

Transcription of a portion of the July 2012 Manager of Library Operations Minutes

As you read this transcription, you may also wish to follow along with the audio (which is of poor quality). Be sure to listen/read the expectations of the Director of Library Operations (noted by the initials of DD). Also, be aware that some managers' comments may reference a specific situation in which s/he works that may not be universal. For example, some locations only have librarians who are supervisors while others have circulation clerks or other positions who may be a supervisor.

Time	Initials	Comment
	DD	Any other topics?
	AT	I put out my email about the hour change starting August 1 and I've had a lot of people not very happy with that. Uh, librarians if they wanted to if they wanted to ask for a change or if they have any options for following the decision, to abide by it.
	DD	Well, uhm, as you know when we talked about this, it is up to you to set hours
	AT	Well the...not coming in at 8:30 or 12:30 having to come in and take the whole hour lunch.
:48	DD	The idea is that everybody, it is not necessarily the hours such as 8:30 to...uhm
	AT	Well that's what when work starts, either 8:30 or 12:30
	DD	Well, most libraries they're flexible. You know you can still be flexible, some people come in at 9:00 some people come in at 10 and close at 7:00, some 8-5 so there's a variety and the flexibility is still there.
	AT	Uh uh
	DD	Some come...if they come in at 8, it's kind of hard to do the 30 minutes because of that overlap, so that's an hour lunch. Uh, so, I think that everyone, does everyone have an 8:00 start time?
	Many managers	[There's a variety of comments that seem to indicate yes and they have a variety of shifts and lunch periods]
1:34	DD	So this is just to make sure that there's about an hour of time in the morning, uhm, to prepare, to have staff meeting and do whatever. I think everybody, just about, does that already during the week. Uh-huh. There were just a couple of libraries that were not. So that's kind of why I chose to communicate with them directly.
	JH	8:00 is the start time?
	DD	Yes. So, it's not a big deal (chuckle) 8:30, I mean.
2:04	AT	Well that's whatever. They like having the option of having either half hour or hour. I know the standards say something about a 30 minute lunch break. And, I don't know if there's any possibility on that point.
	DD	Well, it depends on how you do the schedule. Uh, ask other people, how are you all doing it?
2:23	BB	I have flexibility. I have some come in at 8:30, take an hour break so they leave at 5:30.
2:30	AT	And they come in at 8:30? And they still get to take the full hour lunch?

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2:39	RC	Well, for librarians it depends on the schedule and if they came in at 8:30 and staying until 5:00. Then I would say take a half hour lunch. But if you've been here all day you need an hour lunch, because they need that. Especially if you're going to go out to eat. Especially if they're going to Harrah to go out to eat.
	ALL	laughter
3:08	JB	With Sunday time, do you have a preference on how we have people use lunch hours? They can do it with, I mean, theoretically, they can do it with half hour lunches, if that works. If that were helpful to us with the daily schedule, they can come early or stay late or they could
3:25	DD	Well, they can stay late or you can have them work an extra hour or 10 hour days or [noise]...well, not necessarily a 30 minute. And that's where we get the 30 minute lunch but certainly they can work longer days or, uh, work 3 hours a couple of days so it depends.
3:47	AT?	So, if they're at
	?	_____ an hour lunch
	DD	Yeah
4:03	BB	They can take 30 minute lunches?
4:06	DD	Well, it depends on what the circumstances are.
4:10	BB	[laughter in agreement] with you [as in, the supervisor]
4:13	DD	I'm not saying that you can't ever take a 30 minute lunch. The idea is that there is some consistency around the system and that everybody is treated equally. That some people are not doing one thing, you're not doing anything different from what the staff can do. So there's some consistency. So, let's say, if you have people working till 9:00, coming in the morning, 8:30 – 5:30, if that is a need, but not 8:30 – 5:00 or whatever. 8:00 is what we are saying is start of the workday.
	BB	Okay
4:55	DD	But I think this can really give you the flexibility, I think you can have staff meetings. You can have staff meetings before 4:00, possibility in the morning at 8:00, uhm, you can have special assignments, team activities, a variety of things.
5:22	LD	Somebody might run late one day, they may make it up with vacation, that's okay?
5:30	DD	Well,
5:35	AT	With a 30 minute lunch, 7:30 in the morning is not the time they start, it's the time when they go to the back We've been trying to start
	DD	Well, it's about the start time that's what it's about not whether it's an hour lunch. So, I'm not sure what your staff believe. It's not about people making up hours. People start 8:00 and they are leaving at 5:00, that's an hour lunch. So, I'm not sure what your staff what they're thinking about the time
6:14	AT	I think that they
	ALL	Lots of talking

