

**Metropolitan Library System
Managers' Meeting
Ralph Ellison Library
February 20, 2008
1:30p.m.**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta Davis, Kay Bauman, Karen Bays, Barbara Beasley, Rosemary Czarski, Priscilla Doss, Mary Patton, Katrina Prince, Phil Tolbert, Randy Wayland and Melissa Weathers.

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

I. Open Discussion

➤ **Follow-up: Topics discussed at previous meetings**

System Thinking

Managers shared their learning experience after attending the "Whole System Thinking" workshop, and how their understanding of system thinking has impacted decisions made within the workplace to strive towards what's right for the customers as well as the system as a whole.

Staff meetings

- Denyveta asked the managers to share with staff, minutes from the managers' meetings and to be certain that information discussed are accurately indicated in their staff minutes.
- Kay stated that it's very important that both local and system level decisions are being discussed during staff meetings. She stated that staff should also be aware of system level decisions and requested that information discussed be reflected in their minutes.
- Staff members are encouraged to read the system level minutes that are posted on the Intranet monthly.

On-line staff meeting – Mary Patton, DN

Mary shared copies of the DN Library's first online staff meeting held in January and briefly discussed the formation of the meeting. She stated that Buddy Johnson, DN, provided a link to the common craft website that guides staff to view a video explaining how to use the Wikis Website Program. Wiki is a program that transforms from a webpage into a document that allows staff members to coordinate, share, edit and save information on the same document. Once information is saved, the document transforms back into a webpage.

The video may be viewed at www.commoncraft.com/video-wikis-plain-english. Mary is most interested in developing a plan that will make noticeable improvements. Kay will meet with Jimmy and Anne about what we need to consider for a program of this kind and the need to establish parameter guidelines.

➤ **Print management system & reference services – Tax forms**

- Kay stated that questions are often asked regarding the AS100 Reference Service policy as well as tax forms and how the policy has been impacted by the print management system. The reference policy was last revised in January 1998.

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Ralph Ellison Library
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- With brief discussion, Kay reviewed the Special Approaches section of the policy on page 4, and it clearly states, "The library does not provide tax forms. Customers should be referred to the appropriate state or federal agencies. They may use the Internet to do their own searches. Staff will not print tax forms from the Internet." Additionally, the policy also states "The following policy guidelines are not rigid rules or strict limitations. They should be interpreted and applied with professional judgment and professional conduct in serving the library's public." Kay will forward an email that suggests how to follow the intent of the policy with the tax forms and the new print management system.
- She discussed the policy with Donna, Karen, Denyveta and Jimmy and confirmed that they are supportive of the interpretation. Locations without print management systems are CH & DC but they will receive theirs shortly.

➤ **Concepts**

Self pick-up of reserves

Denyvetta invited managers to share their thoughts about the concept of self pick-up of reserves. The managers are favorable of this concept with some reservations concerning privacy issues and how these issues will be avoided.

Kay indicated some issues will need to be resolved before moving forward.

Express check out/circ desk

Denyvetta shared that the Boston Public Library has a layout at their circ desk where the express check out is on one side of the desk and staff with computers are on the other side to provide help or answer questions if and when needed. After a brief discussion, Kay advised managers that we are considering this arrangement with the redesign of RE and the new building for the NW Library.

II. Kudos & Budget, Character First & Misc. – Denyveta Davis, Dir. of Library Operations

Kudos

Denyvetta shared an email that Priscilla received from a BI customer expressing gratitude for excellent customer service received from David French, Librarian and BI staff.

She also received an email that Deb, MC received from a customer stating their appreciation for MLS resources and online services provided to our customers.

Denyvetta shared an article from Melissa, DC of the Sunday Sun Newspaper featuring stuff animals and dolls at DC.

Priscilla shared a newspaper photo of staff working on the RFID at BI.

LaVetta announced that the VI Friends approved a \$10,000 grant to purchase supplies for the new children's area at VI.

