

**Manager of Library Operations Meeting
Southern Oaks Library
November 14, 2012
1:30p.m
“Your Inviting, Innovative Link to the World”**

Attending: Denyveta Davis-DLO, Aaron Bluitt-Asst/DLO, Julie Ballou-NW, Barbara Beasley-WA, Rosemary Czarski-CT, LaVetta Dent-AL, Priscilla Doss-BI, Jana Hausburg-CH, Melody Kellogg-ED, Chris Kennedy-MC, Devin McGhee-DC, Michael Owens-RE, Katrina Prince-BE, Angela Thornton-DN and Randy Wayland-SO.

Tour

Randy gave the managers a tour of the newly remodeled Southern Oaks Library before the meeting.

Meeting called to order at 1:30p.m. by Denyveta Davis, Director of Library Operations

I. Introduction

Denyvetta introduced and welcomed Aaron Bluitt, who began his new role as Assistant Director of Library Operations on Monday, November 12, 2012. The managers introduced themselves to Aaron and shared with him the location they manage; their years of service with MLS; their strengths and center. Aaron briefly shared his background with the managers and expressed that it is a blessing and privilege to be a part of Metropolitan Library System.

II. Open Discussion

LO Action Items - 2012

Denyvetta distributed the 2012 PSA/LO Action Items spreadsheet. She informed the managers that all comments received were added to the spreadsheet and that the highlighted areas were new changes added. She recommended that the managers review the spreadsheet and any changes needed, will be refined at the December MLO meeting. Denyveta has talked with Lori, HUM about topics on the list that her office can assist with.

III. Kudos/Stories

Jana, CH extended her appreciation to Denyveta, Kay Bauman, LaVetta Dent, Patrick Williams and all of MTC for their assistance changes out shelves received from AL.

Angela, DN gave kudos to Candace McDaniel and the Staff Recognition Committee for doing such a great job with the Staff Recognition Dinner on Saturday evening.

Chris congratulated MC Associate Librarian, Suzette Felton and Kristin Williamson for passing their exams to receive their MLIS degree.

Julie extended congratulations to NW Associate Librarian, Janeal Walker who also passed her exam to receive her MLIS degree.

Devin gave kudos to DC staff for all of their hard work and dedication in receiving 90% cash drawer accuracy.

Denyvetta read a letter received from a CH staffer giving Jana glowing reviews as the manager. Denyveta will share the letter with the AdTeam.

Priscilla, BI and Devin, DC extended kudos to Nita for her assistance in securing relief staff when needed. The managers gave Nita a round of applause.

Julie, NW and LaVetta, AL applauded Linda, Security Manager and Stacy, PLA for arranging evening and weekend “3 R’s Incident Report Training” sessions so that staff working outside of normal hours can attend the training.

With LaVetta’s move to AL, Denyveta read a final newsletter received from VI staff honoring LaVetta titled, “Caught in Action”.

Denyvetta read a thank you card to RE staff for their involvement with the 1% milk campaign and helping with providing healthy lunches to encourage healthy eating habits for the kids.

Denyvetta received cards from BE customers extending thanks to staff for their appreciation of customers.

Jana, CH recognized Jennifer Jones who received a number of compliments for the number of programs that CH has and for creating the opportunity for all kids to read.

Michael shared that RE had a fall festival where they did a costume characters contest for young kids, ages 0-9. There were at least 30 kids who dressed up for the contest.

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Julie, NW was receiving requests from different customers for knitting classes. She extended kudos to a woman who just moved to Oklahoma still trying to settle in and yet volunteered her time to teach knitting classes at the library. Julie shared that this was an opportunity for the customer to meet new people.

IV. Sharing

Customer Appreciation Month 2012/2013 Theme

Denyvretta asked the managers to send photos of customer appreciation displays to MaC.

Katrina shared photos taken during BE customer appreciation month.

Devin, DC had a cake for customers and drawings for prizes. Everyone was excited.

Denyvretta will forward to the managers, suggestions not selected from the 2012 theme possibilities to consider for the 2013 Customer Appreciation Month theme.

Innovation Plans - Updates

Barbara informed that WA plan is complete.

Michael shared that RE completed their plan and met with Janet, MSL regarding the special urban collection. He expressed his appreciation for the collection.

