

**Metropolitan Library System
Manager's Meeting
Belle Isle Library
January 31, 2007
1:30p.m.**

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

Guest: Stuart Williamson, PLA

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

I. Open Discussion

Computer Sign-up Statistics – Stuart Williamson, PLA

Stu shared computer sign-up statistics for the period of December 15, 2006 through January 11, 2007. He explained how the numbers in the graphs reflect across different libraries and what the numbers represent.

The first graph was the computer utilization graph, it showed the number of minutes available and used over a 4 week period. Stu stated that system wide, these numbers are up 78% over October. He also discussed a variety of other graphs that represents the number of customers signing up for computers, users waiting the given lengths of time, session time of how long users stay on the computers, log on time by library and many more.

Stu agreed to provide managers with statistic reports and graphs to share with their staff. He invited managers to email him with any questions that they may have.

Other topics

Denyvetta led a discussion about staff perceptions that library problems/concerns are not understood or addressed by administration. Managers suggested that administration attend staff meetings and be more visible in the libraries. It was also suggested that more visuals are used to present information similar to those Stu presented on the computer sign-up system. Denyvetta encouraged managers to give feedback to the AdTeam regarding any concerns and to help the AdTeam change any negative perceptions.

II. Sharing

Kudos, & Misc. – Denyvetta Davis, LO

Denyvetta gave kudos to MC who received a \$1000 check from Wal-Mart. Deb said, MC will use the funds to purchase children's furniture.

Priscilla, BI shared a newspaper article on the Oklahoma Orchestra.

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Mary, DN stated that C-Span2's Book TV bus is coming to DN on February 7.

Karen, ED shared an article from the Edmond Sun titled "Dogs Help Children Read". She also shared a copy of the review on the Intellectual Freedom Manual.

Randy, SO stated that Channel 5 was at SO filming and speaking with customers regarding the pending legislator bill.

Rosemary, CT shared an outstanding compliment received from a customer for great customer service.

Phil shared that he had an exciting experience while shadowing Lloyd, BO.

Tech Support Group Report – Deb Willis, MC

Deb sent managers the minutes from the Tech Support Group meeting. She stated that discussions were held regarding paperback searching and tracer lists.

Kay passed around the tracer list for managers to review. She emphasized the importance of checking the list. She indicated that this is the second time that she has told the managers that the 'in transit' items are not being processed in a timely manner. There are items that have been 'in transit' for months. This is a problem and must be corrected. The lists must be worked weekly.

Misc. – Kay Bauman, LO

Kay re-addressed the dress code on shoes. She stated after speaking with Donna, the decision was made to remove from the current dress code, the phrase "closed toe and closed heel shoes" and insert (see MLS Safety Rules; closed toe and closed heel shoes). Kay advised that staff wear safe and appropriate shoes designed for the task working on. She briefly discussed shirts with logos.

Kay shared that one of the libraries was visited by a compliance officer from the Department of Labor and some compliances will require updates to our safety policy. She asked that a copy of the employee's quarterly safety trainings be kept at the libraries for several years and to be certain that someone in charge knows where this information and our safety policy and procedures are located.

Kay emphasized that staff can locate the safety policies by going to the Policy & Procedures Manual and the Help Manual. She encouraged managers to check dates on fire extinguisher tags to help MTC with this task.

Kay gave an update on system reserves and expressed the desire to purchase printers this fiscal year. She stated that Anne and Jimmy are still trying to determine what printers to purchase and that it must go to the Commission for bidding. She and Anne

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will visit with managers at the libraries and look at space to determine how many printers to request for bidding. Kay stated the printers will be encumbered by June. There will be peel off labels with book information included on them and staff will be able to locate books by this label. Kay informed that Stacy will be involved in the training process once this stage is reached. She will keep managers posted as she finds out more information.

Kay stated the Computer Use-Group is waiting for additional statistics. They would like to increase the number of unique users and reduce those extreme wait times without computers seating empty.

Kay discussed that research is taking place on Codes of Conduct in libraries to see what can be done to incorporate guidelines that will help us address some reoccurring and difficult situations. She stated that the guidelines will go through an attorney and will include pieces that cover items not already on the guidelines.

The guidelines will be reviewed by the Policy & Procedure Committee: Kay Bauman, Donna Morris, Karen Marriott and Kim Terry. Once the guidelines are reviewed by the committee, they will be taken to the AdTeam for review before going to the Commission. Kay will keep the managers updated.

Kay stated that updates for Room Manager is on hold. Jimmy is working on it and the changes will be presented at the February manager's meeting. Stacy is working on a PowerPoint presentation and a cheat sheet to get training organized. The vision is to launch the changes on March 12.

Kay briefly discussed the strategic plan. She spoke on the service responses and of the Focus Groups. She encouraged managers to observe the service responses on the PLA website. Kay's expectation is to complete the strategic plan by spring 2007. She stated that Dana Bickford is invited to attend Exchange to discuss leadership training.

Kay shared the 12 collector's bookmarks created by MaC.

Other Topics:

Deb, MC reported that she recently attended both the Adult Senior Services retreat and the Whole System Thinking workshop. She expressed that it was nice spending time with groups and getting to know everyone.

Katrina, BE shared that Janet Brooks, MSL attended the BE staff meeting.

Karen, ED shared bookmarks and cards made by Jacquie Taylor.

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III. Announcements – Denyveta Davis, LO

Denyvetta reminded managers that the retreat is scheduled for March 7, 2007 at the Oklahoma History Center. She advised that 25 will attend from Tulsa Library System and 12 will attend from Pioneer Library System. Denyveta stated that the joint retreat will be hosted by Tulsa next year.

Denyvetta stated that Info-Magazine is on PDF on the intranet webpage.

There being no further business, the meeting adjourned.

Next Meeting – February 21, 2007 at Ralph Ellison Library – 1:30p.m.