

**Metropolitan Library System
Manager's Meeting
Warr Acres Library
September 20, 2006
1:30p.m.**

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

Guest: Karen Marriott, MSL and Stacy Schrank, PLA

I. Meeting called to order at 1:30p.m. by Denyveta Davis.

II. Other Topics

FOCUS – Stacy Schrank, PLA

- Stacy stated that FOCUS is on Monday, October 9.
- He distributed a FOCUS report to the managers with a list of employees enrolled from each agency.
- Stacy added that on-line registration was a tremendous help and 271 people registered. He asked managers to encourage staff to wear Hawaiian shirts at FOCUS.
- Stacy praised Kellie for a great job she is doing with the e-mails on FOCUS.

OverDrive – Karen Marriott, MSL

- Karen distributed to managers handouts entitled *Exceptional Values and Digital Library Reserves*.
- She stated that OverDrive representatives made a presentation to the AdTeam on the Downloadable Audio Books and they will be the provider of this service to the library.
- MLS has contracted with OverDrive to design a site.
- Karen stated that with the Audio Books, the customer will be able to download into their own personal computer or laptop.
- Jimmy is providing OverDrive with technical information regarding our site.
- OverDrive will provide training and will work with Stacy in training the staff.
- Kay stated that we will add FAQ's with answers and Karen recommended that the managers go visit one of the sites listed on the handout she provided.

III. Sharing

Kudos - Denyveta, LO

Denyvetta shared an article regarding Choctaw that was in the Iowa Architect 2005 issue.

Denyvetta shared a letter mailed to Donna Morris from a DC customer praising Melissa Weathers and the staff at DC for outstanding customer service. Melissa shared her bulletin board kudos.

Karen Bays shared a note from one of ED customers commending the staff for

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outstanding service given. The customer also extended great appreciation to Abe Ejtehad for being so nice.

JEOP Job Rotation – Denyveta, LO

Denyvetta stated that we are now in the Phase II stage for Assistant Managers. She shared that Debbie Robertus is going to MC, Fariba Williams to DN and Tim Fisher to BI. Their official orientation will begin Monday, October 2. They are working with IT, HUM and BO to make the transition. Denyveta extended appreciation to the JEOP committee.

Production Request

Denyvetta asked managers to review their production requests so that information in the calendar, Metro Magazine and/or press releases will be accurate.

VI Security Manual – LaVetta Dent, VI

LaVetta shared with managers the security notebook she created for VI new security guard. She stated that the book is a resource tool for the staff and the security guard.

Sacred Cows Make the Best Burgers assessment – Denyveta, LO

Denyvetta asked managers opinions on Sacred Cows book and discussion followed. Managers were pleased with the book. Denyveta discussed with managers the copy of the staff assessment she received. She spoke with Stacy regarding some training to prepare staff for change readiness.

IV. Open Discussion

800 W. California as a permanent address – Kay Bauman, LO

- Kay stated that she forwarded some drafts to the managers on Friday. She asked managers to discuss any concerns that are unclear.
- Kay discussed the procedures for returned mail. The customer will need to fill out a library application again to verify their address.
- Kay stated that verification of the customer's address will allow the staff to communicate with the customer when they are borrowing materials.

Visitor card

Kay stated that visitor cards are not to be issued to customers who have overdue fines or stops on their library cards.

Teacher Library Card

- Kay stated that the policy update for student card eligibility has been approved by the Commission.
- Kay asked managers for their input on the procedures for teacher's obtaining a student card.
- Teachers must submit a letter from their principal or the principal may sign the Teacher Affidavit for confirmation.

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- The card may be used immediately after receiving it and is active for a period of one year.
- Cheryl in Circulation Control will verify the information the customer submits.
- Kay will e-mail managers when ready to go forward with this policy update.

Room Manager

- Kay stated that until we are sure staff have the correct tools to use Room Manager, the 95% accuracy is on hold.
- Kay distributed to managers a Room Manager cheat sheet explaining how to use mlsRoomManager.
- Kay asked the managers to read through the cheat sheet and give feedback.
- Kay stated that she, Stacy and Stuart went through the training manual for Room Manager to try and determine what training needs are not being met, why there are errors and what we can do to fix the problem.
- Kay stated that Stacy has developed a PowerPoint that is a prerequisite to understand our meeting room policy. This is on the Intranet.

Tracer lists/transit codes

- Kay stated that she looked through everyone's transit list and the lists continue to grow, which is a concern.
- Kay discussed that some items on the lists have been miscoded with a location code of "SY".
- Kay advised managers to check their shelves and Circ. Control will check manually the miscoded to a non-library location.
- Kay stated that tracer lists must be worked weekly. If an item can not be found in seven days, staff are to code the item missing to clear it off the list.

V. Other topics

Kay stated that the ODL annual report is due on Oct. 2. Kay stated that we met the ODL CE training requirements. Thank you to the managers for making sure all staff received training.

She discussed that it is time for the computer use group to meet to re-evaluate the goals to be achieved in the future.

Rosemary is having a kick off at the Vo-Tech in Choctaw for all historians.

Next Meeting – Choctaw – October 25, 2006 – 1:30p.m.

Meeting adjourned at 4:15p.m.

Respectfully submitted,
JoNita Normore
Adm. Specialist
Library Operations