

**RAPIDES PARISH LIBRARY
BOARD OF CONTROL
MINUTES**

October 18, 2011

The regular meeting of the Rapides Parish Library (RPL) Board of Control was called to order by President Glenn Rechs at 3:30 p.m. in the meeting room of the Huie-Dellmon House, 420 St. James Street, Alexandria, Louisiana.

Board members present were Dr. Pat Barber, Mr. Eddy Boddie, Mrs. Ann Heath, Mrs. Diane Lawton, Mrs. Linda McMahan, Mr. Glenn Rechs, Mrs. Susie Smith, Mrs. Alice Story, and Mr. Gregory Walker.

President Rechs led the Pledge of Allegiance and then asked for a moment of silence. Mrs. McMahan moved to approve the agenda. Mrs. Smith seconded, and the motion was passed unanimously. Mrs. McMahan moved to approve the September minutes. Mrs. Smith seconded and the motion passed.

FINANCIAL REPORT

Business Manager Jimmy Holsomback reviewed income and operating expenses for September 2011. The total revenue for September 2011 was \$27,460, and this brought the year-to-date revenue to \$4,463,506.

Mr. Holsomback said the expenditures for September were normal. He said there were three payroll dates in September, and this made the salaries more expensive than most other months. He pointed out a payment of \$24,988 made to Innovative Interfaces for the Sierra software purchase. This is the first of two payments; the second will be made after the system is fully installed in early 2012. The expenses for September 2011 were \$427,636. Year-to-date operating expenses were \$3,703,032. Mrs. Lawton moved to approve the report, and Mrs. McMahan seconded. The motion passed.

Mr. Holsomback reminded the Board he would like to meet with the Finance Committee on Tuesday, November 8th to discuss the 2012 budget. The committee decided to meet that day at 4 p.m.

DIRECTOR'S REPORT

Mr. Steve Rogge reported that transaction statistics were down 0.07% compared to the actual for September 2010. This follows the same trend we've been seeing, and we hope to see this number continue to increase over the next several months.

He next mentioned that as a result of the last Board meeting, Mr. Guild has stopped coming in to the Martin Library. He or his wife has been waiting in the parking lot for his mother to drive her home at the end of her shifts. Mr. Guild did not appear at any Police Jury meetings since the last Board meeting. The Police Jury did pass the highway signage resolution the Board approved at the September meeting; we are now waiting to hear back from the State Department of Transportation and Development to see if our request is granted.

Mr. Rogge also explained that the United Way is in the process of implementing an agency excellence initiative, wherein they will examine various aspects of their agencies' finances, performance, etc. If the agency in question meets certain criteria, they are then given the United Way's seal of approval. He mentioned this because he would like to apply similar analyses and criteria to the various departments at the Library. On another note, he said the Deegan stock bequest mentioned at the September meeting was valued at about \$3,700; we are still waiting to receive the check.

ASSISTANT DIRECTOR FOR DIRECT SERVICES

After a review of Mrs. Brenda Harvey's excellent service, Ms. Laura-Ellen Ayres presented her with her 25 Year Service Award. Mrs. Harvey received a certificate, a plaque, and a new name badge with a 25 year pin. Ms. Ayres said Mrs. Harvey was known throughout our Library organization as someone who is very good at handling difficult customers with tact and fairness. The Board applauded Mrs. Harvey, and she thanked them for the opportunity to work at RPL.

Ms. Ayres next pointed out Mrs. Donna LeBlanc's thank you letter in the Board materials, and said that Mrs. LeBlanc appreciated the Board's support regarding Mr. Guild's complaint at the September meeting. Two projects are ongoing. First, we are working on moving the entrance of the Johnson Branch down the hall to the second door into this branch, thus improving traffic flow. Second, we are working with Facilities Manager Bob Orris to remodel the circulation desk at the Robertson Branch.

ASSISTANT DIRECTOR FOR OUTREACH SERVICES

Mrs. Kingrey-Edwards said the last night of Prime Time Reading was that night. Each week this program has averaged between 45 and 50 people from about 25 families. Readings in Literature and Culture, a six-week lecture and discussion series, ended the previous week and usually had 30 attendees. She also reported we were more than half way through the Big Read, which will culminate in a theatrical production of *Tom Sawyer* by the City Park Players on November fourth, fifth, and sixth. At LSU-A, Dr. Cindy Lovell from the Mark Twain Boyhood Home Museum gave a great lecture on studying Twain's novels as literature. Mr. Rechs said he heard a lot of positive feedback regarding that lecture.

INFORMATION TECHNOLOGY

Ms. Ayres reported on Systems Manager Janie Primeaux's behalf since she was not able to attend. She said OverDrive is now compatible with the Amazon Kindle and any device running the free Kindle app, such as the iPhone, iPad, Android, and other devices. She also said Web Developer Chester Mealer added a link on our website which connects users to sample ballots for the upcoming elections. This link will also help users check their voter registration information, election dates, and campaign websites for the various candidates. Mrs. Lawton asked how many titles were now accessible to Kindle users. Ms. Ayres explained that we had purchased 500 eBooks, as well as providing access to 35,000 to 50,000 books in the public domain available online.

UNFINISHED BUSINESS

Ms. Ayres reminded the Board that the customer service surveys she previously mentioned were handed out in conjunction with a contest. The McDonald Branch won free lunch for their staff because they had 97.68% of their surveys returned. Robertson and Hineston placed right behind them with 95.68% and 94.55%. She reviewed the report by stating that outreach and all branches received high ratings on their customer service. Most areas scored 4.5 or above on a five-point scale, with five being the highest. She read comments such as, "Gunter always provides courteous, helpful service," "We need a new bookmobile that is handicap accessible," and "This branch [Westside] is amazing." She said the sixty-six page report would be available for any Board members who would like a copy. She also mentioned the report would be sent to all the managers who participated.

The next meeting is scheduled for November 15, 2011, back at the Huie-Dellmon House.

The meeting was adjourned at 4:00 p.m.

Respectfully submitted by

Steve Rogge
Secretary

Glen Rechs
President

October 2011