

**Manager of Library Operations Meeting
South Oklahoma City Public Library
September 12, 2012
1:30p.m**

"Your Inviting, Innovative Link to the World"

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

Guest: Stacy Schrank and Andrew Soliven, PLA

Tour

Denyvetta introduced Aiden Street, Branch Manager at South Oklahoma City Public Library and each manager introduced themselves. Ms. Street distributed Pioneer Library System December issue of Word Magazine devoted specifically to their new library and briefly shared her library career before giving the managers a tour of the library. She explained each department's responsibilities during the tour including the staff area called "the back of the house" where sorting takes place. The tour was concluded with a highlight view inside of their "Movie Box" which holds 2000 DVDs, how it operates and the procedures for customers reserving and returning DVD movies.

Denyvetta introduced Anne Masters, Director of Pioneer Library System. Ms. Masters shared with the managers that she is looking forward to visiting SO upon re-opening and is excited that Pioneer Library System is joining Metropolitan Library System for Staff Development Day. Ms. Masters briefly discussed future projects Pioneer Library System are currently working on.

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

I. LO Partner

LMS Refresher – Stacy Schrank and Andrew Soliven, PLA

Andrew distributed to the managers the updated LMS Supervisor Manual while Stacy explained the correct procedures that staff should take when enrolling in courses. Stacy shared that on several occasions there have been staff members attending classes who are not on the attendance list because they were able to enroll themselves. Stacy stated that when staff enrolls in a class it requires authorization from their supervisor in order to attend that class and asked the managers to inform staff that upon completing a class staff themselves must confirm their course completion through LMS.

Stacy informed the managers if they enroll an employee in a class it would be classified as "Required Training" and if the employee enrolls themselves it is classified as "Elective Training". He indicated that it would be best for supervisors to assign a specific class so employees will not attend classes that have not been previously approved by their supervisor. When logged into LMS everything is automatically set at learner mode default therefore requiring supervisors to go in and manually mark supervisor mode. He asked the managers for their permission to add them in LMS at "Supervisory Mode". The managers agreed.

Stacy asked the managers to encourage all employees to register for FOCUS even if they are not participating. This allows staff the option to participate in the health screening and flu shot process. Stacy informed that he estimates 350 staff members in attendance and as of date there are 278 already registered. FOCUS is mandatory for full-time employees and staff must have prior approval through HUM to be excused. Stacy will forward a raw data list of all registered employees by this Friday, September 14 and stated that the list is subject to change.

Stacy informed that the last Prepared Training of the year is scheduled at RE on November 1. He recommended that staff review the short on-line customer service video on LMS.

II. Open Discussion

Self-pick up reserves

Denyvetta shared that BI and CT are scheduled to receive new carpet this year and that they are planning to implement self-pick up reserves.

Sunday stats/staffing

Denyvetta distributed to the managers the Sunday Library Visits Report showing totals after facebook postings, tweets, articles in The Daily Oklahoman and the Banner installations. She asked if everything is going okay with Sunday staffing. The managers agreed that staffing is good.

Service Plans

Service Plans are due on October 1.

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Ropes Course

Denyveta asked that all managers attend the Ropes Course on October 15 from 8:30am to noon even if they do not plan to participate. She informed that the goals are problem solving and teamwork. Casual attire, jeans and tennis shoes are recommended.

PSA Action Items from 2003

Denyveta distributed to the managers the 2003 PSA Action Items Status Report. She asked the managers for recommendations on what Library Operations as a whole should start, stop or continue and to return their suggestions to her by October 15. Denvyeta will create a spreadsheet using managers' recommendations for the 2012 list. The managers have the option for their recommendations to be anonymous.

Other topics

Melody, ED asked for clarification regarding information Kay requested for the Intranet specifically examples of what services the library provides that are unique to the organization. Denvyeta gave examples such as the Genealogy and Holocaust collection, ESL classes, etc.

III. Kudos

Rosemary received from a customer a nice thank you card for the opportunity to facilitate a puppet show at CT.

LaVetta, VI gave kudos to her H-T circulation clerk, Ngoc Nguyen for being awarded the Choctaw Guild Scholarship.

Jana, CH extended kudos to the maintenance department during their power outage as well as to Nita, LO for making all of the telephone calls and keeping everyone updated. Julie, NW agreed.

Julie, NW gave kudos to her staff for doing a great job during their first fire drill. Patrick, MTC arrived to make sure all alarms were working properly. Julie informed that the fire department recommended that NW conduct fire drills before the library opens.

