

**Metropolitan Library System
Managers' Meeting
Edmond Library
September 12, 2007
1:30p.m.**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta Davis, Kay Bauman, Karen Bays, Barbara Beasley, Rosemary Czarski, LaVetta Dent, Mary Patton, Katrina Prince, Phil Tolbert, Randy Wayland, Melissa Weathers & Fariba Williams.

Meeting called to order at 1:30p.m., by Denyveta Davis, Director of Library Operations.

I. Open Discussion

Reserves System

- Denyveta asked the managers to share their thoughts on the new reserves system. Managers agreed the new system is going great.
- Kay asked what the advantages are in using the new reserves system. One advantage for many managers is less time handling books.
- Kay indicated that IT researched and tested many labels and occasionally, staff may find one label in the group that is bad.
- Managers discussed where labels should be placed on videos. Kay suggested it would be helpful if everyone agreed to placing labels in the same location on videos, as if they were books. Managers agreed.
- Kay stated how important it is to understand what's working and not working on the new system reserves. She invited managers to contact IT regarding computer questions and Stacy, PLA, regarding process questions.

Addressing Staff Issues

- Denyveta indicated that she is seeing an increase in staff conflict. She added, having staff conflicts disrupts the workplace and is having an affect on how we react toward each other and toward our external customers.
- Denyveta stated the importance of addressing these issues as they occur and asked that managers address any staff conflicts within their libraries. Some managers are already working with staff for solutions.
- She advised managers that it's appropriate to address problems with the individuals involved and to document the incidents. Praise staff when doing well and hold them accountable when conflicts are involved.
- Managers were invited to think of strategies for handling staff conflicts. Discussion will follow at the next managers' meeting.
- Kay advised managers to trust their own decision when having to address staff issues and by not responding to these issues, a problem may develop in the future.

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II. Kudos & Misc. – Denyvetta Davis, Director of Library Operations

Kudos

Denyvetta extended Kudos to CH for receiving 100% on accuracy and appearance of shelves during a recent site visit. She shared an article from The Daily Oklahoman picturing Phil, CH, and a wide variety of customer complimentary letters addressed to various libraries and staff members.

Misc.

Barbara, WA, shared that 145 people attended WA anniversary party, planned by the WA staff.

Denyvetta received correspondence from The Friends of MLS regarding placing labels on paperback books. Labels are being removed during the packing process in which, the books are sticking together and in many cases, books must be discarded.

Denyvetta asked managers to verify the before and after hours' phone numbers listed in the staff directory. Managers were asked to notify Nita of changes. She asked managers to be sure someone is available to answer calls between 8:00 a.m. and 9:00 a.m.

Final budget books for the fiscal year 2007-2008 were distributed to managers at the meeting.

III. MLS News/Updates – Kay Bauman, Deputy Executive Director of Library Operations

Ad Team Update

- Kay stated that Roy, HUM, has the ability to do statistical reports on where people are hearing of job positions.
- Eight members of the AdTeam traveled to Dallas to review the RFID sorter. Pictures of the sorter were taken and shown at the AdTeam meeting.
- Kay informed managers the Policy & Procedures committee has been working on many policies to be submitted to the AdTeam and soon new policies will be going to the commission.
- Donna, Executive Director, reported on the appointed and re-appointed Commission members. She is meeting with all the Commission members.
- Anne, IT, indicated the system reserves is live and has a different variety of issues.
- Ernestine, DEV, indicated Endowment Trust has three new trustees.
- Patrick, MTC, shared that with the new system reserves, MTC have already experience less time in returning reserves back to the service center.
- The safety committee still has elements to requirements that they are working through with HUM.
- Kim, MaC, is working on the requests for customer appreciation month in October.

