



**Cameron Parish Library Board of Control
Regular Meeting
Thursday, February 9, 2012
Cameron Library
4:00 P.M.
AGENDA**

1. Call to Order
2. Prayer
3. Pledge of Allegiance
4. Minutes
5. Financial Report
6. Expenditure Report
7. Strategic Plan – Role 1
8. Customer Service Guidelines
9. Grievance Policy
10. Evaluation Form
11. Policy Consultant Request for Proposal
12. Louisiana Library Association Conference
13. Director's report – furniture, sculpture, Cameron Main, Grand Chenier, record retention
14. Deletions
15. School/Library News
16. Adjourn



PROCEEDINGS

Cameron Parish Library
Board of Control
Regular Meeting
Cameron Library
February 9, 2012

Board President Cyndi Sellers called the meeting to order at 4:07 p.m. at the Cameron Library. Board Members present were Cyndi Sellers, Geralyn Myers, Stephanie Rodrigue, Lisa Hunt, Helen Williams, Jaimie Boudreaux and Board Secretary Bobbie Morgan. Absent was Kathy Helmer.

The prayer was led by Stephanie Rodrigue and Helen Williams led the Pledge of Allegiance.

On the motion of Kathy Helmer, seconded by Stephanie Rodrigue, and carried, the board unanimously voted to accept the minutes as corrected.

On the motion of Jamie Boudreaux, seconded by Helen Williams, and carried, the board unanimously voted to receive the financial report.

On the motion of Stephanie Rodrigue, seconded by Lisa Hunt, and carried, the board unanimously voted to receive the expenditure report.

On the motion of Stephanie Rodrigue, seconded by Lisa Hunt, and carried, the board unanimously voted to adopt Role 1 of the Strategic Plan.

On the motion of Lisa Hunt, seconded by Geralyn Myers, and carried, the board unanimously voted to adopt the Customer Service Guidelines proposed by the library branch managers.

No action was taken on the new grievance policy proposed by the personnel committee pending further study by the Cameron Parish District Attorney's office.

On the motion of Lisa Hunt, seconded by Geralyn Myers, and carried, the board unanimously voted to adopt the Cameron Parish Library Director Evaluation Form as revised.

No action was taken on the Policy Consultant Request for Proposal. A revised format to seek potential candidates as consultant will include scope of experience, a resume with references, sample documents of previous work in the field, and proposed fees.

The deadline of March 1 was announced for trustees wishing to attend the Louisiana Library Association Conference in Shreveport, LA. The library will pay for registration fees. Payment for luncheons and dinners will be the responsibility of the attending trustees.

On the motion of Stephanie Rodrigue, seconded by Lisa Hunt, and carried, the board unanimously voted to authorize construction of the base and walkways for the Johnson Bayou sculpture. A minimum of three quotes will be obtained and the lowest bidder will be contracted to complete the project.

On the motion of Stephanie Rodrigue, seconded by Jamie Boudreaux, and carried, the board unanimously voted to approve material deletions for the month of January 2012.


There being no further business and upon the motion of Helen Williams, seconded by Jaimie Boudreaux, the meeting was adjourned at 5:50 p.m.

APPROVED



Cynthia Sellers, Board President

ATTEST



Lisa Hunt, Board Vice-President and Acting Secretary

PROCEEDINGS: Cameron Parish Library Board of Control Regular Meeting. Cameron Library, February 9, 2012

Role 1: The library shall maintain a relevant, current and useful collection of materials with resources and information available for in-house research as well as for lending.

1. The library will set a budget equal to or exceeding the Standards for Louisiana Public Libraries (2010) essential category for the materials collection budget. (10%)¹
 - a. Consulting the standards, the library will calculate the dollar amount needed for the materials collection budget by the end of October of each year.
2. The library shall use the budget wisely by targeting community needs and desires.
 - a. Library staff will research, using a combination of patron requests, electronic resources, professional journals and library statistics to create a materials order on a monthly basis.
3. The library shall select relevant, current, and useful resources on a monthly basis.
 - a. To improve customer satisfaction, staff shall wisely select materials on a monthly basis.
 - b. Staff shall review sources monthly to make better selections.
 - c. Cost comparisons shall be completed before submitting monthly orders to utilize the budget wisely.
 - d. Staff shall develop order files each month of materials ordered and keep files current to avoid purchasing duplications.
4. The library shall maintain a weeding schedule of materials according to the Standards for Louisiana Public Libraries (2010) equal to or exceeding the enhanced level.²
 - a. Libraries will run annual reports to determine the age and circulation of materials to aid in the weeding process.
 - b. Atrium shall be used to track damaged but usable materials and visual inspections will be used to determine materials to be weeded on an annual basis.