IV. Sharing

SO Library update – Randy Wayland, SO

Denyveta shared that SO Grand Opening will be on September 25 at 3:00pm. The managers are assisting with the move on September 17. Denvyeta will inform the managers which location to report to upon receiving that information.

Denyveta informed that NW Public Art Dedication is also scheduled on September 17 at 6:30pm.

DC Library update – Devin McGhee, DC

Devin informed the managers that Del City passed the sales tax initiative with 78% of the voters and she is excited about getting a new library. She indicated the search for an architect will begin sometime after the first of the year.

Innovation Plans - Updates

Michael shared that RE vision is going well. Urban fiction is very popular and the customers are happy. Staff created a whole section dedicated to urban fiction and is currently working with CAT and MSL to make it happen. He is also working with Kim, MaC regarding signage.

Julie stated that NW will have a particular topic for different open house programs. The first open house is "Back to School" on September 24. Staff will take fliers to the schools in the area with hopes of forming partnerships for learning.

Circ Forum – Julie Ballou, NW

Julie distributed to the managers the August 1 Circulation Forum meeting minutes with brief discussion. She informed them that the biggest discussion topic was the Pull List Missing Items and finding new ways to label shelving to educate the customers.

Julie stated that she has enjoyed the last 3 years of being the Circ Forum Facilitator and thanked everyone for the opportunity given. She informed that Melody, ED is the new facilitator and that she will do a great job. Melody shared how excited she is about taking on the role. The next Circ Forum meeting will be on November 7 at SO.

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CONNECT – Angela Thornton, DN

Angela briefly discussed the CONNECT meeting minutes and informed that Buddy Johnson will serve as chair and Julie will be rotating on the committee in place of Barbara. Denyveta thanked Angela for serving on the committee.

Public Computer Specialist Forum

Denyvetta shared with the managers that a planning committee has been chosen for the Public Computer Specialist Forum. The planning committee members are John Wood, IT; Todd Podzemny, ED; Reginald Walker, RE and Chris Larwig, MaC. They are looking to have 2 forums for next year.

Tech Support – LaVetta Dent-VI

LaVetta distributed to the managers the July 24 Tech Support meeting minutes with brief discussion. She informed that the task force support group will serve in a different capacity in the future and will provide feedback. She shared that it was decided to move the drop down flags on August 20.

Workshops/Training

Devin, DC and two part time librarians attended the Collection Management training.

MLS News

Denyvetta informed the managers that MLS have not yet received final written agreement from The City of Oklahoma City on the Almonte location. Donna and others will visit the Almonte location this week to look at the space. Once agreement is received from the city the process of opening the Manager of Library Operations position will begin. MSL is already working on the collection.

Denyvetta share that she attended the Finance Committee meeting and the committee approved the FY2012-2013 budget.

Denyvetta informed the managers that she received copies of the surprise cash audit reports and that everyone did well.

V. Other topics

Denyvetta reminded managers to be sure staff answer the extension designated as the before and after hours line. Denyveta indicated she has called a number of libraries before opening hours with no response.

Denyvetta informed the managers that if they saw anything at the South Oklahoma City Public Library that sparked their interest to include those items in their LO Action recommendations.

Denyvetta asked the managers if they would be interested in logo shirts and if so, are they interested in having the same style and shirt color? The managers will send feedback to Denyveta.

VI. Reminders/Announcements

- SO move – MLOs will help on September 17, 7:30a-11:30a or 12:30p-3:30p
- Customer Appreciation Month – October 1-31, 2012 “Were Wild for our Customers”
Denyvetta showed to the managers a poster and bookmark suggested by Angela, DN for Customer Appreciation Month with the theme “WILD About our Customers”.
- FOCUS/MLS & Pioneer – October 8, 2012 – Magnuson Hotel/Meridian Convention Center
- Ropes Course – October 15, 2012, 8:30a-noon (Lunch at “The Mont”)
Denyvetta will forward to the managers the directions to the Ropes Course. Nita will make reservations for lunch at “The Mont” Restaurant in Norman.
- October MLO meeting – October 24, 2012 (11:30am - MLOs will meet for lunch at POP’s)
 - 1:00pm – Tour of Luther Library
 - 1:30pm – MLO meeting at the new Luther High School Auditorium – 18955 NE 178th Street

“Listening accumulates power.” – Ethiopian proverb