

**Metropolitan Library System
Library Managers' Meeting
Capitol Hill
October 30, 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, Randy Wayland, Deborah Willis, and Lisa Weissenbuehler.

Guest: Heidi Daniel, LaVetta Dent, Jeanne Devlin, Dana Morrow, Geri Price, and Anita Roesler.

General Meeting 1:00pm

I. Opening/Introduction

- ◆ Denyveta called the meeting to order at 1:00 p.m. There was one correction to last month's minutes. The correction is in section III and in ALL CAPS.

II. Metro Magazine, Mics. - Jeanne Devlin

- ◆ Jeanne thanked everyone for being kind when they received calls from her. She stated that the magazine started out small and is becoming bigger and better. An increase in funds allowed PR to expand and add color throughout the magazine. She discussed the timeline for receiving program information for the magazine, and the problems that occur when Public Relations receives last minute changes. She stated that in order for the magazine to come out by February 15th, the libraries would need to have all of their programs done and in the calendar by November 15th. It should be done three months ahead of time. She stated that she would try to send out a reminder.
- ◆ Randy stated that he was not in favor of the book page being cancelled. Jeanne asked if she could use the book page in the magazine. It was agreed that she could incorporate the book page into the magazine.

III. Genealogy Collection - Debra Spindle

- ◆ Debra Spindle distributed a handout of genealogical resources at the Downtown library, and discussed their availability. She stated that when helping a customer with genealogy, the first thing the staff should do is to find out what the customer really needs to know. She stated that family records often include cemetery documents or printed tax rolls. She said that Ray Lira, the Downtown security guard, grew up in the Riverside community, and that he has offered to share his family photos. She stated they would like to have pictures of Oklahoma City that document the 1950's through 1970's. In addition, she would like to have any pictures of Douglass High School, and

Capitol Hill High School from the 50's and 60's. She mentioned that the collection is strong in New England heritage. Her goal is to get as much information as possible from the historical society. Downtown will copy or scan documents and photos and add them to the Oklahoma website. She asked that if anyone has access to old phone directories to obtain them for the library's collection.

IV. Open Discussion - Copy Machine, Misc.- Frank Ray/Denyvetta

- ◆ Denyvetta passed out information on three types of copiers that are being considered for purchase. She asked that the managers look over the information. Three or four managers will be asked to go and see how the copiers operate, interact with the sale person, ask questions, and receive feedback. Denyvetta was asked when would the copiers be purchased, and if the library would be able to provide scans, faxes, and color copies to the customers. Denyvetta stated that she would take these questions to Ad team.
- ◆ Dana stated that she had received compliments about the Southern Oaks library from people in the community who had commented on what a great job Southern Oaks was doing.
- ◆ Lisa W stated that Village has received their four Gates computers and would like to have more.
- ◆ Debra Spindle stated that she did not think Downtown would receive any more computers until they move into the new building. Midwest City and Edmond have not received their computers.
- ◆ Phil stated that he needs new pages, especially one's who speak Spanish.

V. Programming - Dana, Lavetta, Heidi, & Anita

- ◆ Dana stated that Lavetta would keep the lines of communication open between the school media specialist as much as possible to help the libraries connect with schools.
- ◆ LaVetta, the Children Services Coordinator gave an overview of her duties and discussed a children service librarian notebook that she is creating. She stated that the notebook would be helpful to new librarians, and that she is working on creating a tutorial. She said that she will give each library a copy of the book. LaVetta is going to New York for Family Place training.
- ◆ Dana stated that Materials Selection would be attending the Children's Service Programmers meetings. Their presence would allow them to receive information in advance on special events. She stated that Kellie is creating a list of resource people to contact for programming or workshops, and asked that any new resource information be sent to Kellie. Once Kellie compiles the information, she will send it to Teresa who has created a special Intranet file of the presenters and performers. This information will be available to staff.
- ◆ Heidi stated that she is the Young Adult Services Coordinator and that she is also putting together a notebook that will be available to each library that has a young adult programmer. The notebook is basically the same as LaVetta's except that it is geared toward young adults. She will be calling youth groups from various resources to find out what services they offer and how they can connect with the library for services. She said she would like to include

sponsorships in the notebooks and would like to multiply her resources. She will be able to help the teen library board set up and she will be available to oversee programs. The Daily Oklahoman has asked the library to help to obtain teen book reviews. The book review form and instructions can be found on the Intranet listed under the Outreach department. She said Teen Zone would begin at the end of November. It is an online teen magazine that is available on the Metropolitan Library System's web page.

