

METROPOLITAN LIBRARY SYSTEM LIBRARY MANAGERS' MEETING MIDWEST CITY LIBRARY

June 23, 2004

1:00 p.m.

Attending: Ann Aliotta, Karen Bays, Barbara Beasley, Janet Brooks, Scott Carter, Rosemary Czarski, Denyveta Davis, Priscilla Doss, Jean Engebretson, Tim Fisher, Jack Kinzie, Mary Patton, Katrina Prince, Debbie Robertus, Stacy Schrank, Phil Tolbert, Randy Wayland, Lisa Weissenbuehler, Deb Willis, and Judy Walden.

I. Opening / Introductions

- Denyveta introduced Stacy Schrank, the new Employee Development Coordinator in Planning. Everyone introduced themselves to him. He told the Managers that he is getting somewhat settled in his new position -- he has been here for about 3 weeks now. He has been trying to meet everyone in the recent training sessions, and doing a lot of reading.
- Stacy is originally from South Dakota, until he moved to Norman 2 years ago to study for his doctorate. He will be finishing his coursework this fall, and will be working on his dissertation afterwards, with a goal to finish in 2 years. He has a background in education and training. He has worked retail in the past, and is excited about the possibility of helping library employees develop themselves as much as possible.
- Stacy would like to get some feedback from everyone, and though he is going to be visiting each of the agencies and offices, he brought along a survey for the Managers to fill out so he can get some quick information.
- His specific research interest is in the transfer of learning/training once formal training has been completed. He wants everyone to get the most "bang for our training buck" since training is an expensive proposition. For example, the Publisher class that was held at MC last week had 7 employees attending -- it was taught by an instructor from Francis Tuttle, they brought their own computers
- Janet was here from Materials Selection, and she wanted to give everyone some reminders on what is upcoming with their department. Since they have just moved to the new building there are still some transitions to be made.
- Beginning July 1st libraries can again start sending donations to add to the system to the Selectors. They still will not be able to deal with the withdrawals from the agencies until after the collection is moved to the new building. If libraries have anything that they think the Selectors really need to see, please try to hold it until the Selectors are ready to receive them. If there is not space to hold the items, please call Janet and ask her for input.

II. Open Discussion

Safety Issues -- Judy

- Judy reminded the Managers that the Safety Rules document has been turned into an actual policy, that has been passed by the Commission. Following that Judy sent out a poster, with some silly comments, but with some serious information as well. Please keep

safety issues in mind, as the libraries are up again this year in Worker's Comp claims, many of which are due to falls from using improper equipment as a base.

- There was a Tech Support meeting held yesterday, and Judy had questions based on staff suggestions to the group:

1) For the 4 Sunday libraries, when people bring in materials on a Sunday that are due on Saturday, do you use Saturday as a check in date? The answer was yes. When doing renewals on Sundays, for materials due on Saturday, what do you do about overdue fines? Randy brought up that NOTHING is due on a Sunday, so if it is renewed there should not be any fine unless it was already overdue as of Saturday. If customers put it in the bookdrop on Sunday, then it will be checked in as if it came in on Saturday, but if the customer renews it from home on Sunday, there will be a fine assessed. Judy will take this information back to the Tech Group to see if there can be some standardization developed.

2) Customers pretty regularly request that the CD-ROMs be activated on the Gates-type computers, but there are some security issues that might come into play. So, when customers ask for this, find out specifically what they need it for, to help the Tech Group answer the requests. Rosemary stated that she recently had a customer who was taking a class that required the use of a CD and disc in tandem. Tim said that most of the requests he has encountered have been from people who would like to be able to use different software, which would mean uploading programs onto the hard drive.

3) A question came from Edmond staff asking if there was a different code or function that could be used, other than Temp Loan, to show that the items needed to be in the Backroom, such as for repairs. Their staff seems to be having some problems between doing Change Location or Temp Loan.

Judy suggested going over a list of possible codes for deletion from the Change Location option. Deb Willis suggested that maybe there could be a pop-up window asking if they are "sure you want to permanently change this location code."

- Starting July 1st SSNs will no longer show up on any of the computer screens, or any of the paperwork. HUM will be able to access them, but Managers will not.
- The special codes that Managers had discussed for displays or programs, YA Awards, etc. are now available on Virtual Circ for both Change Location and Temp Loan. The intent is for materials coded with this to revert back to the original codes when they are cleared again.