¹ The collection budget line item should make up the following percentages of the library's total operating budget. Essential-10%. Enhanced-15%. Comprehensive-20%. From Standards for Public Libraries 2010.

The library collection budget for 2012 is: 7%. This was higher, then went down when the amount of expenditures rose.

² Every item in the collection is evaluated for retention, replacement, or withdrawal at least every 5 years to determine its usefulness and accuracy according to the library collection development policy. Outdated, unnecessary, or damaged materials are removed from the collection. The library establishes and attains a measurable annual weeding plan based on local conditions and the library mission. Each library should consider local needs and long term use of the materials, including genealogy, local history, and other special collections. Essential-15% of collection is less than 5 years old. Entire collection is weeded every 5 years. Enhanced-20% of collection is less than 5 years old. Entire collection is weeded every 4 years. Comprehensive-25% of collection is less than 5 years old. Entire collection is weeded every 3 years. From Standards for Public Libraries 2010.

The library completed a weeding in 2011. 42% of the collection is less than 5 years old.



Excellent Customer Service Guidelines

Seven Basic Customer Service Needs

1. Welcome

- A. Be polite, have a welcoming attitude, and be patient. Give each patron your undivided attention. Do not rush or give the patron the impression that you have other things to do. Don't let your attitude make them think they are bothering you.
- B. Staff needs to smile, make eye contact and verbally acknowledge patrons as they enter and leave the library.
- C. ~~Example:~~ CS Staff should not be engaged in personal activities such as texting, games, eating, and personal phone calls while on desk duty.

2. Understanding Patrons' Wants

- A. In order to appreciate other people's problems, try to put yourself in their place. Find out the patrons' needs or interests. Talk with the patrons in terms of their experiences and expectations. Learn to listen, be attentive while patrons talk. Listen carefully and look for clues that lead to understanding what the patron really needs. Listening is essential for effective public service.
- B. Staff needs to physically leave the circulation desk to assist patrons with materials and their needs. Don't just sit and point to the material. Patrons are not always familiar with your library.
- C. Before a patron checks out or leaves the library, staff needs to ask the patron if they can do anything else for them and ask the patron if they found everything they were looking for.

3. Make the Patron feel important

- A. Respond to the patrons as quickly as possible. In a busy situation, acknowledge patrons and let them know that you will assist them as soon as possible.
 - a. Treat each question as important, even though you have answered the same request for many other patrons. Each patron's need is of primary importance to him and you should treat each request accordingly.
 - b. Speak with respect. Courtesy, respect, and consideration are all shown in little things such as a friendly tone of voice, a smile and eye contact. Show the patrons that you consider them worthy of respect and courtesy by expressing yourself in a polite and positive manner.
 - c. Tell patrons what you CAN do for them, rather than what you CAN'T do for them.

- B. Examples include ILL, Databases, Inter-branch Loans, Library SouthWest Cards.

4. Creating a comfortable environment for the patron

- A. Be presentable; don't be sloppy and **do** be neat. Work areas should be free of clutter and personal items.

- B. Avoid library jargon if possible so that you do not embarrass a patron or put a patron on the defensive.
 - a. Talk about services in relation to a patron's needs and not the library's needs. Example: Don't overwhelm the patron with all of our services when they just want a bestselling book.

- C. Be honest with yourself. If you don't know the information, don't "fake it". Refer the patron to another staff member who may know the answer. If you are still in training, let patrons know. You will learn from each question that you pursue or refer.

- D. While at the circulation desk, personal conversations should be limited to only a few minutes. Personal visitors should not block the circulation area/desk and visits should be limited to only a few minutes.

E. Actively participate in suggesting and arranging current and attractive book and material displays.

F. Make sure the outside as well as the inside of the library is clean and presentable.

5. Handling Complaints

A. Stay calm and objective. The best approach in dealing with upset patrons is to let them get it off their chests without becoming defensive. Let your branch manager know about the incident.

