

Metropolitan Library System

Library Manager's Meeting

Edmond Library

June 22, 2005

1:30 pm

Attending: Priscilla Doss(BI), Barbara Beasley (BE), Katrina Prince(DC),Debbie Robertus(BI), Mary Patton(WA), Tim Fischer(DN), Rosemary Czarski (CT), Phil Tolbert (CH), Karen Bays (ED), Ann Alliotta (ED), Randy Wayland(SO), Jean Engrebritson (MC), Susie Beasley (RE), Denyvetta Davis (LO) Kay Bauman (LO)

Guests: Kim Terry (MAC), Stacy Schrank (PLA)

I. Greetings

Meeting Called to Order at 1:31 pm

II. Open Discussion

- Cell Phone Usage in Libraries—Denyvetta Davis
Background: A library customer attended MLS Commission meeting to voice his concerns about cell phone usage in MLS libraries and the need for a clear and consistent policy. The customer's concerns were channeled to Kay and Denyvetta, re: uniform system policy. Discussion followed. Most managers said that they have learned to live with cell phones in the libraries. Some libraries have even removed their "ban the cell phones" signs. Some thought that another type of sign might be more helpful, such as asking the cell phone user to use cell phones courteously. Staff deal with loud cell phone users the same as they deal with other loud talkers in the library by asking that they hold their voices down or go outside to the lobby to finish their conversations.
- mlsRoom Manager—Kay Bauman
Meeting Room Manager statistics are due June 30 for the end of the FY 04-05 fiscal year. Outreach Services Coordinators will enter all system-wide events that they coordinate. This will aid in tracking system events.
- Friends of the Library Grants—Denyvetta Davis
AdTeam members have reviewed grant proposals and sent recommendations to the Friends Board. Executive Director Donna Morris has asked the Friends for financial support for the Cataloging/Tech Services relocation site with the first installment in FY 05-06. Therefore there may not be as many grant proposals funded this year. Denyvetta thanked the library managers and staff for all their hard work in the submission of grant proposals.

➤ Other Topics

Obscene/Sexual Harassment Phone Calls—Discussion: Southern Oaks Library has received a number of obscene phone calls, generated from Guthrie Job Corps phone number, calls usually placed in the middle of the week in the evening. If a male librarian answers the phone, the caller hangs up. If a female librarian answers the phone, caller requests information on movie stars and makes remarks of a sexual nature regarding internet policy, filters and pornography. Bethany, Belle Isle, Warr Acres, Downtown and Edmond Library have received obscene phone calls from a customer named “Tommy”. Law enforcement was notified by the Bethany Library staff and the police went to the apartment of “Tommy” and requested that he cease making the phone calls of a harassing nature.

➤ Internet Usage Sign-Up Sheets—Kay Bauman

Daily Oklahoman article dated June 17, 2005 on Library Internet registries, Oklahoma Attorney General Drew Edmondson ruled that the registries that customers sign before using a public library computer should be KEPT confidential. Consensus is that the registries be destroyed. The registries may be shredded.

➤ Internet Computer Usage Rules and Wireless—Kay Bauman

Randy Wayland, Karen Bays, Denyveta and Kay will meet June 23 to review input from Library Managers. Kay stated that articles in the local media reflect that OKC is lagging behind other cities with similar demographics, but wireless is coming. The goal is to have wireless installed this summer and the usage rules in place by August 15. Student cardholders will have access to email, but not chat rooms. Details will be worked out. MAC will be working on a brochure and a series of press releases. AdTeam recently had a Wireless Interface demo and library staff will have a Wireless Interface demo opportunity soon.

➤ Summer Reading Program Banner—Kay Bauman

Goal and plan was to place the Banner after Summer Reading Program had begun to pickup readers throughout the summer and to create a standard uniform size. Discussion followed on placement, letter size, graphics and colors.

III. Sharing and Kudos—Denvyetta Davis

- Southern Oaks Library scored 100% on the accuracy and appearance of shelves during site visit.
- Choctaw Library Manager Rosemary Czarski will receive the 2005 South Central Regional National Storytelling Network Volunteer Honors at the 2005 National Storytelling Network Conference in OKC July 16.

- Edmond Library Manager Karen Bays has been appointed to the Edmond Community Foundation Board.
- Program flyers were distributed from CT and DC Libraries
- Two digital Cameras have been purchased by Library Operations for usage by branch libraries for programming needs. Denyveta will send an email when the camera accessories arrive.
- DVD's are listed on the CyberMars, however, the DVDs will NOT be available for circulation until October 2005. Library Managers have been asked to share with library staff not to encourage customers to place reserves on the DVDs.
- Katrina Prince (DC) distributed fliers from Sunnyside Funeral Home who will host the Vietnam Memorial Moving Wall July 15. The Del City WaterPark will open on July 15
- Phil Tolbert (CH) shared information about the success of the CH Library's partnership with the Oklahoma Opry to host the Neighborhood Arts Programs at their facility. 181 in attendance and each week the attendee receive a special treat from local restaurants.
- Katrina Prince (DC) complimented the Capitol Hill Library for their unique and attractive Window display.
- Susie Beasley (RE) distributed program fliers for Riley the Wonder Dog, AARP 55 Alive Defensive Driver's Course, Scrabble Blast Tournament (online)
- Lloyd Lovely—Deputy Director Financial Services (Re: Insurance Complaint—Moonwalk injuries, Certificate of Liability insurance) No moonwalks, bungee runs, inflatables are allowed and no outside operators due to the injury risks. A Certificate of Liability Insurance MUST be purchased and placed in the Finance office prior to the event. Minimum of \$100,000 per occurrence. Lloyd advised Library Managers to contact him or Steve Payne, Insurance Adjuster(290-5700)

IV. Dealing Effectively with Unacceptable Employee Behavior Workshop— Mini-Training opportunity condensed and summarized from Feb 2005 Skill Path Seminar Karen Bays (ED) and Stacy Schrank (PLA) attended. Stacy shared a news article on “Slackers” taking over the workplace and asked for feedback. Discussion followed. The PowerPoint presentation began with major reasons “why” employees do not meet performance standards. Discussion included language barriers, unclear job responsibilities, wrong priorities, personal limits, boss may be the obstacle. Topics ranged from unintentional positive consequences, intentional positive consequences, intentional negative consequences, unintentional negative consequences, Covey's Credibility Bank, Coaching employees with the C.A.S.E. Coaching Technique (Clarify, Assert, Seek Solutions, Evaluate) Small Group Case Study Session—Discussion Followed handout of recommended readings and WEBSITES were distributed.

V. Announcements—Denvyetta Davis

- Reminder – Annual Paperback Inventory, August 1-31, 2005
- RJN Café - Kay Bauman asked Lloyd Lovely for an update.
The Coffee Shop/Café/Bookstore Committee consisting of Lloyd, Todd Olberding, Donna Morris, Charla LeCero, Susan Urbach, Small Business

Development Center, Karen Cornelison(MLC) and Gary Davidson, College Consortium. The committee met last week and requested information from 20 vendors who were to report back to the committee with proposals. The Café will be 750 square feet with NO cooking on-site.

- Kay Baumann introduced Kim Terry, Marketing and Communications Manager. Kim stated that she is excited to be a part of the Metropolitan Library System and is looking forward to visiting all the libraries.

Meeting ADJOURNED

Next Meeting will be August 24, 2005 - DC