Summer Reading -- All

- Rosemary would like to have roller skates issued to keep up with all the kids. Randy asked if anyone else is having problems with the medals falling off the ribbons. The general response was "Yes, they're falling apart." Scott came in at that point and said that he needs to have that information forwarded to him by e-mail so he can get in touch with the company that made them, and have them fix it. Deb Willis asked if it is true that the libraries will reuse the same medals year after year. Scott responded that there have been leftovers in past years that Outreach used for other prizes for things. Scott felt that it would be better for everyone to be able to reuse the medals next year, and just change the lanyards each year. Deb suggested that there would not be any differentiation between the various years (on the medals themselves) so in future years, after the lanyards have

deteriorated the kids would not be able to tell what was from what year. Scott replied that with the cost of the medals climbing sharply, that might not be cost effective.

- Scott stated that the libraries have already beaten their goal for Teens.
- Mary asked if the sports cards are only for this year. Scott told everyone that the cards were a hard-fought battle with some of the ODL staff, and were paid for out of some left-over money that was available. Scott stated that they have been wildly popular, with some people calling him directly asking if they could get more. Mary expressed that it was pretty labor intensive to deal with getting the cards separated and bundled. Scott told everyone that he will encourage ODL, if the cards are done again, to use a different vendor who could have the cards separated and bundled when they get to the libraries.
- Phil commented that Capitol Hill has had a great year with Summer Reading -- the shelves are looking more "sparse" than ever, and has gotten pictures of parents reading to their children while they are in the library.
- Rosemary stated that her Children's Librarian has had to recruit more volunteers to keep up with the demand at sign-up.
- Denyveta mentioned that she worked at Del City on the first day of sign up, and there were 4 teen volunteers who she worked with that were just great!
- The radios are a huge hit with the teens. Mary asked if there were more radios available and Scott stated that Heidi has more on the way.
- Last year at Bethany Daniel started having his volunteers sew stuffed critters to give out to the younger kids, and they have been very successful.
- Scott showed everyone a sample of one of the drawing prizes: a "Read Y'All" book bag with a Cody Banks lunchbox, a mug, stickers, a t-shirt from the movie Home on the Range, 2 passes to Omniplex, a paint set (this is for the younger set.) Please send in the prize cards every week so MAC can do the drawing.
- Katrina asked if anyone has taken advantage of the Photo Frame at their library. Tim said he has seen DN's Children's librarians using it for photos.

Unacceptable Behaviors (Children/Teens)

- Denyveta said that they have been getting an increased number of incident reports regarding teens and kids. She asked how things are going, and if anyone has any techniques that they have found effective.
- Rosemary responded that she recently had 2 girls that ran off with 20-30 prize bags, so she called the parents to let them know what had happened and told them that the girls could not come in the library without an adult escort.

III. Sharing

Kudos -- Denyveta

- Priscilla attended a Lunch & Learn session, facilitated by Judy. The video that was used for the session "We're On the Same Team" has been ordered for the system, and would be great to show to all staff.
- Mary Patton attended the American Memory session.
- Randy and Barbara both taught sessions during the last month.
- Del City received 100% on their most recent site visit.

MC Highlights -- Deb Willis

- Deb told everyone that Midwest City had applied and received a grant for videos and programming funds that will be used in a program called Books Not Bars. This is a National Video Resource Human Rights project.

CT Update -- Rosemary

- Rosemary read a very cute poem about how life has changed since moving into the new building.