- a. If patron is unsatisfied refer them to the branch manager. If the manager is not in, collect all patron contact information and give to the manager as soon as possible. Procedures for handling complaints are in the shared drive

6. Patron Inquiries

A. Our staff will respond to customer inquiries with thorough and accurate information.

B. Our staff will actively seek out customer feedback and will constantly work to streamline services to improve customer convenience.

C. Our service desk staff will answer telephone inquiries promptly and return any telephone messages within one business day.

D. Our service desk staff will check for customer emails at least twice per day, so no inquiry goes unanswered for longer than one business day.

E. Our staff will return telephone and email messages left on personal library extensions and email accounts during their next scheduled work shift.

7. Telephone Greetings

A. A pleasant phone greeting is essential to a successful call because it sets the stage emotionally.

B. You want the greeting to be natural, which also makes it easier to sound pleasant consistently. The key elements of a telephone greeting are your department or company name, your name, and an offer of assistance.

- a. Example: Good Morning/Afternoon, Johnson Bayou Library. This is Julie, how may I help you. Change from C. Example to an example under section B. CS

Cameron Parish Public Library (LOGO)

Library Director Evaluation

Guidelines

The attached evaluation form gives the Cameron Parish Library Director and the Library Board Trustees an opportunity to reflect thoughtfully on how our Library Director is fulfilling the goals and objectives for our library system. **This evaluation should be based on observable behavior for the period January 1, 2011 through December 31, 2011.** Please indicate your ratings based on the grading system as outlined on the form. There is room after each section for additional comments. These should be of a constructive nature and will be part of the permanent record.

The scores for each category will be added up and then divided to find the median. The individual scores will then be averaged to show the final ratings. These, along with trustee comments, will then be forwarded to the Library Director for her final comments. The final scores and comments will then be presented to the Cameron Parish Library Board for review and discussion regarding subsequent actions.

PLEASE NOTE: The information contained in the evaluation packet presented to the trustees for their individual evaluations will contain the Library Director's self-evaluation and is therefore confidential and may not be discussed with anyone outside of Executive Session. Please sign below to acknowledge your understanding of the confidential nature of this information.

Trustee Signature

Date

Evaluation of Library Director

Cameron Parish Public Library

Library Director: _____ Evaluation Date: _____

Use the following scale to note performance criteria:

- 4 Outstanding**
- 3 Good**
- 2 Satisfactory**
- 1 Needs Improvement**
- 0 Unsatisfactory**
- N/A Don't Know/Unobserved**

A. Organization Leadership

- _____ 1. The director is organized in daily operations of the library and demonstrates a strong work ethic.
- _____ 2. The director has a proven record of service and suggests additions and/or deletions for the library mission statement to make it current and understandable.
- _____ 3. The director delegates various duties to the department managers but ultimately is the final authority in the administration.
- _____ 4. Advocates for the library throughout the community and participates in community events.
- _____ 5. Develops library programs to serve the needs of the patrons. The director continues to develop programs and expands on the service to programs that work.
- _____ 6. Stays current about new ideas and current trends among libraries. The director attends local, state and national meetings to stay current on trends among libraries. The director also stays in contact with other local libraries to keep up to date on their offered services that may be of value to our library.

Organization Leadership - DIRECTOR Comments:

Organization Leadership - TRUSTEE Comments:

**4 = Outstanding; 3 = Good; 2 = Satisfactory; 1 = Needs Improvement; 0 = Unsatisfactory;
N/A= Don't Know/Unobserved**

B. Business and Financial Management

- _____ 1. Keeps informed about financial needs of the library district. The director keeps the board informed regarding the cost of additional staff, building maintenance, collection, insurance programs and services.
- _____ 2. Ensures library funds are spent appropriately by budget category and checks the bills that go in the board packet for authenticity.
- _____ 3. Provides the board with accurate information in financial reports. The bills are computerized with the bottom line amounts checked for accuracy. The percent of budget spent to date is also listed.
- _____ 4. Makes fiscally sound suggestions for budget recommendations. Studies the financial circumstances of the district and, with information about future needs and the tax cap, makes appropriate recommendations.
- _____ 5. Ensures government and legal requirements are met and organizes work effectively. Works with all of the staff to get the job done in directing the library. Prepares required state reports and submits them on time.

