

**Metropolitan Library System  
Manager's Meeting  
Southern Oaks Library  
July 18, 2007  
1:30p.m.**

**Attending:** Denyveta Davis, Kay Bauman, Barbara Beasley, Rosemary Czarski, LaVetta Dent, Priscilla Doss, Mary Patton, Katrina Prince, Phil Tolbert, Randy Wayland, Fariba Williams & Deb Willis.

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

**I. Training & Development –**

**“How to be the Person Successful Companies Fight to Keep” by Connie Podesta**

Denyvetta shared a DVD by Connie Podesta entitled How to be the Person Successful Companies Fight to Keep. She informed managers that the contents of the DVD had been revised, reduced and manageable to observe within one hour.

After observing the DVD, Denyveta invited managers to share their thoughts of the video and advised that it is available in PLA Resource Library.

**II. Open Discussion**

**Unusual Incidents/Calling 911 – Denyveta Davis**

- Denyveta asked managers their understanding of when there's a need to contact 911 and if their staff has the same understanding. She advised of the expectation to contact police immediately in threatening situations and asked managers to empower staff to make clear decisions of contacting 911 when needed. Managers are in agreement to contact 911 when staff and customers feel threaten.
- Kay stated that Library Operations has received Unusual Incident Reports that indicate situations occurred where the police needed to have been called but were not. It is important that any staff member know that s/he may call 911 at any time. No authorization needs to happen prior to a person contacting 911.
- Denyveta informed managers she has heard a rumor that too many Unusual Incident Reports submitted to LO may be reflected negatively on their appraisals. Denyveta and Kay clearly stated that that is not true, purely numerical counts of incident forms submitted is not significant.
- On various occasions, Nita receives duplicate reports (original and faxed copies) that generates too much unnecessary paper. Denyveta asked managers to share with staff, if an incident occurs that warrants immediate action from Administrations while managers are out of the office, to have the staff fax the report to LO. Otherwise have the staff leave the report on the manager's desk for his/her comments and signature. Complete and submit the forms within 48 hours of the incident, when possible.
- Mary, DN, discussed customers who travel throughout the library system that have problems. Some of these customers have been banned yet still enter into the libraries because staff does not recognize them. Mary asked if the system would consider putting the customers' pictures on the Intranet to help staff identify them. Managers

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agreed having pictures could be helpful. Kay has concerns about doing this but will look into it.

- Kay requested more detailed information on the Unusual Incident forms. Denyveta, Linda and Nita are working together to revise the form to help prompt the person(s) completing the form. Denyveta informed managers that a draft of the revised form would be shared for their input prior to being finalized.
- Kay is concerned with some of the staff comments made on the reports. She advised the managers to review the form so that when others read the information it is clear as to what happened. Many times Kay and Denyveta have a difficult time determining what happened that was a problem. Kay asked that managers be sure to inquire with the involved staff and submit documentation to help determine whether there is a continuing pattern with the specific customer.
- Denyveta requested that managers speak with the parent or guardian when children are involved in creating an unusual incident.
- Nita always attaches all previous Unusual Incident forms involving the same customer (s) to the current form received.
- The purpose of Unusual Incident forms is to notify Library Operations and Security of truly unusual activities. Those that are extreme and those that are a clear problematic pattern are addressed in order to eliminate unacceptable behaviors.

**Other topics**

Mary, DN, has designed an application to be filled out by customers that have legitimate needs for more computer time. She stated DN staff are becoming more aware of customers needs and have begun looking into different avenues such as, allowing them to use the computer lab when no classes are scheduled. Mary asked managers to share this information with their staff. This is a pilot project designed to increase the usage of the computer lab and may require ongoing modification.

**III. MLS News/Updates – Kay Bauman, LO**

- Kay informed managers that printers will be changed over soon and training for System Reserves will begin on August 15, 2007. Stacy, Anne and Jimmy will be involved in the training process.
- Kay stated that according to Todd, CON, the Bond Project is going forward and is expected to go to the voters on December 11, 2007. This includes funding for the CH renovations, BI parking lot and the new NW Library. Donna and Kim will begin working on information about the projects.
- Allen Brown, RE Project Architect, Frank from the City of Oklahoma City along with Donna, Todd and Kay visited SO, MC and CT. The purpose of these visits was to share with Allen Brown the different examples of architecture and interior design in our system.
- Update on representatives to the Commission: reappointment of Judy Smith, VI representative; Alyne Strube, CT representative; Glenda Choate, the first

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representative from JN and Margaret Graham, LU representative. The first meeting for the additional Commission members will be held in August.

