fourth Tuesday of each month; weekly collaborative meetings with the contractor, the subcontractors, and Architectural Services will occur every Tuesday.

Ms. Husband said they discussed the procedure for utility shut downs; how data will be moved between Phase I and II of the project, and the need for security in Phase II. The location of the temporary entrance has some elevation concerns that need to be resolved and which the contractor is addressing. Another issue discussed, involved the sequencing of the erection of dust walls, and the removal of other walls.

Ms. Husband announced that the staff is planning to hold a construction “Open House” at the Jones Creek Regional Branch Library on Monday, July 15th and, Tuesday, July 16th, from 3:00 p.m. to 7:00 p.m. each day. We want to remind the public that the start of construction is approaching, and that there will be some upcoming changes. We will encourage patrons to consider the benefits they will receive such as small meeting rooms and study rooms in exchange for the short term inconveniences such as fewer parking spaces associated with an active construction site.

Mr. Watts said we want to remind our patrons that it is better to keep the branch open even though space and parking will be limited during the construction process. Closing the branch entirely, moving everything out of the building and trying to find a temporary location are all very costly. There will be a few days of closure and at times noise and dust, but it will be worth it in the end.

Ms. Wascom asked if the bookmobile will be on-site. Mr. Watts said if we need to close for several days, we will use the bookmobile as we did at the Greenwell Springs Road Regional. However, we cannot park there for the entire day without bathroom facilities. When the bathrooms in the building are torn out, there will be some temporary restrooms on the outside.

Mr. Jacob said he is excited because this is his area of town. People are asking him when the renovation will begin. He asked if there were any other comments. There being none, Mr. Jacob asked for any comments from the public on Item VI on the agenda. There were none, so he read Item A under New Business.

VII. New Business

A. Setting of Date for Special 2020 Budget Work Session – Mr. Jason Jacob

Mr. Jacob said the Board was sent a list of possible dates for the budget work session. These were Friday, August 2; Saturday, August 3; Monday, August 5; Friday, August 9; and Saturday, August 10. Mr. Jacob asked the Board if they wished to pick a date today or let Ms. Zozulin poll them for a date. Ms. Temple replied that she would like them to decide today. Mr. Jacob said if the Board is ready to decide today, they can do that. We need to find one date that all can agree on. Mr. Jacob said August 5th at 4:00 p.m. is a good day for him. Mrs. Watts and Ms. Wascom agreed. Mr. Jacob made a motion that the Board meet for the 2020 Budget Work Session on Monday, August 5th. Mr. Luther seconded the motion which passed unanimously.

There being no other comments, Mr. Jacob read Item B under New Business.

B. Review and Approval of Updated Internet Access Policy – Mr. Bryce Tomlin

Mr. Watts said that Ms. Edson and Mr. Tomlin worked on revising and updating the Library's internet policy. In order to meet PCI compliance, we needed to update our Internet Access Policy. The next agenda item refers to staff, and is a policy rather than a guideline. Because of the serious nature of PCI compliance for our patrons, we felt the Library Board should review these documents and approve them.

There were only a couple of areas that needed to be revised for PCI compliance. However, since the policy had not been updated in many years, some of the wording needed to be corrected such as removing the words, "floppy disks". We also needed to consider the types of services and content we now offer our patrons, and the change in the types of challenges we encounter in technology. Much has changed in technology since these policies were originally written in the 1990's. Mr. Watts noted that we highlighted the changes that we made. He asked Mr. Tomlin to comment on these changes.

Mr. Tomlin said in some areas the highlighting does not signify something new, but merely a re-arrangement or combination of items from other documents. He noted that this revision includes the *Internet Access Policy* and the *Patron Use of Computers Policy*. There were enough

similarities between the two policies that they could be combined, and consolidated. We removed the references to older technology, and added the procedures that we have been doing for a while, but had not been written down.

Mr. Tomlin noted that they added a new section in the policy under *Appropriate Use*. The items under that heading came from other documents that the Library has followed. One of the requirements under the PCI standards is that we must have a list of *Appropriate Use* statements. *Appropriate Use* includes what technologies are allowed for patrons, and what is allowed to be connected to our network. An example is the statement that patron USB drives may not be plugged into any staff computer or laptop. The reason for this is that we cannot be certain if that drive has been infected. The patron may also not know if it is infected. Therefore, we do not want to plug it into a staff computer and possibly compromise our network. We use the public computer when assisting a patron with their USB drive because these machines have greater security systems in place to protect our network.

Mr. Watts said the security level on the patron computers is not applied to the staff computers because we need the staff computers to run as freely as possible. There are certain work activities staff need to perform that require a different level of security. We do not want cross contamination from the public side to the staff side. There are certain restrictions on the public computers that are not applied to the staff computers. In this policy there isn't much different than what we have been practicing. It is now written out as a policy.

