

## Minutes, Managers' Meeting

The October, 2001, meeting was called to order by Denyveta Davis at the Oklahoma Opry Restaurant at 1:28 p.m. All the Managers were in attendance, and guests included:

Kay Bauman, Scott Carter, Jane Carvajal, Tim Fisher, Anne Hsieh, Dana Morrow, Judy Walden, and Executive Director Norm Maas.

Tim Fisher was introduced as the new Assistant Manager of the Downtown Library by DN-M Debra Spindle.

Debra Spindle offered corrections to the Minutes of the September meeting. She asked that the minutes reflect the fact that the DN Library regularly produces a newsletter and that staff meetings are held regularly.

Denyveta thanked CH-M Phil Tolbert for finding the OK Opry Restaurant for our meeting.

PR Director Scott Carter spoke first.

He said that, beginning in January, 2002, each Library will be able to create its own fliers. Templates will be provided by PR, including clip art and fonts. Templates for newsletters will also be available. The PR office will be readily available for assistance, but Scott said that the ultimate goal is for each Library to produce its own material. He asked that copies be sent to PR.

VI-M asked if Libraries will still be able to request colored paper from PR. Scott answered that his office would not be buying a new supply of colored paper until the current stock is depleted. He wants to be able to buy in bulk and cut the cost. He went on to admit that the existing stock consists of some odd colors. (I have learned from experience that Scott has difficulty telling one color from another, so you would be wise to ask anyone else in his office what colors are left.) He reminded the group that PR will be meeting soon with each Library to determine printing needs.

He then mentioned his desire to increase the page count in the new MetroLibrary magazine to 32 pages and reiterated his announcement from the Sept. meeting that by this time next year he hopes that the magazine will be available to customers via direct mailing.

BE-M asked why, in the calendar of events, children's programming is printed in the middle of the section for adult programs. Scott told her he would ask. He went on to say that he wants the magazine to be printed in four colors. He will organize an official launch for the magazine and he is looking for a way to make sure customers know MetroLibrary includes the Events Calendar.

Debbie Roburtus, BI-AM, pointed out that the print is too small for senior eyes and Scott asked that staff email suggestions to him.

Dana Morrow asked if there will be a way to include pictures in the fliers produced by each library and office. Scott said that PR would help with this and Judy Walden announced that there is a scanner in the PSA office.

Scott concluded his presentation by reminding the Managers that a large segment of the public doesn't know about us or the services we offer. If you have a story about your library, your staff or yourself, let Scott know about it.

Denyvetta then opened the floor to sharing ideas. She announced that she will be asking one or two Libraries to bring sharing ideas to each meeting in future.

BI-AM told us of a notebook she keeps with updated video information which helps in the tracking of missing videos. This notebook goes beyond batching by Dewey number. The BI notebook is now in nine volumes.

MC-M showed us her Library Manager's Notebook, which is constantly updated and cleaned out. See the handout for contents.

Denyvetta then went on to Misc. Items.

1. Coloring books are available from Fran in PSA.
2. Gatekeeper training is now available at each interested Library.
3. Former MLS employee Melissa Huffman wants to recruit potential students for Rose State at each agency.

4. Denyvetta reminded the group that we still need to complete setting a meeting schedule for 2002. We need to pick our dates and tell Fran.

The meeting was then turned over to Judy Walden.

Judy spoke about Internet service for non-resident customers. She reminded us that some of these people are acquiring the numbers of visitor cards and using them to log onto the net at varying library sites because the cards are not being de-certified after use. She asked that we let her know about any problems along these lines we discover at our agencies.

Judy then told us about the fire in RE's lounge and asked that, in the event of an emergency, staff follow MLS procedures and then contact Norm Maas directly ASAP. If Norm is unavailable, contact Judy or Denyvetta. Denyvetta said that she would get phone numbers to us soon.

Judy then said that she needs to know who at each agency is in charge in the Manager's absence. She then pointed out that often Library staff doesn't know who's in charge, and that they need this information. She said that a system needs to be developed so this information will be readily available.

She then talked about Emancipated Minors, saying that procedures for handling these customers will be sent out soon.

Judy then showed us the Family Place video and distributed a folder, explaining its contents. She asked that staff read the material in the folder and said that a committee would soon be set up to discuss the Family Place concept and plan its implementation. She passed out a rough draft of a time line. We were informed that five copies of the video are available for all staff to see. Judy will visit the Libraries to discuss Family Place and answer questions, but in the meantime she asked that questions/comments be emailed to her or Denyvetta.

After the break, Jane Carvajal led the group in the first half of a workshop developed from the book on the nature and acceptance of changes in the corporate setting entitled "Who Moved My Cheese?" The workshop will conclude at the November meeting.

The November meeting will be held at VI Library on Nov. 28, commencing at 1:30 p.m.

Denyveta concluded the October meeting at 3:59.

Corrections/additions to these minutes should be brought to the next meeting.

Minutes submitted by EL-M. 11/06/01

"I know how to fly--even if it is straight down."

Bob Burden