To: Bayouland Librarians
From: Mrs. Malva H. Huson
Date: May 23, 1975
Re: Report of Monitor

Enclosed with this memo is a copy of the final Site Visit Report on Bayouland with a copy Miss Jan Kee’s letter.

Also enclosed is a form which you might wish to use to supplement the nine-month summary of System Headquarters activities. Please duplicate in your library as many of these forms as you think you might need to record those commitments which apply to your operation. I believe this will be the simplest way to bring us all up to date and help us take stock of where we are now so we can determine where we need to go and what we need to do to get there.

I realize that time will be required for Miss Kee’s report and the Headquarters chart and to fill in your own chart, but please send the latter back by courier as soon as possible so we can get the whole picture together before making plans for the future.

It is fortunate, I think, that at this time we do have the opportunity to "see ourselves as others see us" and I feel that a lot of good for Bayouland’s future progress can come of it all.

If there are any questions, please ask me and if I don’t know, I’ll try to get clarification from Marcia Perkins or from Jan Kee.

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Re: Clovis Crawfish in French

Attached is a copy of a release giving information about Clovis Crawfish in French.

If you want to order some copies for your library, (Opelousas-Bunice asked for three and that’s what prompted this inquiry and memo) we can get them direct from Mary Alice Fontenot at $3.57 plus tax per copy. The French version retails at $5.95 and contains all six of her books under one cover. Mary Alice will take care of the billing and we’ll send the bill and books to you by courier.

Mary Alice said Claitor’s has an agreement with the Alma Claitor’s store not to sell at wholesale to any buyers but bookstores, but as long as she has some on hand, she’ll be glad to supply her "bon amis" in Bayouland at the 40 per cent discount.
Baton Rouge -- The Clovis Crawfish stories are now available in French, it is announced by Glaitor's Publishing Division. The book is a "first" for Louisiana -- the first book of children's stories to be published in the French language.

Clovis Crawfish is without question the best known and best loved of all crustaceans. Wiggling his whiskers and flexing his claws, he has sauntered sideways, backwards and dead-ahead through six delightful children's books by Mary Alice Fontenot.

The warm tales of the gentle bayou creatures who inhabit the little world of Clovis Crawfish have become a part of Acadian lore, and a mainstay of children's literature in much of the South.

"Clovis l'Dcrissoo et Ses Amis" is the French translation of the stories. Combined in one volume are all six of the Clovis story books, which recount his adventures with the Big Betail, the Singing Cigales, Petit Papillon, the Spinning Spider and the Curious Crotaud. The translation takes its title from the first book in the series, which made Clovis a folk hero and established Mary Alice Fontenot as one of the most adept of Cajun story tellers.

Nothing is lost in the translation. In many instances, the rich imagery is enhanced and the dialogue made more rhythmic and colorful.

The book serves a dual purpose. In addition to providing a bright, enjoyable teaching aid for French language classes, it offers a wealth of Acadian tradition and folklore. Bertilo le Papillon, Fernand la Grenouille, Denis la Guepe Noire and all the other creatures who hop, crawl, fly, swim or slither through its pages tell something of the uniqueness of the bayou country of southwest Louisiana.

The stories were translated by the professional staff of the Lafayette Parish Bilingual Program headed by Dr. Ruth Bradley, and the publication of the book is endorsed by the Council for the Development of French in Louisiana (CODOFIL). The French book, as well as the English titles, are available at area book stores.
20 May 1975

Mrs. Malva Huson
Bayouland Library System
P. O. Box 3826
Lafayette, Louisiana 70501

Dear Malva:

Enclosed is the final copy of our Site Visit Report; which has been reviewed and approved by the State Library. The Report is being submitted to the State Library and the Office of Libraries and Learning Resources in Washington. A copy will be retained in the Regional office files.

Again, our appreciation for your fine cooperation and many kindnesses. It was a real pleasure to work with you, Lucile and your staff. We appreciate, too, the opportunity to visit a number of the System Member Libraries.

We hope the report will be useful, and we look forward to our second visit in Fiscal Year 1976.

