

Library Managers' Meeting
Downtown Library
Wednesday September 28, 2005
Minutes

Present: Jack Kinzie, Randy Wayland, Barbara Beasley, Mary Patton, Susie Beasley, Priscilla Doss, Debbie Robertus, Katrina Prince, Phil Tolbert, Debra Spindle, Deborah Willis, Ann Aliotta, Lavetta Dent, Kay Bauman, and Denyveta Davis

Guest: Donna Morris, Dana Morrow, Anne Fischer, Kim Terry, Stacy Schrank, and Teresa Goggins

The meeting was called to order at 1:30 PM.

Open Discussion

Donna Morris gave a brief discussion about the status of the renovation projects. Ralph Ellison will be first followed by Capitol Hill, including Cataloging and Tech. Processing. Donna mentioned that a committee has been formed to address library collections for parents. In addition, she brought up the issue of pest control and the eventual need for possible spraying. She also addressed the status of a restaurant in the Downtown building. A committee is working on this project.

Anne Fischer indicated that Sylvia Lawson has been going out to each library to clean keyboards, mouse and to replace mouse pads throughout the library system. She will attempt to update the pads 3 to 4 times per year. She also requested that we notify IT if there is a problem with computers. This is a step beyond placing "out of order" signs on the computers. Many times a tech comes to a library for a particular problem and sees another computer with an "Out of Order" sign that has not been called in to IT. The multi-use computers have been replaced with computers running XP and Gates computers will be replaced in the next six months. MLS has applied for a grant from the Gates Foundation to replace the Gates computers.

The recent phone problem is being resolved. The main problem is if the Downtown Library loses power and the Call Manager (main phone system) is not available. To reach one of the libraries when this happens, you need to dial a different number. Anne is in the process of testing this now and a list of numbers will be sent out when it has all been re-tested. To dial out when the main phone system is down, you will need to dial "9" then wait for a second dial tone before dialing your number. This does not affect Capitol Hill, Ralph Ellison or the extension libraries.

Net Library: Anne described and demonstrated a service called Net Library. It operates through OCLC and consists of E-Books (also includes audio books). We have access to the Net Library through ODL. ODL has a small collection of e-books within the Net-library (appx. 540 titles). Many of the items are Cliff Notes. The library may be accessed from within any branch of our library system at www.netlibrary.com. Once connected, customers

may create an account number that allows them to access NetLibrary from their home computers. Items may be checked out for 7 days, and although this is not required, it is a good method of keeping track of the items that you are using. Marilyn Miller is the librarian at ODL that is handling the net-library coordination.

Internet FAQ

Teresa Goggins requested that we complete a list of top ten questions asked by customers. This is to be used to update our Internet FAQ.

Sharing

Kudos: Denyveta shared that the Del City library received 100% on accuracy and appearance of shelves during a recent site visit. The Del City library also received a complimentary letter from a customer. The customer was happy to be helped after lots of outside hassles, and complimented their willingness to go above and beyond the call of duty in assisting her during a moment of summer heat and confusion.

Computer Use Group Update: Randy Wayland distributed a summary sheet from the committee meeting that included issues related to the Gates grant, computers within the children's area, children's software, sign-up issues for accessing computers, and specific questions to be addressed relating to computers and needed furniture. The responses to the questions are to be sent to Kay and Denyveta by Wednesday, October 12.

Customer Appreciation Month: Several ideas are taking place throughout the system, including prizes for kids at RE, Calendars and candy give-away at DC, and participation in the UCO parade in ED (with balloons and Spoticus). There are also bookmarks and notes from customers at CH, a gift from Starbucks at SO, and a PowerPoint presentation and special appreciation for business partnerships at WA.

Crisis Intervention Team, etc. Kay discussed the Crisis Intervention issue and it was noted that Ray Barnett is one of the local CIT persons for the Oklahoma City area. It was also mentioned that a CIT member might also be requested by calling 911 and asking for a CIT officer. You will need to describe the type of problem that you have, and they will send an officer if available. For Bethany, it was pointed out that the police Captain is the CIT officer. Stacy mentioned that Sgt. Corey Nooner would have a booth at FOCUS during lunchtime. We may ask questions as time allows.

Kay also presented a draft for the "Training Time & Mileage Reimbursement" policy. We need to notify her if there are questions or corrections to the document.

Denyveta gave a report from the PLA Boot Camp, a recent workshop for improving library services and programs. This was a "Planning for Results" workshop that addressed resource allocation, change issues, dealing with staff, and facility issues. Representatives from libraries all over the US attended this workshop which allowed for networking and discussion of a variety of library issues. A bibliography on obtaining results was given to all managers. The workshop also featured determining and redesigning the priorities of the library based on a floor plan.

Denyvretta also mentioned Job Rotation within our library system and established a committee including Priscilla Doss, Ann Aliotta, and Mary Patton.

G.O.A.L., FOCUS, etc. - Stacy Shrank, (Planning)

Stacy discussed the G.O.A.L. program (Gateway to Organizational Achievement and Learning). This replaces the True North program and serves as a new means of introducing new employees to the entire library system. The new program features a notebook describing Human Resources information, the Strategic Plan, the Newsletter, Retirement information, Focus brochures, etc. This notebook is followed up with a CD, which will be given to new staff.

Focus'05. Stacy mentioned that the registration process was successful. There will be Glucose checks during lunchtime. Flu shots start at 7:30 and at lunchtime (later cancelled). The first session is at 8:00 am. Booths will be set up in the lobby area for local partners such as OLS, OCPD CIT (Crisis Intervention Team) Program, and Mass Mutual – our retirement plan.

Publicity Packets, etc. – Kim Terry, MAC

Kim reported that the current budget allocates \$1800.00 from the Marketing Department for promotion at each library. Kim distributed a price list package that included prices for several methods of library promotion, which included bookmarks, postcards, flyers, as well as press releases, large signs, and inclusion within the library website. Many of the items included were free services that we may utilize. Promotional items need to be requested at least 10 days in advance through production art request forms. The new library logo will be sent to us along with a media list of local publications. We need to help keep track of the \$1800.00.

Kay mentioned that the Events Committee would help accomplish specific programs for big events that need to be planned for the entire year.

Marketing wants to eventually keep a list of earned media and paid media. Kim mentioned that there is a plan to sell book bags for \$5.00 and a cheaper bag for \$2.00.

Kim also requested that we proofread our calendar of events carefully to avoid errors esp. in dates, times and locations.

Other topics

Kay also mentioned that the system reserve limit, which began with 83 customers, is now down to 30. The vast majority of reserves are under 50 and there will need to be manual removal of any reserves over 30. The circulation software now allows you to know how many items are checked out and how many reserves are on customer records. (Effective October 3). Kay emphasized the need for agencies to move toward assigning pages to handle all of the reserve process.

Announcements: There were no additional announcements

Meeting adjourned at app. 4:00 PM

Next meeting at Village Library

Respectfully submitted by Phil Tolbert