

METROPOLITAN LIBRARY SYSTEM
LIBRARY MANAGERS' MEETING
DOWNTOWN LIBRARY
DECEMBER 15, 2004
1:30 P.M.

Attending: Debra Spindle, Rosemary Czarski, Debbie Robertus, Priscilla Doss, Katrina Prince, Randy Wayland, Mary Patton, Phil Tolbert, Susie Beasley, Jack Kinzie, Barbara Beasley, Deborah Willis, Tim Fisher, Ann Aliotta, Denyveta Davis, and Kay Bauman.

Guests: Donna Morris, Scott Carter, Dana Morrow, Anita Roesler, Stacy Schrank, and Patrick Williams

I. Meeting called to order at 1:30 PM

II. Comments from Donna Morris, Executive Director

Donna Morris complimented the managers on a job well done and encouraged everyone to continue the good work. Donna stated that she has received wonderful comments on the success of the new library and the MAPS Project and appreciated everyone's hard work. She also shared that the System Reserves process is being review by a Task Force that will make recommendations for improvement.

The Library Commission will elect a new slate of officers and assign new committee members in January or February. There will be a meeting in January to discuss options for the library's pension plan although nothing will be done that is not in the staffs best interest. The Finance and Long Range Planning committees will discuss issues relating to the Capitol Hill Library renovation.

III. Reorganization - Kay Bauman

Kay discussed the library system reorganization and offered to answer questions. She mentioned that she is glad to be back at managers' meetings and is trying to catch up on things. The Deputy Directors will meet weekly with Donna. The AdTeam will continue to meet every two weeks. She noted that business is up all over the system, and that administration is aware of load increases, and the search for ways to reduce stress, workloads, etc. continues.

Other Topics: Debra Spindle addressed the issue of more people misbehaving, and asked if this was a system trend. There was discussion relating to computer sign-up, and it was decided that re-evaluation of this issue is needed. It was suggested that the managers consider an automated system of handling computer sign-up and printing issues. Traveling (out of town) guests usage of the computer

also continues to be a problem. Denyveta noted the problems and will explore solutions.

“Pull List” – feedback: Denyveta asked for feedback on the success of the System Reserve pull list. Date issues appear to be under control, as well as the need for writing dates. There was discussion of mail vs. email notification. Denyveta requested that Tech Support issues be emailed to her and she will pass them to the Tech Support Group.

Other Topics:

Cell Phone Boxes from Cellular Savers – Boxes have been received at Downtown and Warr Acres so far. Denyveta will investigate.

IV. Sharing:

Kudos - Choctaw and Midwest City received 100 % rating on shelf reading and shelf appearance during recent site visits. This was the second time in a row for Midwest City.

Recognition was given for completion of the following workshops: Mary Patton – Leading Volunteers to Success; Rosemary – workshops on Periodicals and on Feedback and Recognition; Katrina – Feedback and Recognition; Priscilla – Clarifying Performance Expectations; Randy – Level 4 status as a Public Librarian.

“Give ‘em the Pickle!” - Pickles for this month include:

Fine waivers, transporting a book from Downtown to Del City for a Customer, providing MapQuest searches for customer directions, making free copies, Internet searches, calling a taxi. A young customer recognized Barbara from Bethany and made positive comments about the library and services offered. Bethany staff also assisted a customer in locating a Kansas obituary. Across the library system, there were several customer expressions of thanks during the holidays

Partnership experiences -

- Choctaw Library-Main Street Holiday activities.
- Warr Acres library helped a student from Kansas State University
- Edmond Library offered Farsi language lessons, and workshops by the AARP.
- Ralph Ellison worked with Telephone Pioneers.
- Patrick Williams acknowledged the staff at Ralph Ellison for skill in handling several building problems
- Capitol Hill had annual open house with special partnership with a local Santa and bilingual photographer.
- There was general acknowledgement of staff interchange to help with library events (programs).
- Phil Tolbert – holiday display at the Downtown Library

RNDL (Downtown Library) Work Schedule – Tim Fischer passed around a sample of this scheduling process that works well in staffing the different posts in the Downtown building.

Program Flyers – Flyers were passed around from Bethany and Village.