           Very sincerely yours,

           S. Janice Kee
           Library Services Program Officer

Enclosure: Site Visit Report
SITE VISIT REPORT
DHEW/FO LIBRARY PROGRAMS, P.L. 91-600

LOCATION OF PROJECT Lafayette, Louisiana

PROJECT TITLE The Bayouland Library System

PROJECT START 8/4/74 PROJECT TERMINATION 6/30/76

DATE OF VISIT May 7-9, 1975

MONITORING TEAM (Names, Titles, Location)

Mrs. Marcia Perkins, Consultant, Louisiana State Library

S. Janice Kee, Library Services Program Officer, DHEW, Region VI, Dallas

PROJECT DIRECTOR (Name, Address, and Telephone Number)

Mrs. Malva Huson, Director, Bayouland Library System
Post Office Box 3826
Lafayette, Louisiana 70501

CLASSIFICATION OF PROJECT (Check one)

Local State-Wide

Regional XX Inter-State

TYPE OF PROJECT (See list, Program Memo 74-1) (1) Metropolitan library
serving as a Regional Center (2) Management improvement (Delivery Systems)
(3) Interlibrary Cooperation and (4) Disadvantaged

PROJECT BUDGET (Source with amounts)

Local $73,002 Federal (LSCA) $260,000

State Other Federal ___

Other Sub-Total ___

Sub-Total $73,002 GRAND TOTAL $333,002

Comments: Local participation is in-kind only, rent and utilities for 90 sq. ft. of space was estimated at $400 a month; garage space, $50 a month and pro rata share of janitorial service and supplies at $1,000, making a total of $6,400, annually, at Headquarters. An estimate of time spent by the 13 member libraries on System Services for 11 months is $66,602.
PURPOSE OF REPORT

It is the aim of the Visiting Team to provide a report to the Director of the Bayouland System and her staff, and the Directors of the Headquarters Library, that will be useful in assessing the progress of the Federally assisted project under review, and if needed, to affect changes for the improvement of management and program performance.

CONTEXT

The Bayouland Pilot Library System is located in a ten-parish area in the south central part of the state with Lafayette as the Library Center.

The people of this area are mainly descendants of the Acadians and French Colonials. Most of the French settlers came directly from France while the Acadians migrated to Louisiana when they were exiled from Nova Scotia by the English in the 1700's. The French language as well as various dialects is still widely spoken in the area. Culturally, the region is characterized by a "joie de vivre" which has given it an international reputation.

The library system draws its name from the lazy bayous that wind their way through the area. The administrative and service center for the system is the Lafayette Public Library which in 1973 occupied a new $2,000,000 library building. The population of Lafayette is 68,908 and the total population of the program site is 612,784. The ratio of urban to rural is almost equal with 52.8% urban and 47.2% rural. Five of the ten parishes have a larger rural than urban population. The ratio of black to white is 24% to 76% lower than the state ratio of 30% to 70%.

The library system is made up of 10 public libraries and 3 academic libraries with a new consortium of hospital libraries in the process of affiliation. In addition to making their materials available on inter-library loan the academic librarians have participated actively in system projects. (Exhibit 1)
PROJECT OPERATION

Goals and Objectives

The Bayouland Library System operation falls under two major goals and objectives in the State's Long Range Program: Goal II - "To provide the public with enriched materials and to assure more productive use of these materials by all feasible cooperative means" and Goal III - "To develop programs that will provide meaningful library service to the urban and rural disadvantaged and to racial minorities with special needs". Under Goal II, the State is supporting regional library development with a metropolitan library in each of seven proposed areas serving as the library center and all types of libraries as members of the System. The Bayouland System is the third project of this type in Louisiana to be Federally assisted. It is in accord with a long-range plan to have complete coverage of System operations in the State.

The Bayouland System has been in operation only nine months. This has been a period of planning, organizing and staffing. It should be noted that, while the start-up date is given as August 1974, the libraries in this area have been engaged, since 1969, in cooperative bibliographic projects, meeting periodically, and finally submitting the Plan for Library Development. (Exhibit 1)

Program Description

At least five purposes of the Library Services and Construction Act are addressed in this pilot program of library system services. They are: (1) improving service where service is inadequate, (2) improving service for (2) disadvantaged and (b) elderly persons, (3) promotion of inter-library cooperation and (4) strengthening a metropolitan public library to serve as a regional resource center.

The Plan of service may be summarized as follows:

1. Enriching the materials collections of the Resource Center and nine other Parish Libraries in the system through a cooperative acquisition plan.
2. Improving Information, Reference and Research Services with an inter-library loan system, including three University Library members, and utilizing TWX services, daily telephone contacts with the Parish libraries, a twice-weekly delivery service, and the development of bibliographic tools, e.g., the Bayouland Numerical Register, the Bayouland Serials Listings, a list of Large Print Books and a catalogue of genealogical and local history holdings in the area.
3. Program of encouraging the Parish System members to improve library services to the disadvantaged.
4. Programs of encouraging the improvement of library services to other special clientele -- the blind and handicapped, aged and homebound, the retarded and persons in jail.
Program Description (continued)

5. Enriched film services.
6. Programs in local history and culture in libraries.
7. In-service training for staffs of System member libraries.
8. A public information program.
9. Promoting interlibrary cooperation.