Mr. Tomlin noted that in the section, *Un-filtering*, we have always allowed patrons to request that a public computer have unfiltered access for a specific computer session. However, we have never had it formally written in a policy. This also applies to the sections, *Wireless Disclaimers*, and *Network Security Disclaimer*. The Network Security Disclaimer was placed in the policy so that we will have a written method of action should we discover something malicious occurring on our network.

Mr. Tomlin asked if there were any questions on this policy. Ms. Allmon-Learson asked for confirmation about the use of USB devices. She asked if patrons can insert USB drives into public computers to save a file, but not into staff computers to which Mr. Tomlin said yes. Mr. Watts said that is why we have a more robust security protocol on public computers. We also erase all the work a patron does during a session, and before the next patron logs on to that computer. We would not want to do that on our staff computers. Mr. Tomlin emphasized that after each patron work session the computer is wiped clean. If a patron had saved a file to the computer itself, it would be removed when the work session is over.

Mr. Wilson asked about the section on un-filtering of adult computers in which any adult age 17 or older can request un-filtering. He asked if the patron must show an ID to confirm their age. Mr. Watts replied that this policy is part of a ruling on case law by the U.S. Supreme Court. We generally give patrons this consideration if they ask for it. There are times we do not unblock if the site is not legitimate. Most of the time we do not get outrageous requests. On occasion we find people who have learned how to work around filters, but they are hiding this fact from the staff. The vendors that provide filtering protect against a large number of threats. However, there are so many sites that at times a site is not blocked that should have been.

Ms. Wascom said that when she worked in the Reference Department after Katrina, patrons were coming to the Library to use public computers to apply for FEMA assistance. Many patrons had problems with the public computers timing out. The patrons then lost the work they keyed into the applications and would need to start over. She asked if the public computers still time out.

Mr. Tomlin said the computers only time out when a patron has reserved a computer. If all the computers are in use, when a patron reserves a machine, they are placed in the queue. Then there is a time limitation for the use of the computer.

Ms. Stein added that the reason Library computers were timing out after Katrina was that FEMA had imposed a 20-minute timing out feature for completing the applications. It had nothing to do with the Library computers. During the last flood that problem was corrected, and nobody had that issue.

Mr. Watts said he had similar issues in Mobile during Katrina with buffering, applications timing out and the need to suppress the fire wall so that patrons could access the information they needed. This was a critical watershed for FEMA and they have drastically improved much of their electronic access.

He added that if we feel we are having a timing out issue, we can adjust the time frame for patrons. Mr. Tomlin agreed.

Mr. Jacob asked if there were any other comments by the Board. There being no further comments, Mr. Jacob asked for a motion to approve the updated Internet Access Policy. Mr. Luther made a motion to approve, Ms. Temple seconded the motion which passed unanimously.

Mr. Jacob then read Item C under New Business.

C. Review and Approval of Staff Policies Related to Electronic Media and Internet Use and Library User Account and Passwords – Mr. Bryce Tomlin

Mr. Tomlin said the *Electronic Media and Internet Use Policy* is for staff, and is quite lengthy. PCI requires policies for the staff about acceptable use and about who is using the technology and for what purposes. It covers personal use on Library equipment, the use of email and what is appropriate and inappropriate use. There is also a section about email security, the need to be vigilant and aware of malicious emails. Mr. Tomlin noted the section about sending bulk email, and who has the authority to send these messages, and on what subjects. There are also sections about streaming media, social media, and instant messaging, defining what is and isn't allowed, and who may send those.

Mr. Tomlin then discussed the *Library User Account and Password Policy* document. This policy describes all of our current policies on the subject. It specifies that Library Computer Services sets up email accounts, the requirements for creating a password, and that they expire every 90 days. All of these items are in current practice, but PCI requires us to formalize them into a policy.

Mr. Watts said much of this was written down as procedures, but at times what was written was vague. These policies are much more explicit, and cover issues that are occurring outside of the Library. We don't want those problems occurring on the Library staff side of our accounts. These policies are not a radical departure from what we have been doing. PCI is causing us to be detailed, delineating our policies and practices as a whole.

Ms. Temple made a motion to approve the *Electronic Media and Internet Use Policy* and the *Library User Account and Password Policy*. Mr. Luther seconded the motion which passed unanimously.

Mr. Jacob asked if there is any public comment under Item VII, New Business. There being none, he read Item VIII.

VIII. Comments by the Library Board of Control

Mr. Jacob asked for asked comments by the Library Board of Control. There were no comments made.

IX. Adjournment

Mr. Luther made a motion to adjourn and Ms. Temple seconded the motion. The meeting was adjourned at 6:11 p.m. by unanimous vote.

Mr. Jason Jacob, President

Mr. Spencer Watts, Library Director