

Library Manager's Meeting

Del City Library

August 24, 2005

Job Shadowing - Felicia Pinkston, Oklahoma City Public Schools

Handouts

Career and Technology education—created job shadowing database

Flexible—can be 2 hours or 2 days or longer

Usually 2-3 hour period for both middle and high school students

Do not have to give them something to do, but allow to follow around

Would like to be able to include MLS libraries into the database

Can serve to recruit people into profession

Average of workers is 48—building—will be retiring in next few years

Liability—covered through arrangement w/ Junior Achievement

\$1,000,000 coverage—never been used

If you would like to have students come shadow, fill in bottom part and fax or email (DD has email) – does not guarantee that anyone will sign up

Helpful hints included: attendance verification form is included as well as the evaluation of the student and the experience

If we want to see the job shadowing info on school's website: go to

www.okcps.org on right side, link to Employee Central <click>

menu on top, choose Departments, drop down menu to “Career and Technical”

<click> --job shadowing is one of the choices and there is a description:

Link at bottom—database – organized alphabetically as well as around 16 job clusters from US Dept of Ed - employer forms, etc

Students are typically 16-18 (transportation issues)

Makes a huge difference to the students to be able to be in the workplace—

All students enrolled in a career/tech class are required to do a job shadow, either virtual or real

Several careers or career clusters are listed with each company

Phone number and name are on front page

Felishia Pinkston at 587-0071

Open Discussion

Summer Reading

Volunteers were great.

Committee will be looking at summer reading—input is important

Need more materials—look at number of people enrolled—not finishers

Dana--hope to make distribution more efficient

Cheat cards were good as was training for the entire staff/system

Surveys—Charla Long, PLA--researcher

Summer reading survey in development—will attend programmers meetings (has done children's)—will ask about involvement of staff

Wants to start collecting demographics for surveys
Survey online and also to be able to print from Intranet
A lot of open-ended questions, as a means of seeing what questions exist
Will also do one for customers
Only doing staff this year since program has finished
Charla started August 1st
Programmers recommended waiting since the program is so far through

Demographic Info

*Will ask for last 4 numbers of ss# so each person has unique id (along w/ hire date) *''source'' will help to be able to track input

Baby's First Library Book—Dana in Outreach

About a year ago, got a \$19K grant from ODL for board books (Gary Phillips)
Some money was put into collections
Cards—first library book/double fold
Have 2600 books to give away
Want to give the cards to people who don't have library cards—would be done by anyone on the staff—be creative
Tell Dana what you've done—no time limit, but Dana will need to do a report
Will send cards and books to manager w/ our name on it
Send first part pact to Dana for tracking—
Make it positive—can opt out of making them get a library card

Computer Use Group Update—Mary Patton

Would like to have an update at each meeting
Member: Karen Bays, Randy Wayland, Mary Patton, Denyveta Davis
See h/o
Reviewed all library's approaches—
How to assign customers to computers
Dislike the printing abuse and the backdooring and card abuse
Real work of the committee: to reduce the number of different configurations of computers available
Signup will be the same for all
Designate catalog only—no databases on these
All or most of the rest of the computers would be configured so they will all be the same—1.5 hrs of use at all machines
Signup—
Aug 10 meeting—computerized sign-up system—prototype
Notification process is not clear—notice boards (e.g., airports), flashing pagers (like Outlook), privacy issues in notification process
Clustering or non-clustering the non-catalog computers
How many CyberMars will each library need?
If databases are used, that will count as part of 1.5 hours
No advanced scheduling: sign up on a wait list
A work in progress—and they want input

Karen Bays—children's email access: filter has "no access to chat" checked
Outside authority makes decision

"Error Book" Rosemary Czarski see h/o

Used at Choctaw—designed to be a training tool to see where actually making errors

Errors by subject—

See Table of contents

Designed to see trends: problem cannot be fixed if employees do not know what the problem is

All sins are cyclic in nature—area of concentration

A reminder of the whole job

"Miscellaneous" -- computer wasn't checking out books properly but identified this way—everyone contributes—gives a tracking device

Hispanic Expo & Managing Multiple Projects Workshop—Phil Tolbert

Workshop: Skillpath "Managing Multiple Projects"

See h/o

1. Gaining control of the workday--"frame of mind"
2. Identifying and setting priorities--see Covey's quadrant—stay proactive
3. Time management--organize workspace, files, phone calls, interruptions
4. Project management--a beginning, an end, and a schedule for completion
method of managing: Flowchart, Gantt Chart, Network Diagram
5. Interpersonal communication--nonverbal (tone of voice) 93% Words 7%
may be important if asking for help or delegating