The Plan for Library Development in Bayouland places responsibility for carrying out the program, not only with the Director of the System and her staff, but also with the member libraries. Therefore, the Executive Council meets regularly to discuss the program, assess progress and evaluate services. A System Board of Trustees acts in an advisory capacity to the project. (See Exhibit 7 and Exhibit 8)

Findings:

Preceeding the scheduled on-site visit, which began at 8:00 AM on May 7, we attended a 1½ day workshop for member libraries on Services to the Disadvantaged, at which Ann Hayes Drenan and Norma Richey served as Specialists. At the workshop, we met a number of staff members from the System member libraries and observed their positive interest, attitudes and concerns related to improving public library services to the disadvantaged.

The visiting Team had ample time on the afternoon of May 6 to discuss the background of the project and plan the conduct of the visit.

Our monitoring system called for an early morning conference with the Director of the System and the Librarian of the Resource-Center Library (Lafayette). Our purpose was to review the Plan for Library Development and confirm our understanding of the commitments of the Library System in terms of "jobs to be done", as stated in the Plan, Resolution of Establishment and Contract with the Louisiana State Library. Following this conference, the Team interviewed each employee of the System to gain knowledge of the ways in which the Plan is being implemented and to assess the quality of the staff. On the following day, the Team was taken on a 170-mile tour in the northern part of the area where we contacted six of the 13 members of the System and the Vice-Chairman of the Board of Trustees. The Team spent the evening reviewing our observations, interviews, conversations and agreed on the special strengths of the project and areas in which improvements might be made.

Recognizing the head start this project made with small planning grants, and considering that the System has been in operation only nine months, the Team concluded that considerable progress has been made toward fulfilling contractual commitments. The project is exceptionally well staffed with qualified and enthusiastic persons, dedicated to the purposes of the program. The project is adequately housed in comfortable and congenial surroundings.
Findings: (continued)

Concentration of effort in this nine months period has been on organization, staffing, orientation and training, public relations and the establishment of the interlibrary loan system. All of these functions seem to have moved along very well, with a minimum of difficulties. (Attached are Exhibits 3-4, Schedules; 5-6, Staff; 7, Executive Council; and 8, Board of Trustees)

The monthly reports of the Director and the minutes of meetings of the Executive Council show that questions of administrative policy have arisen, which is entirely normal in the beginning months of a cooperative effort among libraries. The Council members representing academic libraries, as well as those from Parish Libraries, have had to learn how to operate under the provisions of the Library Services and Construction Act, and particularly, to understand the priority requirements of the Act. The system Headquarters - member relationships, especially related to areas of authority, have not been firmly established. However, the Team saw no indication of problems that cannot be resolved through better communication between Headquarters staff and System members.

It was obvious to the Team that the definition of the "disadvantaged" and "persons with limited English-speaking ability" from the Federal laws and Regulations were not generally understood. Even at the time the Plan of Library Development was submitted, the definition of disadvantaged was not understood. It was also observed that the Plan of Library Development (Application) was not viewed generally as a legal contract between the System members and the State Library, and that evaluation of the activities of the System should be carried on as the program progresses.

The Team's contacts with members on the tour of the area revealed no evidence of dissatisfaction with the System operation, but rather complete approval and intent to keep the System intact with local funds, if necessary.
Recommendations:

1) The Director of the System should prepare a work program, preferably in chart form, which will identify (a) the commitments of the System, as stated in the Plan of Development for Bayouland, (b) those fulfilled by the end of the first year of the two-year project, and (c) those to be fulfilled, when, and how or by whom.

Such a management tool should prove useful to the System Director and Staff, the System Headquarters Librarian, the State Library and particularly to the System members (Executive Council) in planning, scheduling and budgeting for the year 1975-1976.

2) The System Director and Staff should review continuously the activities and procedures during the course of the projects; sample surveys and analysis should be conducted to determine effectiveness and efficiency program activities. Attention should be given to unit costs in the process of development of System services.

3) All progress reports should address directly the commitments in the Plan for Library Development.

4) The System members should be provided a copy of the LSAC definitions of "the disadvantaged" and "persons with limited English speaking ability"; and the System should devise a simple procedure for them to report their activities that fall within service to the disadvantaged and service to persons with limited English Speaking ability according to these legal definitions.

5) The System Director should follow-up the May 5-6 Workshop on Service to the Disadvantaged without delay. Alternative ways to do this should be considered and a decision reached by the Executive Council. Some possibilities might be a Part II of the Workshop or written instructions on how to develop a Community Information and Referral File, and suggested library sponsored programs for the disadvantaged and etc. The Council should consider, also, the question of types of Service the System Headquarters might provide to members to encourage and make it easier for Small Parish Libraries to plan and conduct outreach programs for the disadvantaged and persons with limited English speaking ability.