**Metropolitan Library System
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1:30p.m.**

Budget

Denyveta asked Patrick, MTN, to begin meeting with the managers regarding facilities budget for 2009. Dan Holman, the new Facilities Project Manager is facilitating the meetings.

Kay suggested contacting Lloyd, BO, for assistance from the new Facilities Project Manager, Dan Holman. Lloyd distributed the budget timeline in the AdTeam meeting with budget requests due in April, 2008.

Denyveta requested that managers plan ahead and add requests in their service plans.

Character First & Misc.

Denyveta briefly discussed the "Character First" for this month: "Deference vs. Rudeness." She stated the key concepts for deference are related to minding your surroundings, noticing others by being aware of what they are doing, respecting and considering others differences and preferences when making decisions. She asked managers to share these topics in their staff meetings.

The managers have been rotating to RE the last six to eight months. While continuing to interview for the management position at RE, Denyveta asked the managers for any ideas they may have to assist in the hiring process. She welcomed feedback from the managers.

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

Ad Team Update

- Kay indicated that the Service Center bids have gone out.
- LWPB Architectural firm will be designing the NW Library and the interior designers are Richard+Bauer. Donna, Todd and Kay will be taking a trip to Phoenix to view several libraries designed by Richard+Bauer.
- RE Team are working on the RE plans and have been meeting with Architect, Allen Brown, whose overseeing the project. The planned implementation date for the project is August 2008. RE will close during the project for 9-12 months.
- At the February 13 Ad Team Meeting, the Policy & Procedures Internal Committee distributed a draft version of the Rules of Conduct. MLS attorney has reviewed it and provided comments. These comments and those of the managers', Security Manager and the Director of Human Resources have been integrated and will now be forwarded to the Public Service Commission.
- Service Principles were discussed.
- According to MLS attorney, photos of banned customers may be posted via internal Intranet. Discussion followed.
- Kay indicated the Safety Committee has updated the Quarterly Facility Checklist and should now be submitted to Candace, LO. She informed the quarterly

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checklist is also facility related and safety related issues will be reviewed by the Safety Committee.

- Todd indicated the NW Library is moving forward. The tentative implementation and completion dates are March 4, 2009 through December, 2009. The completion rate is at 65 percent on the documentation for RE. Funds were received for the old DN building.
- Donna Morris indicated the legislative process has begun and there are 62 bills that may have an impact on the libraries.
- Lloyd introduced the new Facilities Project Manager, Dan Holman.
- Anne, IT, anticipate the RFID project at WA to be complete on February 27. VI is next to begin RFID tagging followed by BE.
- The book sale begins on February 23. Karen, MSL, indicated that a selection has been made for the ILL position.
- Kay informed managers of the bomb threat that took place at the DN Library on February 19. In the future during cases of this nature, someone will be designated to contact the other libraries.

IV. Resource Sharing

Facilitator – Priscilla Doss, BI

Priscilla briefly discussed and shared articles on work related stress. She read excerpts from books written by John Morreall, PhD., titled Human Works and Free for All written by Don Borchart. She distributed pamphlets titled Biblia's Guide to Warrior Librarianship: Humor for Librarians Who Refuse to Be Classified written by Amanda Credaro.

Priscilla stated a few common causes of work related stress as follows:

- Unreasonable demands of performance and fear of losing one's job.
- Lack of interpersonal communications between employer and employee.
- Long working hours and less time with families.

Interfiling of Reference Collection (update) – Melissa Weathers, DC

Melissa informed managers that the labels ordered from DEMCO for the project arrived defective and indicated that Karen, MSL, re-ordered labels from a local vendor. DC is still in the process of weeding the reference collection in preparation for interfiling them with the regular collection.

VI. Announcements/Reminders

Tri-System Managers Retreat – National Weather Center, Norman – March 6, 2008.

Next meeting date scheduled – April 16, 2008 – Capitol Hill Library at 1:30p.m.