Business and Financial Management - DIRECTOR Comments:

Business and Financial Management - TRUSTEE Comments:

**4 = Outstanding; 3 = Good; 2 = Satisfactory; 1 = Needs Improvement; 0 = Unsatisfactory;
N/A= Don't Know/Unobserved**

C. Relationship with the Board

- _____ 1. Keeps the board informed about issues, needs and operations of the library district. This is usually done with e-mails between meetings. The director's report for the month is included in the board packet. Other manager reports are also enclosed with statistics showing the library usage for the month and various programs offered.
- _____ 2. Offers direction to the board and makes appropriate recommendations after thorough study and analysis. This is especially true with policy development along with new building updates and change orders.
- _____ 3. Seeks and accepts constructive criticism of the board. Works through this type of feedback with examples of improvement when approached by the full board.
- _____ 4. Interprets and executes the intent of board policy. Does so after recommending policy, the adoption by the trustees and then, implementation by the director.
- _____ 5. Remains impartial and treats all board members alike. Works toward accomplishing this at all times.
- _____ 6. Refrains from criticism of the board and individual board members outside board meetings. This is most important for continued board and director relationships that work.
- _____ 7. Works with the board to resolve differences in opinion by developing suggestions for sound policy and rationale to explain the need for concensus of approval.
- _____ 8. Responds to requests from the full board. Does this by finding out the appropriate answer and then sending the information to all board members.

Relationship with the Board - DIRECTOR Comments:

Relationship with the Board - DIRECTOR Comments:

**4 = Outstanding; 3 = Good; 2 = Satisfactory; 1 = Needs Improvement; 0 = Unsatisfactory;
N/A= Don't Know/Unobserved**

D. Personal Characteristics that Impact Job Performance

- _____ 1. Maintains high standard of ethics, honesty and integrity. Works well with staff and implements mediation if necessary. Is truthful and does not share personal information with others

- _____ 2. Devotes time and energy effectively to the position. Maintains a presence throughout the library. Greets patrons and converses with staff. Immerses self in running a well-trained and effective staff for library users.

- _____ 3. Maintains poise, stability, and responds effectively in disturbing situations. Allows staff to resolve difficulties at the lowest level. If not possible, deals with the situation at the time and works with the staff person alone at a later conference.

- _____ 4. Communicates clearly and concisely. Staff bulletins and e-mails to the trustees are clear and understandable.

Personal Characteristics that Impact Job Performance - DIRECTOR Comments:

Personal Characteristics that Impact Job Performance - TRUSTEE Comments:

**4 = Outstanding; 3 = Good; 2 = Satisfactory; 1 = Needs Improvement; 0 = Unsatisfactory;
N/A= Don't Know/Unobserved**

E. Innovation/Improvement

- _____ 1. Proposes new ideas to the board and promotes change to better serve patrons. Continually assesses the library services. Recommends changes to meet the patrons' needs. Prepares surveys for the public to ascertain needs. Takes suggestions and incorporates them into suggested policy changes for board approval.

- _____ 2. Accepts board suggestions for improved and timely services expansion, such as adding new services like e-readers when legalities are worked out and also incorporating new technologies for the library.

- _____ 3. Seeks advanced training to improve job skills through regional, state and national conference attendance and coursework. Attends state and national conferences. Takes regional director training for updates and current trends.

Innovation/Improvement - DIRECTOR Comments:

Innovation/Improvement - TRUSTEE Comments:

**4 = Outstanding; 3 = Good; 2 = Satisfactory; 1 = Needs Improvement; 0 = Unsatisfactory;
N/A= Don't Know/Unobserved**

F. Accomplishments

- _____ 1. Lists accomplishments that support the library mission statement. List the accomplishments on the evaluation form and how they have affected library service.

- _____ 2. Works with the board to continue to develop the library strategic plan reflecting the "work in progress" of the medium. Makes suggestions for inclusion in the current strategic plan and also suggestions for the future of the library.

Accomplishments - DIRECTOR Comments:

Accomplishments - TRUSTEE Comments:

**4 = Outstanding; 3 = Good; 2 = Satisfactory; 1 = Needs Improvement; 0 = Unsatisfactory;
N/A= Don't Know/Unobserved**

4 = Outstanding; 3 = Good; 2 = Satisfactory; 1 = Needs Improvement; 0 = Unsatisfactory

G. Goals for the Future

- _____ 1. Provides information for further extension of library services and community outreach.
Gathers information on extension of services.

- _____ 2. Prepares additional plans and programs to meet the goals of the strategic plan.
Continues to develop ideas within the confines of the strategic plan.

Goals for the Future - DIRECTOR Comments:

Goals for the Future - TRUSTEE Comments:
