

**Metropolitan Library System  
Managers Meeting  
Belle Isle Library  
January 26, 2005 1:30 pm**

**Attending:** Denyveta Davis, chair. Susie Beasley, Barbara Beasley, Karen Bays, MaryPatton, Rosemary Czarski, Ann Alliotto, Kay Bauman, Jean Engebritson, Deb Willis, Deb Spindle, Randy Wayland, Katrina Prince, Priscilla Doss, and Phil Tolbert.

**Guests:** Millonn Lamb, OKC Literacy Council, Todd Olberding, Stacey Schrank, Lloyd Lovely, and Doug Bentin

**I. Meeting called to order at 1:30 by Denyveta.**

**II. Open discussion**

- A. Discussion of The Power of a Good Fight by Lynne Eisaguirre, a book required reading for managers during 2004. Managers had varied opinions. Some agreed that this was a difficult read, partially because conflict is difficult and partially because the book was dense. Others thought it was informative and presented a different approach to conflict. It was noted that managing conflict (talk until you drop) is time-consuming and that time is always in short supply. The managers also discussed the “Five Beastly Conflict Coping Styles” and noted there may be times when each of the styles is appropriate.
- B. The managers considered the video boxes for the Disney films and a few other limited titles. These boxes are the original cases and do not contain a way for the bar code to be read without opening the case. This is not so much a problem when customers are checking out the items, but can be a problem when many are being checked back in. These cases are also larger than the standard video cases. Some libraries address this by cutting down the case inserts and putting them into the regular case. Others scan and reduce the inserts, and some use “dummy” boxes that will fit on the shelf. The managers were reminded that Tech Processing had informed them about this larger case being an “interim” problem until DVDs were purchased. The managers agreed that they can live with it until that happens.
- C. The problem with identifying the owning agency for small, particularly Easy, paperbacks was discussed. The problem arises since the paperbacks are so thin, reading the agency abbreviation written on the bottom of the book is often impossible. Edmond solves this by putting a label on the front that reads:
  - Easy
  - Author (first three initials of the author’s last name)
  - ED (owning agency)It was agreed that this was a helpful process and will identify small paperbacks so they can be more readily identified and returned to the owning agency.
- D. Discussion ensued regarding the janitorial service and the weekly report form Patrick Williams brought to a previous meeting. Some managers indicated they had used the form

with good results. Library managers were encouraged to use it on a regular basis as a means of making known their needs and experiences. The managers also indicated that having a copy of the contract and a schedule of the janitors for each building would be useful. How is basic cleaning defined and what are the janitors told? The managers would also like to have the form available online on the Intranet.

Requests were made for disinfectant and cleaning wipes to be stocked as part of the supply room. This was followed by a request for hand lotion and tissues. Denyveta will pursue these requests.

Discussion arose regarding cleaning headphones for the computers. Consideration was given to checking them out for customer use, cleaning them after each use, cleaning them at least once a day, etc. Consensus was that it is reasonable to clean them once a day and to keep wipes handy for customers who would like to clean them before they use them during the day.

- E. The managers discussed posting business information. They agreed that they required approval and that they discarded that which did not meet the criteria. Edmond noted problems with postings containing only websites and Ralph Ellison asks the security officer to watch for prohibited postings.
- F. Kay distributed a draft of an updated Unusual Incident form. Modifications include the distribution sequence and the addition of the comments on the reverse of the form. Kay noted that managers should see each form and make his or her comments and recommendations. Kay reminded everyone that as Deputy Director of Library Operations she can send warning letters and make internet suspensions. She can recommend banning from the library, but that the banning has to come from the Director's Office. The managers are asked to be specific about the unacceptable behavior observed, referring to the "Guide to Conduct" if possible. The "Action taken" section should include what the staff told the customer and/or what action the staff took.

If staff encounters an incident that the administrative office needs to immediately know about, staff should send an email or leave a voicemail for Denyveta. This is especially important if the administrative offices are likely to have to deal with the situation the first thing the following day.

Kay also encouraged everyone to identify those forms which are for information only or those which should be considered urgent.

### **III. Sharing**

Managers were asked to draw a question at the beginning of the meeting regarding pickles and partnerships. Each manager responded to their question for this portion of the sharing.

Susie at RE—cited a staff member going above and beyond in the absence of the manager—working extra hours when another staff member became ill.

Barbara at BE—manager took care of herself by asking someone else to work the desk when office duties called.

Mary at WA—provided some examples of meeting the needs of their community by being a site for 2 girls performing court-appointed community service, providing a meeting place for the neighborhood association and by providing computers for some of their customers whose equipment was broken.

Karen and Ann at ED—presented their community partnership with Mid/Del regarding the GED, ESL and citizenship classes. They have provided a regular meeting place for these very popular programs.

Rosemary at CT—risks taken included the manager's presenting at monthly staff meeting the "most annoying habit" by another staff member in generic form. Staff has gone to great lengths to participate and while the problem may not be resolved, the staff does feel heard.

Deb and Jean at MWC--in response to an imaginary reporter, their library would promote the fact that while they do not have tax forms, they can direct customers to locations for free tax assistance or download tax forms, tables, and instructions from the Internet. In addition, they would remind the public that the library is essentially a 24/7 center for entertainment and education.

Debra at DN—workload is managed effectively by identifying strengths of staff members and giving them some duties to match—e.g., tracking Unusual Incident forms, copying and distributing them, and filing for easy access. Not so effective—writing appraisals.

Randy at SO—has been creative and cooperative in making their one meeting room meet many purposes—regular GED classes, Family Place programs, Tax Prep help, and After School Cool on Tuesdays. Everyone works together to find space for all the stuff that comes with these programs and uses the room to its maximum potential.

Phil at CH—in response to how staff has been recently recognized, Phil showed us his pickle jar, and his pickle forms to provide a way for staff to note the pickles they gave customers. His examples included staff who translated a letter for a customer and one who forgave fines for a customer's videos. He noted how successful the pickle jar had been and how much the staff seemed to enjoy both handing out and documenting their pickles.

Katrina at DC—was partnering with internal customers by asking 2 members of the Library Commission and the Del City Mayor to judge one of their contests.

Priscilla at BI—recently successfully handled a customer complaint by clearing several items that had been coded damaged by a staff member in the manager's absence.

Barbara shared posters, bookmarks and information about their upcoming 40<sup>th</sup> Anniversary celebration. She noted that she asked Sharon to head this up, with Daniel's help, and then she just has to get out of the way. The Mayor of Bethany had announced the celebration at a recent business meeting. Barbara indicated

that literary characters would be on site to hand out items, prizes would be awarded, a jazz band would be playing, and original plans of the Bethany Library would be on display.

Debra shared a customer input form being used at the Downtown Library.

Priscilla asked if any of the other libraries were experiencing a problem with the donated eyeglasses being collected by the Lions Club.

#### **IV. Literacy Council**

Millonn Lamb from the Literacy Council updated everyone on their good health and activities. They are training 13 new tutors, the most they have ever trained, and they have a waiting list of 30 students. She indicated that a Literacy Council board member will be in each library for Valentines to hand out a valentine, an information brochure and a card to each customer who asks about literacy. Schedules for these visits are forthcoming. She also indicated that the partnership with Ralph Ellison is being activated. She thanked the managers as a system and as individual libraries for all the managers do for literacy.

#### **V. Updates**

MAC update—Doug asked that the managers note that the calendar will be delivered on the 21<sup>st</sup> of each month rather than the 20<sup>th</sup> as stated in the December minutes. Scott has requested that if the agencies need to order more stationery, they should do so by emailing both him and Jeanne. The managers were informed of an upcoming movie sponsorship for “Because of Winn Dixie.” Unless they choose not to participate, each agency will receive boxes for drawings for the passes and copies of the books for a Saturday, February 12, 10:00 am showing. In addition, Doug has emailed a web address to each manager indicating where they can go to request movie passes. Doug will ask Scott to let everyone know how they need to budget for plastic bags for customers.

PLA update—Stacy Schrank presented a copy of “Understanding the Training Needs Assessment,” a report of the results from the survey all full time staff completed in December. This information is available on the Intranet homepage, at the Metro University “What’s New” site. These results have informed training decisions and may also be used in hiring decisions. Stacy announced several upcoming courses—Communication and Effective Listening are two courses that have come from the training needs assessment and will be offered on a 2-month rotation. CPR, for both infants and children and for adults will be offered on a quarterly basis. The Child Development class will be offered in March and Stacy encouraged the managers to meet the limit of 20 persons enrolled for cost efficiency. He noted that all of the courses and the schedules are posted on the Intranet Planning site and that he had received 12 applications for Metro U faculty.

#### **VI. Signage (for Commission Meetings)**

Todd showed the managers a plexiglas holder proposed for each library to use to post Commission Meeting notices. He will survey the managers via email after they have had a chance to identify where such a holder could be placed. They will need to indicate what size they prefer (letter, legal or 11”x17”) and the number needed. Someone will be hired to come to each building for installation.

## **VII. Timetable for completion of Capitol Projects**

As Lloyd's surrogate, Todd also distributed a list of capitol projects and progress. Patrick will be around to walk through each building with the manager and so if the managers have a need for a capitol project or any other improvement, this will be the time for this communication.

The timeline for the budget has been moved back. Details will come soon, but entry will begin mid February and continue until the end of March.

**Meeting adjourned at 4:00.**

Respectfully submitted,  
Debra Osborne Spindle  
DN Library Manager

***Annual Retreat – February 23, 2005, 8:30-4:00 pm – Java Dave's***