

**Metropolitan Library System
Library Managers' Meeting
Belle Isle Library
January 22, 2003**

Minutes

Present: 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.

General Meeting 1:30pm

I. Opening/Introduction

- ◆ Judy called the meeting to order at 1:30 p.m. There were no corrections to the minutes.

II. Open Discussion

Damage Materials Form

- ◆ The form is working fine, and managers are using it for a lot of different purposes. The managers propose that damage materials be sent back to the owning library and that each library will decide if they want to fill out a damage material form. The PR Department suggest that the 3-ply forms are glued at the top instead of stubs and shrink-wrapped in batches of 200. Everyone agreed.

Meeting Room Capacity for each Library

- ◆ Priscilla stated that she would like to have a printed list available that shows the capacity of each meeting room for all libraries. She stated that this information would be helpful when they receive calls from customers. If there is not a room available at Belle Isle, they could inform customers of other possible locations. It was suggested that this information be put on the Intranet and the MLS web page. Judy stated that Jim is developing software for meeting room reservations, and he had asked if it would be helpful to have a diagram of each meeting room.

DVD's/Books on CD's

- ◆ Tim stated that DVDs are popular, and that they are proportion about half-and-half in video stores. He was wondering if the library was going to start purchasing them for the system any time soon to begin a switchover from VHS tapes. Judy stated that before a decision is made to purchase DVD's they need to investigate what problems could arise, and prepare for those problems.

- ♦ Tim said that he was disappointed that the books-on-CDs will be packaged in the same type of bags that are use for books-on-tape. He stated that the bags are very time-consuming, frustrating and work-intensive. He said that he understood the reason for the books-on-tapes being in bags because of the flimsy packaging they come in. However, most books-on-CDs are in sturdier boxes. He believes that the boxes could be affixed with a barcode and spine label just like any book and put on the shelf the same way, without the hanging bag. He believes this will save time, space, and frustration. He said it would be easier for the staff to handle and easier for customers to browse. He suggested that the books-on-CDs already in the system be re-processed right away, before more are added. Tim will send his suggestions to Denyveta and she will forward to Material Services.

Other Discussion Topics:

- ♦ Denyveta stated that there are six libraries that are providing tax help. They are Belle Isle, Del City, Edmond, Midwest City, Southern Oaks, and Warr Acres. Tax help schedule will be placed on the Intranet as well as the Internet for customers to view. Phil stated that CH needs some volunteers and that he has become frustrated with the process of getting help. It was suggested that perhaps some MLS Friend's members might be able to volunteer.
- ♦ The managers asked for clarification on the Children Programmers scheduled all-day retreats and meetings. Denyveta will forward request to Dana.
- ♦ Priscilla and Debbie asked for better communication with Outreach Services. They were not properly informed or prepared to help six teachers who were recently at their BI for 2 hours.
- ♦ Karen stated that ED needs more space. Staff keep weeding books, but they still need more space.
- ♦ Karen inquired about the date of the Downtown Library opening. Judy stated that if customers inquire about an opening date please informed them that the target date is this fall depending on the outcome of litigation.
- ♦ Rosemary said that the floor will be poured for the new Choctaw library next week, and that rain is the only thing that can cause delays.
- ♦ Debra Spindle stated that DN would start circulating depository items. She will the send titles soon.

III. Service Plans, Manager's Retreat – Denyveta Davis

- ♦ Denyveta passed around the library service plans for 2003-2004. She said that the update(2004-2005) is due July 1.
- ♦ The Manager's retreat scheduled for February 26 will be at the DN library. Jim Welch will demonstrate a presentation on Meeting Room Booking. This will be done at the Downtown library. Denyveta stated that the managers would be taking a tour of the New Downtown library during their retreat and asked that everyone dress accordingly. She stated that everyone should wear hard-toed shoes. Athletic, tennis, or open toed shoes are not acceptable. Hard hats will be furnished. Dana will attend February's retreat to listen to any ideas or answer any questions. Debra Spindle will give the

managers a tour Downtown of 2nd floor stacks and the processing area for gift books. Denyveta stated that if anyone has ideas for agenda items, please let her know.

IV. Copiers, Drexel, Customers, Misc. – Denyveta Davis

Copiers

- ◆ She stated that Edmond, Midwest City, and Belle Isle were getting new copiers, and that the managers from these libraries went on site for a demonstration of the new copiers. She said that the copiers that were purchased would receive around the clock service, and it might be the next fiscal year before the other libraries received their copiers. She will check on the timeline.

Drexel

- ◆ Denyveta stated that the Library Commission recommended that Drexel Library be closed. Judy stated that the last day Drexel will be open is March 1st, and that staff will be notified when to stop reserving books for Drexel. The book drop will remain at the current location for at least two weeks. After two weeks all the material will be withdrawn, and Don will remove the trailer. Drexel customers will receive a letter informing them of the decision to close Drexel, and they will be encouraged to change their pick up sites if they have materials on reserve. Customers will be informed that if they do not change their pickup sites by February 10th the staff will change the pickup site to Belle Isle Library, and they will be able to change their pickup site later if they choose to do so. Judy stated she would like for the Downtown staff to process and send Drexel materials downstairs to the basement for Materials Selection. An email will be sent to all correspondences explaining the procedures. Judy stated that there has been some discussion to have an information bag for customers who come in after the announcement goes out that informs them where the other libraries are and what the services are. Denyveta is working to relocate Ruth to another position.

Customers

- ◆ Judy stated that when customers are viewing inappropriate sites it would be helpful if the staff could get the web address. Katrina stated that she has discovered that customers are viewing inappropriate materials through their emails. Lisa stated that she has discovered that customers are viewing inappropriate sites when the customer receives errors as they attempt to print their site. She stated that because of the number of computers and computer users the Village staff is spending more time observing computer usage.
- ◆ Karen asked for information on how to handle customers with mental illness. Judy stated if a customer is creating a situation where services are interrupted or other customers are being bothered, the staff could ask the person to leave, and the staff should not be afraid to call the police. She said that in most cases the police are already aware who these individuals are.

- ♦ Judy said that they are trying to eliminate the trailers. The City of Spencer still desires to keep their library, and they are trying to come up with a building.
- ♦ Randy stated that customers are trying to check out a large number of CD's by the telling staff that they were able to do so at other libraries. Judy said that when customers make these types of comments the staff should respond by informing the customer that the other library may have made a mistake. She said the staff should not have to justify what another library did.

Misc.

- ♦ Denyveta stated that Donna Morris would begin visiting each manager. Expect a call!
- ♦ When asked, Judy stated there are no plans to fill Donna's position.

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

Minutes submitted February 6, 2003