

**Metropolitan Library System
Manager's Meeting
Downtown Library
July 19, 2006
1:30p.m.**

Attending: Denyveta Davis, Kay Bauman, Ann Aliotta, Barbara Beasley, Rosemary Czarski, LaVetta Dent, Priscilla Doss, Tim Fisher, Jack Kinzie, Mary Patton, Katrina Prince, Debbie Robertus, Phil Tolbert, Randy Wayland, Melissa Weathers, and Deb Willis.

Guest: Kim Terry, MaC

I. Meeting called to order at 1:00p.m., by Denyveta Davis.

II. Open discussion

Computer Sign-up Procedures –

- Denyveta gave kudos to IT for their hard work in creating and implementing the new system and asked managers for feedback.
- Staff at several libraries appreciated the email from IT providing an update on the new sign-up system and problems that have been fixed.
- Kay stated that she has received only two complaints about the new sign-up system.
- Kay stated that statistics are being collected on wait time, databases used, length of use, etc. to decide on future improvements. The longest wait time has been around 2 hours.
- Kay asked managers if giving customers an initial 30 minutes instead of 60 minutes would address some of the concerns. It seemed unanimous that that will not solve wait time issues.
- Managers discussed the idea of decreasing the amount of time a computer was held for a customer from 8 to 5 minutes. Statistics show that the change won't really effect wait time and would upset some customers.
- Denyveta asked managers to remind staff that computers are not to be disabled if/when we believe that someone is using the wrong card. Computers are disabled only if when out of order.
- Anyone who is not eligible to get a library card is eligible to sign up as a "visitor" on our computers.

Minors using Adult Cards for Internet Access -

- Kay discussed the matter of minors using adult library cards. It is not our role to police customer's computer use, but we should not ignore problems when observed. Staff must not monitor PCLibrarian constantly, but must access the system if s/he believes a minor is using an adult card. These situations require that staff make judgment calls on how to apply our policy of minors having only

minor access. Staff is expected to explain library policy about minors using only their cards to access the Internet. Staff must not ignore the problem. If the situation becomes a behavior issue, staff needs to complete an Unusual Incident form and forward it to Library Operations.

III. Book Bags

Kim Terry, MaC, distributed the new \$5 book bags. Libraries will receive 75 bags to sell for \$5 and 200 bags to sell for \$1. The \$1 bags will be arriving the first week of August. Kim is working with Lloyd on procedures for entering books bag sells using VCirc. Kim will publish a segment about the bags in Shelflife.

IV. Other

Denyveta stated that the Service Plans are due in October 2006 and that the current Strategic Plans end in 2007. Kay is working on a list of specific information that managers need to include in the plan. She plans to complete this in early August.

Debbie Robertus distributed the "Sacred Cows Make the Best Burgers" Change Readiness Exercise spreadsheet she developed. The results from the exercise are due in LO by September 1, 2006. This exercise is geared towards preparing staff for change.

Mary Patton inquired about the "Whistle Blower" policy and procedure that was mentioned in the June Commission packet. Kay and Denyveta stated that one of the Commissioners is very knowledgeable about an act "Sarbanes Oxley" and has requested that we voluntarily comply with it. Kay told them that this act was developed in response to situations like the Enron company scandal so that there is a process in place for employees to report concerns about financial practices.

Rosemary Czarski shadowed Kay as part of Phase I of the Job Enrichment Opportunity Program (JEOP). Rosemary stated that she had an interesting day and was looking forward to her next shadowing opportunity with Ric Rea.

Kay informed the managers that Candace McDaniels, Headquarter's Manager would contact them soon to schedule library visits.

Next Meeting – Del City – August 23, 2006 – 1:30p.m.

Meeting adjourned at 2:25p.m.

Respectfully submitted,
JoNita Normore
Adm. Specialist
Library Operations