RNDL Update

- Denyvetta mentioned that a number of the offices have moved over to the new building. Tim says the DN staff has been watching the furnishings arrive, and preparing for the closing of the old building and the move-in, of the DN offices and the collection. Denyvetta commented that PSA's move went very smoothly. Tim reminded everyone that the fountain was dedicated yesterday.
- Scott filled everyone in on the grand opening plan. Once the old building closes down it will take 4 weeks for the move to be completed. The first event will be Friday, August 13th at 8:30, when the Book Passing will take place. They need 1500 volunteers for this, and so far have had about 250 volunteers sign up from the website, without the letter having gone out to potential volunteers yet. Scott is hoping for national attention on this.
- On Saturday August 14th there will be a staff only event, a Staff Tour & Reception for all staff +1 guest. It will be a catered event with members of the Ad Team serving as tour guides on each floor. Invitations will be going out to all staff.
- On Tuesday, August 17th there will be the ribbon cutting at 11:00a.m.. On Wednesday, August 18th, KMGL will be broadcasting their morning show live from the building, and the library will be opening early for them.
- There will be a reception for Lee Brawner and all the former Commission members, as well as any movers & shakers involved in the project, sometime later in August.
- There will also be an author day with as many published Oklahoma authors coming as possible. There will be a printed copy of events coming out to everyone as soon as it is ready.

Program Flyers/Photos/Staff Toy Box – Lisa

- Lisa shared some recent flyers that Village staff created using Microsoft Publisher.
- This summer Village staff have been coming up with creative ways to relieve the stress of Summer Reading's success, and decided that on the first day of sign-up, June 1st, they would celebrate Library Superhero Day – and Lisa brought pictures to prove it! The entire staff participated, and had so much fun with it that they have now decided on a series of “morale” days to be held every Thursday through June and July. Upcoming days will have themes such as “Hawaiian Shirt” day, “Funky Hat” day, “Beach” day, and a repeat of “Superhero” day, among others.
- Another “stress buster” that the staff came up with is a Staff Toy Box. Using money from the staff “party fund” a selection of toys has been purchased for staff use only. Some are specifically outdoor toys, like Frisbees, balls, bubble wands, even a bubble Frisbee! Then there are toys specifically for indoor use, such as an over-the-door basketball hoop,

Velcro balls and targets, and slinkys.

Page Manual -- Mary Patton

- Mary, Jean (MC), and Jean (ED) have been working on a Page manual. Mary handed out copies, and mentioned that anyone who is absent can just e-mail her and she will send each person a copy. Stacy asked what the motivation was for doing this project, since it was started before he began. Denyvetta told him that it was to unify the standards/expectations for Pages system-wide, and allow for some modification according to the differences at each agency. Stacy said he would like to see this manual conform to the general format of the other manuals that are in the system. He would also like to see each agency/office have a set of manuals that is consistently updated.

IV. MAC Update – Scott

Summer Reading

- Every one is doing a great job promoting the Summer Reading programs. As of today there are 11,750 kids signed up and 1,450 teens, which means the libraries has almost reached their goals for the year of 15,000, and they are not quite finished with the first month! The goal for next year is 20,000, and the libraries will begin soliciting for volunteers in March and April to get a good head start.
- If there are any suggested changes to the sign-up forms for next year, please send them to Scott as soon as possible. The Summer Reading Task Force will begin meeting again soon, and Scott would like to have any suggestions ready to take to the first meeting.
- Mike Miller forwarded a letter to Scott from a 10-year-old girl saying that she wanted to set her own goal for the program, rather than having to go with one of the “8” goals (8 books, 8 hours, 800 pages.) Scott has been trying to get in touch with this young lady, to invite her to attend one of the Task Force meetings.
- There will be a second wave of advertising during the first 2 weeks of July, primarily on the “big 3” television stations, and on radio. Since libraries tend to have a drop-off in sign up in July, Scott is hoping this will keep things going strong.

Logos

- Scott handed out a sheet with the acceptable sizes and font for the new logo. **NO SUBSTITUTIONS ARE ALLOWED!!** The entire set of logo graphics, in the various sizes, is being e-mailed to all Supervisors, as well as a Word Template for everyone to use with stationery.
- New business cards are being printed for everyone, starting with Downtown staff, and then moving out to the branches in groups.
- Also, new ID badges will be coming soon, with the new logo on them. Roy will most likely be coming out to each library to make them, but the staff does not have to have a new picture taken if they are satisfied with the current one.

Library Night at the Ballpark

- Scott would like as many Managers as possible to attend Library Night at the Ballpark on Monday, August 9th. This is not just to show support for the night, and group spirit, but

also to allow the Manager for the winning kids to actually present the prize. If there is a scheduling issue that prevents the Manager from attending, please be certain that SOMEONE from each agency is there to represent the Manager.

The Meeting was adjourned at 3:10 p.m.