Hispanic Expo—Greater OKC Hispanic Chamber of Commerce Expo

Library had a booth—Barbara says we should all go to this expo

Showed Spanish Language newspapers that had done stories on the library
slides that were shown in the booth at the expo—

Hourly drawings—announced w/ a bell ring at the top of each hour
showed pictures from the Expo—

Families—wanted bilingual books so parents can work with children—what the children requested

After School Cool & Teen Advisory's Zine—Randy Wayland

Photos from the After School Cool—program been done for a couple of years

Zine—teen advisory board beginning to form: done some open mic nights

Interviewed local band

Had a booth at Southwest Trade Show—good experience

Program flyers passed for viewing

Unusual Incidents

Susie at RE—August 10, 7:45—fire in the building—trash in the restroom
Called police, assigned a case number
Went to tidy up the restroom—asked janitorial crew to wash down the walls
Alerted Patrick and Denyveta
Recognized person on the video—
Working w/ Arson Investigation

Phil at CH—August 9—Richard Decker—signs name as Jehovah
Ability to see others and talk to them
Frequently have to ask him to lower his voice
Started putting his hands in his pants and pulled them out—security guard asked him to leave-
Phil addressed directly—
Notified guard to call police if it occurred again

De at MWC—a regular waiting at the door
Couple of weeks ago, started exhibiting odd behavior
Threatening actions toward staff: harassment of people sitting at computers next to him, said something to Dave Mack about blowing up the library
Began walking along the walls and avoiding service desks
Contacted crisis intervention team at police dept
Officer talked to him before it opened—customer was on medication that might have been causing the problem, got him to understand that his behavior was threatening-Officer got a commitment from him to go to his doctor: officer got doctor's name and contacted the doctor

Kay charged managers to contact local police department before it happens to see who and what and how to contact
Stacy reminded us of his conversation w/ Officer Nash—who said not all police departments had this special crisis intervention training

Other

Paper cranes needed for project at MWC
GED at DN
Book Club for Teens at RE: black Indians, A+ academic
Focus Update—Stacy Schrank Focus!2005 “Get on the U Express”
See handout
Monday, October 10, 2005 Clarion Meridian Convention Center,
Quick Trip CEO Corporate Culture: what makes them so successful: 19th most popular place to work from Forbes 100
Break out sessions—will have 4-5 sessions to choose from at each (4 sessions)
Different topics: Sally Burke, Integris health—interadctive/workplace dynamics
Jim Freedeman: Moore-Norman—juggling umpteen tasks
Capt Nash—Crisis Intervention team

National Park Service—bombing memorial—national park outings in OK
PEOSH—ergonomics—to make work settings better
Karen Massey—registered dietitian
Sue Ellen Ryman--improv group will do creative customer service
NAMI—another session Wayne McGuire—will be coming along w/ education coordinator
Lunch—opportunity to visit partners: OU Library School, retirement, Mass Mutual, Red Cross, Pacer, MidFirst, Chance to Change, Staff Assoc, United Way, MECU,

Glucose and cholesterol screening—all done at lunchtime

September 5

Flu shots registration begins
Part-time employee participants

Will need to make choices on sessions to attend

September 23

Flu shots
Part-time staff registration

Kay-Adult Certification

How do we deal w/ visitors—still have to fill out the form or something to get the visitor card

Be sure visitor's name is somewhere

Cheryl Mann is redoing the notebook

Customer may have internet privileges suspended (not the entire library or borrowing privileges): put a special stop that says they cannot use the internet: Circ can override to check out materials

Tech Support Meeting—discussion of possibility of putting # of reserves that a customer can put on to 30—no firm implementation date, but soon

Met w/ Donna 87 people would be impacted—11 were staff

Will limit staff cards—may not limit departmental cards—Kay will ask Jimmy for clarification

Will not require lots of time to implement: have one customer who has 400 DVDs on reserve

Chart of appraisal scores “Information only”

Average score of appraisal scores from each location

Locations identified only to each manager

Average of manager's scores was also included

Discussion of access issue on agenda for tomorrow's Commission Meeting

Have to be prepared for whatever happens
Not a war—have to be able to provide excellent customer service no matter what
our bosses say or do

Announcements

Dana: Tim Tingle will be at Septemberfest—all day—telling stories
Randy—new thermal printer for circ desks—has a drop in roll of paper
Still use old ones until they wear out
Will be able to change the font—will see bigger font
Only date due will be bolded

Meeting adjourned at 4:28

Next Meeting
September 28, 2005
Friends Event Room
Downtown Library