

**Metropolitan Library System
Manager's Meeting
Ralph Ellison Library
February 21, 2007
1:30p.m.**

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

Guest: Stacy Schrank & Stuart Williamson, PLA

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

I. Open Discussion

Room Manager – update – Stacy Schrank & Stuart Williamson, PLA

Stacy distributed to managers the new updated Room Manager cheat sheet explaining the new changes. Stacy will route additional cheat sheets to the managers. He stated that the cheat sheet will be used as a guideline in all of the training classes for Room Manager. Stacy demonstrated by PowerPoint an overview of the new changes added to Room Manager and advised that the changes will take effect on March 12.

Stacy explained that the Room Schedule, Reserve, and Query Selection tabs are the three main screens associated with Room Manager. The reserve component of Room Manager has the greatest amount of changes. He stated that Jimmy is still in the process of adding pop-up boxes. Kay added that the pop-ups are tools for help in reserving space.

Stacy encouraged the managers to update information after making changes to a reservation. He praised Stu for the dedication and work put into Room Manager and stated the importance of Stu being involved.

Kay urged managers to train their staff on Room Manager by March 12. In the Room Manager classes, Stacy stated that the class will be working on examples and Stu will teach how to spot errors.

Stu distributed to managers the ODL Survey and a letter advising what the survey is for. We agreed to conduct the survey the second week of April 2007. Stu added that the survey is a state requirement and surveys should be distributed in shifts. A total of 200 surveys are needed.

Denyvetta asked for feedback on the computer sign-up statistical information given by Stu at the last meeting. She also encouraged managers to share the information discussed in meetings with their staff. Managers stated that staff was pleased to learn of the information given by Stu.

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II. Sharing

Kudos

- Barbara, WA shared a great story regarding Kelly's excellent customer service skills while dealing with a 93 year old woman and her request for a calendar.
- Mary, DN distributed to managers a report by Phyllis Davidson on the book titled Black Belt Librarians by Warren Graham. Mary urged everyone to read the book. She also gave thanks to Fariba for making last minute preparations and getting publicity out for the YA program while Kim Edward the YA librarian was out on bereavement leave. Mary stated that this was one of the best programs.
- LaVetta, VI stated that Julianna Link is working on a report regarding the book Black Belt Librarians. She shared that Van Bielstein, VI page recently completed the Library Technician program at Rose State.
- Katrina, BE stated the Christine Bassett received her Bachelor's Degree and gave praises for her work on the displays at BE.
- Karen, ED had a successful teen game night on Friday. She stated that pizza was donated and Emily, OUT brought video games. Karen expressed her appreciation to Ann for her work in scheduling to prepare for Jack's rotation to ED.
- Phil, CH stated that two of his employees, Chris Carol and Angela Hill just started library school and are taking an on-line computer course.
- Melissa, DC stated that she started having pages do deliveries in circulation. She shared a letter that DC received from Steve, the new community room manager thanking the staff for helping him transition to his new position.
- Rosemary, CT gave kudos to the children's librarian for setting up rooms and having fun with the kids.
- Deb, MC praised her circulation staff for going above and beyond in providing customer service.
- Fariba, DN expressed her appreciation to all the librarians who helped with the clean-up process of the broken glass in the children's area.
- Denyveta gave thanks to Nita for preparing the refreshments for the meeting.

Misc. – Kay Bauman, LO

- Kay briefly discussed the urbanlibraries.org website. She encouraged the managers to go on site and read the "Making Cities Stronger" press release.
- Kay read two letters that Donna wrote to the commission regarding House Bill 2192 relating to membership of the Metropolitan Library Commission and House Bill 1715 relating to prohibiting certain children from accessing the Internet at public libraries.

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- Kay stated that Donna spoke about the house bills at X-change and what classifies as adult supervision. She also stated that three filters would be involved; the wireless hotspot, adult cardholders and student cardholders.
- Kay said that the Staff Association conducted a survey and the results have been distributed via the Staff Association representative to each agency. The Staff Association visited AdTeam to discuss the survey. Donna will answer any of their questions.

Other topics

Deb, MC advised managers of the Tech Support meeting on February 27.

Melissa, DC asked managers to read the article titled Going Mobile and suggested they discuss it at next month's meeting.

Kay discussed the strategic plan and asked the managers for their thoughts and ideas for our goals. She read five service responses from OLA and asked the managers for brainstorming ideas. She spoke on the process of identifying our goal and the benefit of achieving our goal.

Kay added that the purpose of our vision statement is to be recitable, memorable and meaningful and that employees can use as a guide. She asked managers to identify key elements to consider in our goals that would represent the vision. We also need to identify what benefits the customers will receive from the achievement of our goals.

Discussion on brainstorming ideas followed.

Kay gave appreciation to the managers for their time and thoughts on the responses.

III. Announcements/Reminders – Denyvetta Davis, LO

Denyvetta reminded managers that the retreat is scheduled for March 7, 2007 at the Oklahoma History Center. She advised managers of the behind-the-scene tour scheduled after lunch.

There being no further business, the meeting adjourned.

Next Meeting – March 28, 2007 at Bethany Library – 1:30p.m.