

**Metropolitan Library System
Managers' Meeting
Bethany Library
June 18, 2008
1:00p.m.**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta Davis, Kay Bauman, Karen Bays, Barbara Beasley, Rosemary Czarski, LaVetta Dent, Mary Patton, Joanie Porter, Katrina Prince, Phil Tolbert, Randy Wayland, Melissa Weathers and Deb Willis.

Guest: Stuart Williamson, PLA

Meeting called to order at 1:00p.m., by Denyveta Davis, Director of Library Operations.

I. Open Discussion

Information used to evaluate staffing request – Stuart Williamson, PLA

Stuart distributed to the managers, packets containing charts and graphs of staffing information that details the workload at their libraries. He is revising the information that is used in making staffing decisions. All of the information used comes from each of the managers. Stuart asked managers to gather and forward to him within the next couple of months, the number of reference and service points where assistance is provided to the public. A set of assumptions and observations will be use at each library based on the need for staffing and will be evaluated by the data used.

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Kay introduced Jana Hausburg, CAT. She is a member of the Leadership MLS class and will attend various meetings throughout the system.

Monthly data charts – Stuart Williamson, PLA

Stuart gave a PowerPoint presentation to share with managers how they can review the monthly data charts on PDF. Information is updated monthly on the Intranet.

Security Guards – Denyveta Davis, Director of Library Operations

Denyvetta informed managers of instances where security guards have been asked to remain at the libraries beyond their regular scheduled hours for non-emergencies. She indicated there is extra money in the budget for security staff remaining for emergencies only and asked the managers to share this information with staff.

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

Kudos

Denyvetta received from Joanie, several thank you notes retrieved from RE suggestion box stating that customer service is fabulous at RE and praises to LaWanna for being a great worker. Joanie and Kim received appreciation comments from customers for hosting the Juneteenth expo this past Saturday, for promptly informing customers of the upcoming closing of RE and allowing members of "The Firm" exercise group to use the library for meetings.

Denyvetta received from Susie, CT, an article from the Sun Newspaper highlighting the Summer Reading kick-off. 128 children have participated at CT Library. Susie received a compliment of special thanks.

LaVetta, VI, received a thank you note from the "Oklahoma Right Now" group for the use of VI meeting rooms. Deb, MC, received thank you notes from the Girl Scouts for allowing them to use the library for their meetings.

Melissa, DC, forwarded an appreciation email to Deb Willis thanking Fariba for allowing pages to assist at DC.

Character First

Denyvetta briefly discussed the "Character First" for June: "Alertness." Being aware of what is taking place around us so we can have the right responses. Keep eyes and ears open; connect signals with meaning; tell those affected; act immediately and take time to analyze.

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Misc.

Denyveta asked managers to inform staff to be sure and model that library users are no longer known as patrons but are now referred to as customers.

Denyveta was asked to share with the managers, a note received through "Ask a Librarian", requesting that when sending and checking out DVD's to be certain that the items are in the boxes.

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

Ad Team Update

- The Rules of Conduct was approved to go to the Commission on June 19. Once approved, Kay will figure a way that it will be introduced to staff and customers.
- In cases when Internet monitoring is requested, Kay prefers an email or phone call to herself or Jimmy and justification for the monitoring in writing. Internet monitoring will take place by Jimmy, IT. Brief discussion followed.
- Kay briefly discussed formal and informal incident reports and requested when incidents occur, that staff try to obtain and document additional information to identify the correct person(s) causing the incident. This will assist in the decision process when issuing warning or ban letters.
- When customers contact libraries to report problems paying fines or other charges on their credit cards, it's requested that staff direct customers to 606-3849. This phone number will specifically handle credit card issues only.
- Kay indicated that the lease agreement on the Hollywood Video building will be signed on June 19, as a temporary establishment for RE. All items must be moved out of the RE building by August 18.
- Interior designers, Richard+Bauer of LWPB Architectural firm in Phoenix are DN administering charettes for the new NW Library.
- ALA begins June 25 through July 1 in Anaheim, CA. Both Kay & Denyveta are leaving for ALA on June 26. MaC is receiving an honorable mention at ALA for their Oklahoma Images bookmarks.
- Kellie Bradford's last day of employment with MLS was Monday, June 16. The Planning Specialists position has been posted.
- Kay informed that the position for the new NW Library manager is in the budget for October.
- Denyveta indicated that MLS has contracted Right Management to review performance standards and informed that Randy, Barbara, Karen and LaVetta are representing the managers. Denyveta, Barbara and LaVetta met with Gerrilyn of Right Management on June 9 & 10 and informed the meetings went smoothly as they were impressed with Gerrilyn's confidence.

IV. Resource Sharing

Facilitator – Barbara Beasley, WA

Barbara briefly discussed the ChaCha.com website where consumers may asked questions and receive answers in response to their questions. She spoke on what is a leader and contingency planning.

VI. Announcements/Reminders

Commission Meeting – June 19, 2008 – Southern Oaks Library - 3:30p.m.

Next meeting date scheduled – July 16, 2008 – Southern Oaks Library - 1:30p.m.

Mildred Laughlin Festival of Books for Young People – October 30, 2008 - Stillwater Public Library – 8a.m. – 4:30p.m.