- ◆ Anita stated that she is the Senior Services Coordinator. She discussed her position and stated that she has not created a notebook, but may do so later. She said that she had a focus group last Thursday and that she would like to have another focus group that consisted of baby boomers. She stated that most people are not aware of the services that the library offers and that the library needs to get more information out. She said that Outreach would not be able to charge customers for classes because some branches offer the classes for free. She mentioned that she could not get Metro Tech to lower their fees for their classes, but they offered the library additional laptops. She stated that she is willing to come out and talk with libraries, not create more work. When the focus groups are finished, Outreach will receive a hard copy of all the questions and answers and this information will be made available to the libraries.

VI Services Plans, Interviews, Material Selection Annual Visit December Meeting & Misc. – Denyveta

- ◆ Denyveta passed around copies of library service plans due October 1st, which she had received. Service plans are to include objectives based on the new strategic plan for 2003-2004.
- ◆ Denyveta stated that she has been participating in job interviews for full time and some half-time positions since June 2002 and will continue for now. She said that interviewing is just one component of how to reach the goal of customer service, and that the interview team has hired applicants who they believe can/will model excellent customer service.
- ◆ Denyveta will attend the Materials Selection annual meetings and will continue to attend the programming annual budget meeting with managers. She stated that four site visits per library will be conducted each year.
- ◆ Denyveta stated that the workshop; Safeguarding our Patrons Privacy, which is not required is scheduled on the same day as the December managers meeting and the Downtown Christmas luncheon. The workshop is from 11:00 -2:00pm. After some discussion, the consensus was that Managers and Assistant Managers would meet at Rose State from 11:00 - 2:00 to attend the workshop. Denyveta said that if it is necessary to have a manager's meeting it will be after the workshop and she will make arrangements for a room at Rose State.
- ◆ Denyveta passed around the October and November newsletter she received from Midwest City titled, Focus on Midwest City Library, and she mentioned that Midwest City was in the news. She received pictures from Karen Bays of Edmond who had a program for customer service month on Thailand. Denyveta asked the managers to share any information that is

going on at their libraries, and to take pictures and send them to Teresa, PLA for possible inclusion on the Intranet.

- ◆ Dana stated that on Friday night the play, "Invisible Man" was performed by Oklahoma's artist Morris McCorvey. McCorvey wrote the play at the request of Denyveta. She said they are going to try and help McCorvey find other venues to put on his play. His play has a lot of Oklahoma history in it and a lot of people came to see him perform that were either Douglass graduates or his relatives. When asked about having McCorvey perform at the library, Dana stated that he could probably perform a portion of his play and that she would like to speak with anyone that is interested in having him perform at their library. She stated that the library received a matching fund from the Oklahoma City Community Foundation. The library received \$25,000 to fund the Invisible Man project, and has given out 2,883 books in Oklahoma County. McCorvey will be at Millwood for six weeks and then perform at Douglass High School.
- ◆ Denyveta stated that Public Relations won 1st place in a statewide award for the Metro magazine.
- ◆ Karen Bays stated that they are getting ready to hang a mural that is on loan from the City of Edmond who is renovating their courthouse. The mural of an Oklahoma prairie scene will be hung in the quiet reading room. Edmond may be able to petition the city to keep the picture permanently.
- ◆ Denyveta stated that the Gates Scheduling Committee has met and will make a report soon.
- ◆ Phil stated that the Capitol Hill Community has been having a weekly meetings call Los Amigos and that the meetings are held every Thursday at a local restaurant. He said that there are many organizations trying to reach out to the Spanish community. This Saturday Capitol Hill Library will host the 1st annual information fair for any groups or organizations that would like to talk about what they can do and how they can reach out to the Spanish speaking community. Phil asked everyone to look at the banners that Capitol Hill created before leaving the building.
- ◆ Lisa stated that Village had their latest adventure in mentoring, which use to be a sleepover, last Friday. She said that the parents wanted to stay and participate in the solving the mystery. She stated that she would like to consider having a mystery dinner for adults.

VI Announcements - There were no announcements.

The Meeting was adjourned at 3:15p.m.

Minutes submitted December 10, 2002