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- Kim passed around a proto type of the new sign for VI.
- Candace informed that the Blood Pathogens safety training is going well.
- Todd, CON, indicated the Bond Project for BI, CH and the new NW Library was approved and going forward and is expected to go to the voters on December 11, 2007.
- Donna, Kim and Todd are in the process of scheduling a community meeting for the new NW Library.
- Karen, MSL, indicated ILL now has the capability to respond to system reserves within one or two days.
- Pauline, CAT, is working on overdue notices for customers.
- Kay extended Kudos to Denyveta for her review of the book "You don't need a title to be a leader", by Mark Sanborn in the September issue of Black Enterprise magazine.
- Kay reminded managers to visit the Intranet and view the new PowerPoint slide show for the Strategic Plan.
- Jeri Askins, Lt. Governor of Oklahoma has been confirmed to speak at Focus this year.

IV. Resource Sharing

Computer Use Group – Randy Wayland, SO

Randy indicated Stuart, PLA, provided statistics for the amount of time that customers are using the computers. He stated that the Computer Use Group along with Jimmy and Anne, IT, have been addressing some of the concerns that have been voiced about the computer usage.

The first proposal suggests that on:

- Monday-Saturday: When there are customers who have been waiting 10 minutes or more, those who have already used 75 minutes today may not sign up for additional time.
- Sunday: When there are customers who have been waiting 10 minutes or more, those who have already used 45 minutes today may not sign up.

The second proposal was referred to the Computer Use Group from the Tech Support to develop a way to add another element to the computer screen that Let's others know when someone has stepped away from the computer for a moment. The proposal will place a "park" button for the customer to select when s/he needs to leave for less than five minutes.

The third proposal refers to computer sign-up near closing time. Randy stated that Jimmy, IT, proposed terminating the requirement of not allowing customers to sign up for computers 15 minutes prior to closing. This proposal would allow customers to sign up 15 minutes prior to closing with no guarantee a computer would become available before closing. Computers will automatically shut off 5 minutes prior to closing. Jimmy indicated he would like to implement these proposals by October 1, 1997.

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Kay talked with the managers about visitors' cards and stated there is at least one library not using visitors cards for the intended use. If customers prefer not have a library card, they may be issued a visitors card. Kay advised managers to encourage customers to apply for library cards. When a customer's card has a stop on it, staff may choose to give the customer courtesy time to use a visitor's card. Kay urged that staff use the guidelines written up on computer use and are posted on the intranet.

Cash Deposit Training/Guidelines – LaVetta Dent, VI

LaVetta informed she has implemented a cash deposit guideline book to be used as a training tool for VI staff. These guidelines and procedures are used during individual practice sessions to help minimize discrepancies in deposits.

Black Belt Librarian workshop – LaVetta Dent, VI

LaVetta briefly discussed issues addressed at the Black Belt Librarian workshop. Issues addressed included policies, rules and regulations focusing on behavior using no bias, controlling library environment and training staff. LaVetta will transfer this information to the "M" Drive.

BCALA Conference highlights – Phil Tolbert, CH

Phil shared highlights of attending the Black Caucus of the American Library Association conference on August 2-5, in Fort Worth, Texas. He visited one of the Fort Worth branches that serves the Hispanic community and met with the manager.

Other topics

Barbara, WA, is excited about the wonderful programming WA has for young adults.

Denyvetta informed that the remaining two assistant managers will complete their rotation of the JEOP program at the beginning of October. Until further notice, new rotations with assistant managers will not take place at this time. She indicated how well the manager rotation and shadowing is working out and asked managers to inform Nita by email of their completion.

Denyvetta distributed copies of the "Character First" topic for September. It is "Security." The key concepts are: Lay a Foundation; Build on Principle; Make necessary repairs; Weather the storm; and be a refuge. Denyvetta asked that it become part of their spirit and behavior.

Denyvetta extended appreciation to those managers who rotated at DC during Melissa's absence.

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V. Announcements/Reminders

- October is customer appreciation month.
- Service Plans are due on October 1, 2007
- FOCUS – October 8, 2007

Next Meeting – October 24, 2007 at Village Library – 1:30p.m.