

Minutes of the Meeting of the  
Lafayette Public Library Board of Control

November 16, 2015

The regular meeting of the Lafayette Public Library Board of Control was held in the Library Board Room on the 3<sup>rd</sup> floor of the Main Library at 301 W. Congress St. on Monday, November 16, 2015. Joan Wingate, Vice-President of the Board, called the meeting to order at 5:04p.m.

**I. Roll Call**

Board Members Present: Suzanne Dardeau, Andrew Duhon, Joseph Gordon-Wiltz, Joan Wingate

Board Members Absent: Adele Blue (illness), Amy Goode, Jamal Taylor, Yung-Hsing Wu (family emergency)

Administrative Staff Present: Sona Dombourian, Director; Teresa Elberson, Assistant Director; Larry Angelle, Library Operations Manager; Linda Broussard, Manager of the Main Library

Members of the Public: Danny Gillane (library staff) attended as a member of the public.

**II. Approval of Minutes**

A motion to approve the minutes of the October 26, 2015 Regular Meeting was made by Andrew Duhon and seconded by Joseph Gordon-Wiltz.

Yeas: Dardeau, Duhon, Gordon-Wiltz, Wingate

Nays: none

Abstain: none

Absent: Blue, Goode, Taylor, Wu

The motion to approve the minutes of October 26, 2015 was approved.

**III. Director's Report and Comments**

Mrs. Elberson demonstrated the new Enterprise online catalog, which went live in early November. This system replaced the Dynix Classic system, which had been in place since 1996. Some of the new features include being able to search by BISAC subject heading, the ability to search electronic and print copies of titles in one search, and being able to view one's digital checkouts and holds in the online catalog. She also showed the children's catalog interface. The staff is still tweaking the interface and making improvements. Overall, the new online catalog is achieving the goal of making the system more contemporary, reflecting the feel of other online search products that our patrons are already accustomed to using. Digital magazines and newspaper services offered by the library were also discussed.

Ms. Dombourian announced that Nancy Hebert has been promoted from Library Technical Assistant III to Administrative Assistant with the Library and that Benton St. Romain

has promoted to Budget Analyst with the Library from Buyer II in Purchasing. She reported that the Director's Executive Secretary and the Library positions new in the 2015/16 budget were in the process of being advertised by Civil Service.

Ms. Dombourian stated that the preliminary year-end financial report is included in the packets. Fines are slightly lower than budgeted. She attributed this to the Main Library and the East Regional Library opening later in the fiscal year than originally planned. In addition, e-book circulation generates no fines. She said the staff will be monitoring this category in the new fiscal year. Funds for capital projects still in progress, including the West Regional Library, will carry over to the next fiscal year. She said the reason many categories, such as Maintenance and Personnel, were underspent in 2015 was due to the delays in opening Main and East Regional.

The preliminary 2015 statistics are in the packet. Ms. Dombourian said if there was time later in the meeting, she would distribute additional comparative statistics.

#### **IV. Construction and Facilities Update**

*West Regional* – the ordinance to authorize the purchase of the property will be adopted at tomorrow night's Council meeting.

*East Regional* – There is still some window and/or roof leaking during heavy, driving rains. The contractor has been responsive and staff has been working with them to pinpoint and fix the problems.

*Main Library* – The elevators continue to be an issue, and are still being worked on. People have been stuck in the elevators several times. The parking lot / mechanical yard fence art box project discussed last month will not be pursued. After looking at that fence, the application of a vinyl would be very difficult since the slats are staggered.

#### **V. Comments from the Library Board**

##### *Lafayette Public Library Foundation Report*

Mrs. Wingate reminded the Board of the November 19<sup>th</sup> Spell-a-bration event and encouraged them to attend. She stated this is a fundraiser for the Foundation and that proceeds from this year's event will be used to fund copies of the book chosen for the Library's 2016 *Lafayette Reads Together*. These books will be distributed at the libraries to the public. She also stated that the Foundation approved funding 330 books and other items for the Library's collection. These items were funded through the Foundation's Book Endowment program, which provides one title a year in perpetuity for every \$1,000 in a named book endowment.

##### *Customer Service*

Mr. Taylor was not in attendance. Ms. Dombourian gave a brief update. As directed, she checked to see what was available through various library associations. Most of the measurement and tracking tools they have are related to output measures (related to usage, which is already tracked by the library) and outcomes (related to effectiveness of library services and programs). She said while these are useful, she did not believe this was the type of customer service measurement that was discussed last month. There are some webinars and online customer service training for library staffs that are available. She said that these would be looked into further. The staff will also work on making the Comments Form more accessible and visible to patrons.

Ms. Dombourian reported that it has been many years since the Library did customer satisfaction surveying. Surveying in the past was labor intensive, and if the Library still has the survey instrument or results, they are stored and not easily accessible. Online surveying has become prominent. There are several companies that offer library customer service surveys and other measurement tools, instruments that are designed by professionals rather than by the staff. Ms. Dombourian stated she would be contacting them for additional information.

## **VII. Old Business**

### *Library Director Position*

Mrs. Wingate reported for Dr. Wu that Mr. Durel selected Bradbury for the Director's search contract. The staff is working with Bradbury and LCG Legal and Risk Management to finalize the contract.

With the upcoming holiday, the contract may not be executed until mid-December, and not before the on-site visit that had tentatively been scheduled for December 3-4. Dr. Wu has spoken with Bradbury to see if the site visit could be pushed back a few weeks. Bradbury was not available in January, but is available on December 17-18 if the Board concurred. Discussion took place, with Board members mentioning UL Graduation on December 18<sup>th</sup> and concerns about the 18<sup>th</sup> being the Friday before Christmas. During the discussion, Mr. Gordon-Wiltz suggested that the dates for the site visit could be moved to December 16<sup>th</sup> and 17<sup>th</sup>, with the Board and Search Committee meeting being held the evening of December 16<sup>th</sup>. All present felt this would be the best option. Mrs. Wingate will relay that to Dr. Wu.

## **VIII. New Business**

There was no new business to come before the Board. Ms. Dombourian distributed handouts containing various statistics by library location for the past three years, including a breakdown by day open and by hour open. Dr. Dardeau said it would be interesting to see a circulation breakdown by square footage. Ms. Dombourian said that could be done annually.

## **IX. Announcements**

The Board was reminded about the annual Ethics Training that is required of all public servants by December 31<sup>st</sup>. Library Board Members are considered public servants for this purpose.

## **X. Comments from the public**

There were no comments from the public.

## **XI. Adjournment:**

Andrew Duhon made a motion to adjourn. The motion was seconded by Suzanne Dardeau. The motion was unanimously approved. The meeting was adjourned at 6:19 p.m.

Respectfully Submitted,

Sona J. Dombourian, Secretary