

**Metropolitan Library System
Library Managers' Meeting
Village Library
June 26, 2002**

Minutes

Present: Ann Aliotta, Karen Bays, Barbara Beasley, Rosemary Czarski, Denyveta Davis, Priscilla Doss, Jean Engebritson, Tim Fisher, Jack Kinzie, Mary Patton, Katrina Prince, Debbie Robertus, Debra Spindle, Phil Tolbert, Judy Walden, Randy Wayland, Deborah Willis, and Lisa Weissenbuehler.

Guest: Kay Bauman, Helen Chacon, Heidi Daneils, Mike Miller, Kelly Rhia, and Anita Roesler.

General Meeting 1:00pm

Denyvetta called the meeting to order at 1:05 p.m. No corrections to the minutes

I. Opening/Review of May 29 minutes

II. Sharing - Deborah Willis and Priscilla Doss

- ◆ Deborah Willis shared her procedure for staff self-appraisals. Her staff is doing self-appraisals at 2 month, 4 month, and yearly intervals. The annual appraisal asked employees to explain why they believe they deserve a 4. Peer appraisals are also done at this time. She passed out a sample appraisal. Please contact her for email copies.
Also, Deborah shared that she has created a new employee notebook. She used the MLS New Employee checklist as a basic foundation. She takes the goals and the objectives from each of the basic workshops and includes this information in the new employee package
- ◆ Priscilla stated that she modified the MLS New Employee checklist to be more specific to each workgroup (e.g. Clerks, librarians, etc). Priscilla also discussed Staff Recognitions at BI. Each employee received a notepad and pen from Successories.

III. Opening Discussion

- ◆ Internet/Customer Usage - Debra Spindle liked Karen Bays idea of changing the "welcome" message on computer screens to a message that indicates that a computer is for Internet use only. Karen and her staff created a nice sign on Publisher letting customers know that CyberMARS are not Internet computers. Debra Spindle wondered if we could change access to reserve Internet computers to a solid 2-hour block, eliminating the 1/2 hour gap. Denyveta stated that this a matter for the Tech Support group.

- ◆ The Summer Xtreme Reads program is going well. Southern Oaks has over 100 registrants, Edmond has over 200, and Midwest City reporting a large number of registrants.

IV. Customer Appreciation Month, Intranet Calendar of Events, Misc. - Denyvetta Davis

- ◆ Customer Appreciation Month is coming in October. Denyvetta is putting together a WOW team to make it bigger and better than ever.
- ◆ Remember to let Denyvetta know by when you have read The Employee Handbook for Organizational Change. Completion date is June 30.
- ◆ Denyvetta passed out Cash Deposit reports for March through May. She also passed out an article from the Washington Post about FBI agents visiting libraries. Current policies are being examined and she will get back to us. Mary Patton recommends checking out ALA's web page for more information.
- ◆ The Ad Team got to see the new bus "wrap" and it looked great! It will be on Routes 8 and 25.
- ◆ A revised version of the Procedures for Non-System Material was passed out.
- ◆ Please be aware of the Intranet Calendar of Events and let Traci Jenkins in Planning know if you see a mistake.

V. Local History Collection - update - Debra Spindle

- ◆ Debra Spindle said it has been really fun and educational working with the local history collection. She made a presentation to the Friends letting them know what is going on. She passed out a packet of handouts with full color, and black and white copies of a flyer explaining what kind of things we are looking for. She also passed out a flyer about a genealogy Online class she is teaching August 19 - October 14 at the Downtown Consortium.

VI. Fall Contract training, ID Badges for trainees, Security Issues, Reclassification of LA's to Librarians, Email protocol, Children's services, Excellent customers service, etc. - Judy Walden

- ◆ **Judy** stated that she, Norm, and Helen met with the Contact Crisis Hotline board to evaluate the latest training of library employees in listening skills. Helen provided feedback that she gathered in meeting with each manager. Contact personnel gave their perception on how the training went. It was determined that the library will not change the course content or schedule at this time, but they will leave this consideration open for future planning. Judy will try to provide additional support to libraries to help with staffing pressures due to training. Judy is concerned about a few library managers who clearly demonstrated during Contact training sessions that they were not interested in participating. All of the students, especially Library Managers, are representatives of the library system and are expected to be role models. Information about the course and sign-up information will be sent out from Planning in a couple of days. Judy stated that she is looking for enthusiastic

and willing students for this fall's training session. She suggested that managers who have staff interested this training encourage them to sign up. Judy asked that she be advised about any difficulties in staffing so that she can find additional staff support. The fall training will be open to 12 volunteer public service employees and 4 non-public service employees. They are seeking willing volunteers at this time but the training is mandatory; however, eventually everyone will be required to attend.

