

**Manager of Library Operations Meeting**  
**Luther High School Auditorium**  
**October 24, 2012**  
**1:30p.m**  
*"Your Inviting, Innovative Link to the World"*

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

**Visit to Luther Library**

The managers visited Luther Library and met Extension Specialists, Angie Paeltz and Dennis Delano. Angie extended a warm welcome to everyone and shared information regarding the Luther Library before leading the managers to Luther High School Auditorium where the managers' meeting was held.

The managers arrived at Luther High School where they were given a tour of the Auditorium and control room before the meeting.

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

**I. Open Discussion**

**FOCUS**

The managers briefly discussed FOCUS and how they enjoyed the morning keynote speaker yet felt the afternoon improv speaker was unprepared to make the connection with the audience. Overall, they agreed that FOCUS went well. When asked about the reason for the joint meeting with Pioneer, Denyveta shared that this was an opportunity for the two-systems to share the cost for this year's speakers.

**Ropes Course**

Denyvetta asked the managers for their thoughts on the Ropes Course and what their favorite exercise was. The managers enjoyed the course and agreed that the "Building the Logs" exercise was a favorite because it was related to building a team and building trust that everyone could succeed. They enjoyed the group activities and appreciated how well everyone worked together and listened to one another. A brief discussion took place regarding the possibility of modifying some of the exercises for staff at the libraries.

**LO Action Items - 2012**

Denyvetta informed the managers that she will review all of the 2012 action items and will create a spreadsheet to return to the managers by the next MLO meeting.

**II. Kudos/Stories**

Melody, ED extended kudos to Todd Podzemny, Asst/MLO, for improving the circulation station rotation schedule that staff has taken to so well. She shared that former Asst/MLO, Ann and former librarian, Mallory worked on the schedule as well.

Julie, NW is in the process of starting staff to rove and she is keeping track to know what time of day is the best time to rove. She is also proud of her three library aide supervisors who are using positive feedback from library aides to improve the processes such as, training and scheduling.

Rosemary shared that CT have customers doing customer appreciation surveys for drawings. She received a great customer compliment that she forwarded to the entire staff.

Michael, RE gave kudos to one of his library aides who came up with the idea of "employee of the week" which began this week. The employee of the week's name will be posted on a bulletin board where staff members can post positive comments about them.

**III. Sharing**

**SO Library update – Randy Wayland, SO**

Randy shared with the managers that staff is in the routine of getting use to having combined service desk and the sorter. There have been a few customer complaints regarding the chairs but most customers are enjoying them and staff like them as well.

**DC Library update – Devin McGhee, DC**

Denyvetta informed the managers that The City of Del City is looking for buildings to renovate for a permanent library site as well as vacate land to build a new library.

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**Customer Appreciation Month 2012/2013 Theme**

Denyvretta asked the managers to send pictures of displays and decorations to MaC. She asked for the managers to think about ideas for the 2013 theme. The managers agreed that everyone like this year's theme and that the posters are excellent.

Julie shared that NW is having a drawing for gift cards.

Melody informed that ED had three different styles of buttons made for customer appreciation month.

**Innovation Plans - Updates**

Katrina stated that BE had a Rocket Academy on Saturday. 16 kids with adult mentors helped build rockets. A science teacher came to assist Daniel in teaching the class which was a success.

Jana shared that CH has a Safari Afterschool Program which is doing well. A volunteer from the community came to help.

Priscilla informed that BI started a robotics challenge with assistance from Dana, OUT. She indicated that the facilitator does a great job but is not very good at being on time. She has communicated her concerns with Dana.

Julie shared that NW received welcome cards and are handing them out to customers who sign up for a new library card. She passed around samples of the welcome cards.

**Workshops/Training**

Michael, RE attended the volunteer workshop and helped train staff from several libraries who gave great reviews.

Julie, NW taught a CyberMars class.

**MLS News**

Denyvretta shared that Almonte was approved by the Commission during the meeting on Thursday. The idea is to have the library open sometime by the end of this year or beginning of 2013.

Denyvretta extended congratulations to LaVetta as Manager of Library Operations at Almonte Library. LaVetta will move DN into Julie's old office on Monday, October 29.

Michael commended Denyvretta, Kay and Donna for their efforts in seeing that Almonte is reopened.

Randy stated that SO staff was able to share how many customers were grateful that they had a library in that area and how much it is needed.

Barbara, WA extended kudos to The City of Oklahoma City for making it happen for Almonte to reopen.

Denyvretta shared that an architect for JN was approved by the Commission at last week's meeting. There was no new information for additional parking at ED.

Denyvretta informed the managers that the extension staff interviewed candidates for the full-time extension specialist position. She was able to hire one full-time and one part-time extension specialists.

Denyvretta stated that Diane, DEV is still accepting stories about how libraries change lives. If staff has stories that they would like to share, please contact Diane.

Barbara shared that Warr Acres community is changing. The shopping center next to the library will be torn down and a neighborhood market Wal-Mart will be built in its' place. She extended kudos to WA customers who are still visiting the library during all of the parking lot construction happening.

Rosemary indicated that Choctaw is building a Wal-Mart supercenter next year.

BI and CT will receive new carpet during the FY13 budget year. Self pick up reserves are also coming to both libraries.

Julie informed the managers that NW staff enjoys the combined reference/circulation desk and that it really works well for customers also. She shared that a phone desk is in the backroom with someone scheduled to answer the phones at all times.

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

**Habit 1 – Be Proactive (Principles of Personal Vision)**

Denyveta shared that the "7 Habits of Highly Effective People" is a guide to self management. The managers discussed the first chapter, "Be Proactive". She asked MLOs where they see themselves as a group within MLS as it relates to the stages of dependence, independence, and interdependence.

The managers were given the assignment to read Habit 2 to be discussed at the November MLO meeting.

**V. Reminders/Announcements**

- Customer Appreciation Month – October 1-31, 2012
- November MLO meeting – November 14, 2012 – SO
- CIRC FORUM – November – TBA
- CONNECT – December 11, 2012 – SO
- December MLO meeting – December 12, 2012 – DN (4<sup>th</sup> floor – Rooms C & D)
  - - Annual DN luncheon - 11:30am -

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*"When opportunity comes, it's too late to prepare."*  
*– John Wooden, Hall of Fame Basketball Coach*