- Lloyd, BO, has begun preparing for the annual audit.
- Anne, IT, will be meeting with Cox regarding the new wiring and phone system coming soon at CH.
- Kay stated MaC will be reprinting the Joy of Subjects with a new title Browsing the Shelves: Your Guide to Nonfiction.
- Kay shared an email from Candace regarding the opening of the DN Café and employee discounts. The Café is scheduled to open in the next couple of weeks. Mary, DN stated ten Oklahoma authors will be coming to the Café and Buddy Johnson will be in the Café in two weeks.
- Kim is in the process of interviewing for the MaC Graphic Design position.
- Doug, BJ and Heidi are working on a video that would be useful to volunteers.
- Karen is working with Jimmy, Pauline and Heidi on the RFID sorter at the new sort site.
- Dana, OUT indicated 14, 392 children signed up for "Summer at the Library" last year. As of July 13, 2007, there have been 13,753 children to sign up.
- Kay stated Leadership MLS team is going well. The team has been working on developing a project proposal for submission to Kay. They will present the proposal to the AdTeam.
- Kay has plans to discuss the Strategic Plan with the managers at X-Change.

**IV. Kudos, ALA Report, & Misc. – Denyveta Davis, LO**

**Kudos**

Denyvetta shared thank you letters and appreciation notes from customers at various libraries. She shared these with the AdTeam this morning as well.

Melissa, DC created a Kudos board for staff with customer comment forms.

LaVetta, VI, shared a complimentary letter from a young customer.

**ALA Report – Denyveta Davis, LO**

Denyvetta shared some highlights of sessions she attended at ALA. She attended the Coretta Scott King book award breakfast program with about 800 individuals in attendance. She gave a brief summary of the San Jose Library's concept called the "San Jose Way", and how customers prefer staff to be more accessible. Denyveta also reviewed resumes and cover letters of individuals in transition between school and employment.

Denyvetta stated those who attended ALA gave reports and shared a lot of great stories and highlights of ALA at the AdTeam meeting.

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**Misc.**

Denyveta informed OLA SMART is hosting the "Black Belt Librarian" workshop in Okmulgee on August 20 and Mustang on August 21.

**V. Sharing Network – Deb Willis, Facilitator**

Deb briefly discussed items that managers brought for display. Items displayed were 2007 Consumer Action handbooks, quilting program posters, flyers/book by Xavier Garza, MetroOKC Guild flyers and newspaper articles.

Deb and other managers shared some of their desires for future renovations that have only been discussed with their staff.

**VI. Announcements/Reminders**

Encyclomedia registrations are due to LO by August 1, 2007.

Rosemary, CT, reminded managers The Choctaw Library Guild deadline for the Berniece W. Young Scholarship is July 31. The scholarship is for \$1,000 toward tuition, books or fees and was established to assist graduate students enter into the library profession or to advance in the profession. The scholarship will be paid in two increments of \$500.00 with one scholarship to be awarded for the 2007-2008 school year.

Randy, SO, informed managers of the South Oklahoma City Chamber of Commerce Annual Trade Show at Crossroads Mall on Friday, August 3, from 2p.m. to 6p.m. The SO Library will have a booth set up and Randy welcomed everyone to visit the show.

Phil informed managers Xavier Garza will be performing "Lucha Libre - The Man in the Silver Mask" in all of the libraries the week of July 23-27. The Hispanic Expo will be at the Oklahoma City Fairgrounds on July 28, from 10a.m. to 7p.m. Phil stated he was excited when the Midwest City Wrestling Federation donated a bell and sending two wrestlers to the expo.

Kay asked managers to respond to Stuart's request regarding the survey sent out on Wednesday, July 18.

Next Meeting – August 15, 2007 at Warr Acres Library – 1:30p.m.

There being no further business, the meeting adjourned.