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6:20	AT	Oh, I know but I'm saying they I think they've been doing this a long time and it wasn't properly [or probably] scheduled.
6:27	DD	We're changing that
	AT	Ok
6:30	DD	_____ we're changing that.
6:40	PD	DN may be different because we're here from 4:30-5:00 for all the people that are coming from work
	DD?	Definitely need to keep that in mind, for sure.
6:45	PD	The 4:30 -5:00.
6:53	DD	And I hope you support that.
6:54	AT	Oh, I support it but they're coming to me with questions. When I heard we want to standardize it throughout the system. Then they appreciated having a 30 minute or hour lunch. I mean I've already sent the email saying that I referred to some of the change but now they have more questions
	DD	_____
	AT	Okay
7:13	DD	___ giggle
7:25	MK	Do you mind if I read this back? There are three points that I want to make sure I understand.
	DD	Okay
7:33	MK	Firstly library staff starting at 8:00, right?
	DD	Mm-hmm [acknowledgement]
	MK	Seondly, that we are on a typical schedule taking a one hour break for lunches.
	DD	Mm-hmm [acknowledgement]
7:44	MK	And thirdly, the librarian or the librarian-in-charge who is present, on site when staff arrive
7:52	DD	Right. Well
	AT?	_____
7:55	DD	Well, right you ___ whatever
8:48	ALL	Laughter
	DD	_____ This is what I'm talking about, an hour or half hour [at the start of the day] ___ somebody is _____ clerks to do off desk things
9:20	LD	I have clerks that like ___ but if my librarians are responsible ___ shift
	DD	_____ for example, uhm,
9:50	AT?	So, can we not have anyone come in before 8:00?
	DD	

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10:00	AT	Well, it's the librarian in charge
	DD	Right.
	AT?	I think between the page I mean library aide and
	DD	
10:20	LD	I always have mine, uh, I have a clerk and a library aide come in an hour early on mornings after a holiday so we ____
10:37	DD	That schedule ____ is not an everyday kind of thing
	?	____ every day comes ____ for a holiday (giggle)
11:00	DD	If something happens somebody's there who can handle it (giggle).
	?	
	KP	What about when we're closed for a holiday?
	DD	Yes, that's what she's talking about
11:14	KP	____ an hour is what we're talking about when we're closed for the holiday we have someone come in over while we're closed
	?	____ librarian
11:30	KP	In other words we can't have just ____ librarians
	JB	It sounds like it shouldn't just be the librarians either it should be 2 people
11:47	DD	Strange things happen, hoping that nothing happens, but uhm,
	JB	The possibility is there
	DD	The possibility is there
12:00	CK?	When we have to clean the bookdrop out do we still have to have librarians?
	DD	Well, the library aide is not one of the positions that makes decisions. They would have to call someone else who is there, a librarian or _____
	CK?	
	DD	We're talking about occasional not every day. It's occasional. There are exceptions
	??	
	??	
	RC	Did I miss the memo?
	DD	No, No, No.
	ALL	laughter
13:53	DD	Okay, let's backup
	DD	When I was at Del City and I worked on the schedule, some staff were making out their own schedules (you might remember me asking you that question). They had a 8:30 start time. So I changed it to 8:00.
15:27	DD	So there was no memo

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	ALL	laughter
15:54	DD	_____It wasn't anything that I talked to every manager about

The audio is very difficult to hear and IT assisted in getting some of the background noise removed. The transcription is more complete around the discussion of having a start time of 8:00 am.