Other Sharing:

- The deadline (12/22/04) was announced for the ALA sponsored Demco New Leader Travel Grant of \$1500 to attend PLA or the March Symposium. Includes travel expenses and PLA registration.
- Susie Beasley mentioned several programs at Ralph Ellison including Cheerleading, Teen Game day (Chess, Checkers, etc.). There is also a Martin Luther King Trivia contest and a story time with McDonalds.

BREAK

During the Break, managers were asked to examine 3 book trucks of different sizes that are being considered for use in revamping the system reserve process. The one selected was the middle size truck with all the features of the smaller one.

IV. Winter ReadFest

Anita Roesler discussed the Second Annual Winter ReadFest, which is scheduled from Feb. 1 through Mar. 31. She distributed the information sheet/form and showed the gift bag received at the time of signup. There were 711 participants last year. The managers will need to place the registration forms at the circulation desks. As customers sign up the managers need to keep the Enrollment Form and send them to Outreach. Customers will return the “ReadFest” cards to the libraries for entry into drawings. Prizes will be furnished by Outreach, and Adult Service Librarians are welcomed to purchase additional prizes if they wish. There is an extra benefit to Materials Selection in that future materials purchases may be made based on titles listed on the cards. There is also a possibility that medals remaining from the grand opening of the RJ Norick Library will be available. “The Oklahoman” will cover the ReadFest.

V. Updates

Marketing – Scott Carter.

- There will be advertisement on KMGL during the holiday season saying Happy Holidays from the Metropolitan Library System.
- Scott also discussed the movie screenings at the RJ Norick Library. Themes include movies based on dogs (Lassie), Vaudeville (early silent comedy), and “Politics and the Presidency” – Mr. Smith goes to Washington and The American President (January 21, 2005).
- The dinosaur (an Allisaurus) will be at the Downtown Library for approximately 6 months. There will be a promotion about the dinosaur.
- Pizza Hut will be a major sponsor for summer reading. Other Grand prizes will be decided on and Scott will keep everyone posted.

- The monthly calendar of events/programs will be bound in magazine style and distributed by the 21st of each month. The quarterly magazine will be ready between January and March.
- The book passing event video is available for viewing. Ideas from that event are being shared with the Public Library in Santa Monica, California.

Training and Development – Stacy Schrank

- Stacy announced two Lunch & Learn workshops in January: “We’re All on the Same Team” Jan 5 at Village, and “The Abilene Paradox” Jan 19 at Southern Oaks. The times for both are 11:30 AM till 1:00 PM.
- Stacy reported on the Customer Needs Assessment given to staff earlier in the fall of 2004. Customer skills were broken into 6 categories relating to developing and maintaining strong customer relations. Programs and workshops will be developed based on the results of this assessment.
- Stacy also presented a list of courses offered by the Metropolitan Library System. The list included courses that currently exist, courses under construction, and future courses. Many of the courses deal with communication. Some will be offered within the library system, and others will be contracted out. Stacy is soliciting trainers to help with the in-system courses. There will be a need for team teaching with a trainer and a subject matter expert. The specialist will demonstrate skills while the teacher explains. The plan is to offer courses on a quarterly basis. Trainers need to be positive and create a good atmosphere. There will be an application process for potential trainers. Please email names of those you think would make possible trainers to Stacy.

Maintenance Department – Patrick Williams, MTN

Patrick distributed a “Janitorial Service Weekly Report” form which he would like managers to fill out as a regular source of feedback on the work of the cleaning service used by the library system.

He also passed out a “Quick Response for Maintenance” sheet, which included a phone number (606-3536) that can be used at all times for emergencies or information. He mentioned that a computer program is being developed to generate work orders for frequently needed projects. This will allow the Maintenance Department to be more pro-active with monthly projects needed for each library.

Announcements

Barbara from Bethany mentioned that a Circulation Clerk wrote the recent letter that was sent in the holiday card from Bethany to all the libraries.

Acknowledgement was given to the creativity of the WA Holiday greeting.

The Adult Programmers retreat will be Wed. Jan. 12 at the Downtown Library.

The Bethany Library's 40th Anniversary celebration is scheduled for Sunday January 30, 2005. The original opening date was Jan. 31, 1965.

The next meeting will be held at the Belle Isle Library on January 26, 2005.

The meeting was adjourned at 3:30 PM.

Minutes respectfully submitted by Phil Tolbert – Capitol Hill Library