- ◆ Please remind new employees to wear their ID badges to training outside their building. If they have not received a personal ID tag, they need to wear a temporary tag.
- ◆ Judy said that some cash was stolen from the Del City Library. The culprit has been identified, but during the investigation a number of security issues were discovered. She asked managers to keep very secure any codes and combinations to locks at their libraries, and that they never keep a combination or code in an unlocked area – cabinet or drawer. She stated that Library managers are the only ones who should have control of the key to the yellow cash bag. They may give control of it to an assistant in their absence, but they need to have it in their control when they are on duty.
- ◆ Judy clarified request for reclassification from Library Assistants to Librarians: In a recent memo from Ric Rea announced the changes in Librarian and Library Assistant positions starting July 1st. It was mentioned that staff could request reclassification from Library Assistant to Associate Librarian or Librarian. Judy said staff could not request reclassification on the basis of their credentials alone. There must be a current need for them to actually perform the duties of Associate Librarian or Librarian. In other words, a Circulation Clerk with a Bachelors degree may not be reclassified as an Associate Librarian just because they have a degree. Their job is Circulation Clerk, not Librarian. If a Librarian position is open, they may apply for that position. But if a Library Assistant is essentially working as a Librarian, almost never in Circulation, then they may seek reclassification and then their Manager and Public Services must agree that their position should really be Librarian or Associate Librarian.
- ◆ Judy asked that when sending out emails that all staff should indicate in their greeting or on the subject line to whom the emails are being sent. An exception would be blinds sent intentional. This would eliminate a great deal of confusion on the part of recipients who are confused as to why they received the email.
- ◆ The latest copy of the concept paper "Where Is Children's Services Going" was handed out and offered for discussion. Judy stated that she is trying to document children's services activities as they occur to keep it concept paper current. Please send updates to Denyveta.
- ◆ Judy handed out copies of a book review done by Priscilla Doss in 1995 on how to provide excellent customer service.
- ◆ Judy asked that when requesting vinyl letters to use the form for individualized letters, and send emails for larger request. If you have any request in the next 3 months, please submit your order.

VII. Reference Survey - Kay Bauman & Mike Miller

- ◆ Mike showed a PowerPoint presentation over last year's Reference Survey. After the presentation, Mike facilitated discussion.

VIII. Core Competencies - Helen Chacon

- ◆ Helen presented an overview of core competencies. Helen stated that most organizations are very reactive to a composition of skills, knowledge, and attitude. Present training centered on short-term goals. The library need focus their training toward long-term goals.

IX. Outreach Services - Dana Morrow and Outreach Staff

- ◆ Heidi Daniels says that Xtreme Reads is going amazingly well. The Teen Advisory Board is in the planning stages, and she hopes to have it up and running by January 2003. There will be a youth representative from each agency on the Board, and they will meet every 2-3 months. The application forms will be coming soon.
- ◆ Kelly Rhia says she finally understands all sides of the Summer Programs, especially Lucky Penny. The programs are great marketing opportunities. If possible, Managers should try to watch the programs for at least a few minutes. Please let the 1:00 performers know if there are any upcoming programs they could promote.
- ◆ Anita Roesler explained what she does as the Community Service Coordinator. Initially her focus was mainly on Literacy and she spoke to a number of groups throughout the city. She worked with a number of other groups on topics ranging from racial harmony, gang prevention, youth issues, disability issues, Winter Tales, and Nursing homes. She made presentations to Retirement Community Activity Directors and coordinated Family Literacy Workshops, funded by a grant from the Viburnum Foundation, which meet one night per month. The foundation specifically targeting Pre-K. Anita is now shifting her focus towards senior services. This includes Book Centers, Book by Mail, and Project Laughter. She will be doing Senior Focus groups at the Belle Isle library in October and November, and working on Senior Web page. In addition, she is working with school transition groups who are trying to get the schools being closed by **MAPS for Kids** turned into Senior Activity Centers, and she schedules the Metro Tech computer classes.
- ◆ Geri Price runs the "Come Read With Me" program with the Oklahoma City Parks Department. The theme for this year is to "Use Your Imagination" with lots of craft activities that tie into reading. They have 16 sites this summer. Each child will get their own book at the end of the summer thanks to a grant from MLS friends.
- ◆ Dana has recently gotten involved in "Success by Six." This is a group that tries to ensure that children are ready for school by age 6. Dana serves as chair of the Early Literacy Team which has created a lot of interest in related groups and agencies.

"Reach Out and Read" is a program created by a Pediatrician in Boston. It encourages Pediatricians to talk to parents at every visit about the importance of reading. They give each child a prescription for a free book, and have volunteers in the lobby to read to waiting children.

Books for Babies would provide a free book as well as other materials about the importance of reading and libraries to the parents of every child born in Oklahoma City, and Oklahoma County.

This year **Leadership Oklahoma** has chosen Emergent Literacy as their project, and they have worked out a program to have members go to daycare centers once a week to read to kids. Dana and her team are trying to encourage them to join forces with "Success By Six."

A faith-based version of "Reach Out and Read" will be created to encourage preachers and religious leaders to talk to their congregations about reading to children.

◆ Announcement

The ground breaking for the new Choctaw Library will be at the new site on July 2nd at 10:00a.m.

The Meeting was adjourned at 4:45p.m.

Submitted by: Debra Jackson

July 17, 2002