Katrina stated that BE plan is ongoing. They are in the process of making more improvements to the Shannon Lucid room which is over half complete.

Julie indicated that NW open house plan is still in progress.

Angela shared that DN plan is ongoing as services continue to be offered.

Workshops/Training

Devin, DC attended the Creativity Forum on Tuesday, November 13. She was impressed with the quality of speakers although the breakout sessions were a little short.

Denyvretta completed an online assessment prior to attending the Creativity Boot-camp on Monday, November 12. She shared that the boot-camp involved coming up with original ideas. Denyvretta, Aaron-LO, Todd-CON, Mallory-NW, Debbie-BI and Emily-SO all attended the Creativity Forum on Tuesday and thought it was great

Denyvretta attended Ignite OKC at the Civic Center on Tuesday evening. She passed around the brochure and informed the managers that there were a lot of innovative ideas shared.

LaVetta, AL attended the "Art of Defective Delegation" training on Tuesday, November 13. She informed that the training was about problems and planning for the future.

Angela, DN shared that she attended with Stacy, PLA the "Importance of Team Building in the Workplace" training. She stated that the training was really good and informative.

MLS News

Denyvretta stated that information would be sent out announcing an opportunity for librarians to attend the 2013 ALA Annual conference. She informed that funding for two librarians were made available to attend the Joint Conference of Librarians of Color and only one librarian applied. She asked managers to encourage librarians to apply.

Denyvretta informed the managers that the architect proposal for CH is going out soon.

Literary Voices is asking Chickasaw Nation to be a sponsor for the April 18, 2013 event.

Chris informed that MC garden is still ongoing. Plagues will be ordered to identify every flower and plant in the garden.

Denyvretta informed the managers that information is on the Intranet regarding ILS system for all vendors. Proofs for the new library card were sent and one design was selected.

Other

Chris, MC informed that the Safety Committee met at RE. He informed that some staff members expressed that some safety training options at FOCUS were really not productive and how everyone can get safety training during FOCUS. There was brief discussion regarding the length of time needed for safety training.

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Circulation Forum – Melody, ED

Melody shared that the 1st meeting was held at SO last week. Cheryl Mann, CC made a presentation and spoke about the combined service desk and ILL. Melody asked the managers to encourage circulation staff to read the Circulation Forum minutes.

Denyveta informed that Kevin Sendall, the F-T extension specialist has joined the Circ Forum Planning Committee. He has already completed a report from the meeting for the extension staff.

Some managers have concerns regarding worn or taped currency not being accepted and the effect it could have on customer service in not taking their money. Denyveta will speak with John, BO to clarify if his office can produce specifics as to what they are asking or need from staff.

CONNECT – Julie, NW

Julie spoke on behalf of Buddy Johnson the new chairman of the CONNECT Forum to remind the managers of the next CONNECT meeting held at SO on December 11. She informed that the forum will focus on professional development, values and traits of making a good librarian. The goal is to get everyone energized.

Julie shared that there will be a panel of librarians to answer questions regarding the library event coordinator position. Julie informed the managers that thoughts for best dates and times for meetings and questions may be sent to the CONNECT Forum email.

Denyveta express the importance of staff having the opportunity to attend the CONNECT and Circulation Forum meetings.

V. Book Discussion – 7 Habits of Highly Effective People by Stephen Covey

Habit 2 – “Begin with the End in Mind” (Principles of Personal Vision)

The managers began their discussion with a brief overview of Habit 1 – “Be Proactive”. Denyveta shared MLS vision statement and informed that everything we do relates to our vision.

The managers briefly discussed the second chapter, “Begin with the End in Mind”.

Denyveta informed the managers that the 2013 MLO meeting schedule was sent out and to please inform her if the schedule needs to be adjusted.

LaVetta shared with the managers that she has begun the interviewing process for AL which will open in mid January 2013. She informed that they have three weeks to remove shelves, etc., from the AL location.

VI. Reminders/Announcements

- X-Change – December 3, 2012 – SO – 2-4pm
- CONNECT – December 11, 2012 - SO
- December MLO meeting – December 12, 2012 – DN (4th floor – Rooms C & D)
- Annual DN luncheon - 11:30am -

***“It is our choices that show what we truly are, far more than our abilities”
– Harry Potter – J.K. Rowling***