6) The System Director should be thoroughly familiar with all procedures and routines at the Headquarters and provide time for training staff members to substitute at different posts of duty.

7) The System staff should work toward the development of an operational manual to include all policies that might be extracted from the minutes of the Executive Council, and other official documents and desk procedures at the Headquarters.
Recommendations: (continued)

8) The Team's last recommendation is addressed to the State Library. In light of the information gained from this review of the System's Plan and activities, it is recommended that the State Library consider including a provision in the agreement with a System organization for Amendments to the Plan of Development, if properly justified.
As indicated in the Findings and Recommendations in this report, the Team observed need for a degree of improvement in the management of the System operation, especially in the areas of short-range planning of work programs, process evaluation of activities, communication and involvement of member libraries in decision-making and reporting.

It is recognized that the Director has been under considerable pressure to get the project organized and operating to show some immediate results of cooperative effort. It has been both necessary and desirable for the Director, who has expertise in public relations, to spend a great deal of her time informing the public, making contacts with Regional people and groups, and attending training sessions and professional meetings. The Team suggested that it is now time for the Director to "take stock" and make carefully considered plans for furthering the program objectives in the second year of the project.

The Team has no doubt that the System Director and Staff, working with the Executive Council, can find ways of sharing responsibilities and can capably manage the project. It is believed, however, that a shift of emphasis should be made to these administrative matters in the last months of the first year of operation.

PROJECT RATING

___ Exceptional - project performance with degree of proficiency, so exceptional as to be exemplary
___ More than adequate - project performance above average in meeting objectives and Federal requirements
X Adequate - performance is satisfactory
___ Needs improvement
___ Inadequate
The Louisiana State Library believes in planning as a first step in good management, and this principle has been observed in the establishment of the Bayouland Library System.

For many years the public libraries in this area have offered reciprocal borrowing privileges to all the residents of the area and held annual staff training sessions. In 1969, with a minimum of formal organization and also a minimal grant from the State Library, they conducted a regional in-service training program for public library staffs with emphasis on an increased knowledge of books and improved human relations. In 1972 with another small grant from the State Library they compiled bibliographic tools which have greatly simplified their reference and inter-library loan service. In all of these projects they have had 100% cooperation from all public as well as academic libraries.

The State Library has encouraged such regional groups to apply for grants of Federal funds for a two-year pilot program of system services. To make the process understandable, they prepared the following management tools and publicized them widely:

1) **Conditions for Qualifying for a Two-Year Pilot Library System Grant** (Exhibit 9)
2) **Guidelines for Developing An Application for a Pilot Library System** (Exhibit 10)

Along with these, the State Library consultant services were made freely available to the Regional group.

To assure legality and accountability, the State Library has required the following:

1) **Contract** (between the State Library and the Resource Center Library) (Exhibit 11)
2) **Resolution Establishing the Bayouland System** (Exhibit 12)
3) **Agreement** (between the State Library, Resource Center Library and the Director) (Exhibit 13)
4) **Budget for the System** (Exhibit 14 and 14a)

Dissemination of information has been considered important - as shown by the sample announcement of available funds and a news release attached as Exhibits 15 and 16.

Regular reporting to the State Library is required. In addition to a monthly report of the Director, and Minutes of the Meetings of the Executive Council and the Board of Trustees, statistical report forms are provided for use by both the member libraries and the System Headquarters (Exhibits 17-20). Fiscal reports on Van operation and for budget control are required (Exhibits 21 and 22). Audits will be made.

At this period in the project, evaluation of activities has not been conducted. The Plan, however, calls for evaluation and doubtless it will be forthcoming.

There is clear evidence that the State Agency is monitoring the project and has the necessary management capability to meet the Federal requirements for accountability in sub-grant programs.
LIST OF EXHIBITS

1. Bayouland Cooperative Library Region (a map)
2. Application (Plan of Library Development)
3. Schedule for the Monitoring Team
4. Schedule for the Monitoring Team's tour.
5. Agreement - Appointment of System Director
6. Persons Working with Bayouland Pilot Library System
7. Members, Bayouland Executive Council
8. Members, Board of Trustees
9. Conditions for Qualifying for a Two-Year Pilot Library System Grant
10. Guidelines for Developing an Application for a Pilot Library System
11. Contract
12. Resolution Establishing the Bayouland Library System
13. Budget
14. Budget, revised
15. Notice of availability of Federal Funds
16. News release
17. Report form - Daily record - Member Library
18. Report form - Daily record - Library Center
19. Report form - Monthly from Member Library
20. Report form - Requests and Action Taken
21. Report form - Van operation and cost
22. Report form - Financial Statement