

**Metropolitan Library System
Managers' Meeting
Midwest City Library
(hosted by Rosemary Czarski, CT)
September 17, 2008
1:30p.m.**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta Davis, Kay Bauman, Karen Bays, Barbara Beasley, Rosemary Czarski, LaVetta Dent, Priscilla Doss, Mary Patton, Joanie Porter, Katrina Prince, Randy Wayland & Melissa Weathers.

Guest: Stuart Williamson, PLA

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

I. Telephone Survey – Stuart Williamson, PLA

Stuart briefly discussed the 2008 Telephone Survey and distributed hand-outs of questions asked on the survey. He indicated that the baseline survey measured the awareness in the community and results may be found on the Intranet under Reports & Statistics.

Stuart invited managers to contact him with any questions they may have regarding the survey and encouraged them to share with staff. The follow-up survey will be at the end of the Strategic Plan in 2012.

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

Kudos

Randy and Cheryl, SO, attended a tradeshow at Crossroads Mall. Randy attends annually and expressed his excitement of meeting and educating people about services offered at the library.

Denyvetta received a Metro Newspaper article from Melissa highlighting a handwriting analysis program held at DC. Phil forwarded a note from a CH customer who donated books to the library to show his appreciation to staff for assisting with information regarding sign language.

Rosemary, CT, participated in a program at the Eggs & Issues breakfast meeting. Katrina, BE, shared an appreciation letter that Daniel received for his participation in the community fair. Karen, ED, gave kudos to Abe who received an appreciation note from a customer for always assisting him at the library.

Denyvetta expressed her appreciation to Randy, SO and Katrina, BE for participating in the Manager of Library Operation interviews. She extended thanks to Joanie for filling in as provisional manager at RE and informed that Joanie will transition back to associate librarian beginning Monday, September 22.

Mary, DN, has agreed to continue her duties for a couple of weeks once Julie arrives as Manager of Library Operations.

Character First

Denyvetta shared the "Character First" for September: "Truthfulness vs. Self Pity." Earn future trust by accurately reporting past facts. She shared that the five keys to truthfulness are: Face the facts; admit mistakes and wrong doing; don't cheat or steal; encourage others to be truthful and do not exaggerate.

Misc.

Denyvetta asked managers to forward their 3rd quarter safety training forms to her by September 30.

NAPA donated book bags to the library that states, "Read more books." Denyveta advised that the bags were not donated for advertisement reasons but to encourage reading and may be used to place books in upon check out. Nita will forward bags to the libraries upon the managers' request.

Julie Ballou will assume the position as Manager of Library Operations, DN on Monday, September 22 and Michael Owens as Manager of Library Operations, RE on Monday, October 6. The Manager of Library Operations position at MC is still open at this time.

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

Ad Team Update

- Teresa is working with Todd, CON, to have pictures of the NW Library, RE and the new service center put on the Intranet for staff viewing.
- A meeting with the NW Library architects took place on September 16. Kay stated that the NW Library is making good progress. RE groundbreaking took place on September 9.
- Stuart is working with Randy, SO and Phil, CH to calculate the number of shelves needed at their libraries. SO is the next renovation that Todd is working on.
- Lloyd indicated the audit should be complete soon for submission to the Commission.
- IT is in the process of working on the RFID for the NW Library. MSL placed the first order of MP3 players which should be arriving in a few weeks.
- Candace set the open house date for December 11 with Noon Tunes and the Library Commission Meeting on the same date. She will forward the managers information for participation.
- Kay participated in interviews with the MLS Leadership Class II.
- The performance appraisals with Right Management are still in progress. Barbara, LaVetta, Randy and Karen are representing the library managers during this process.
- Todd, CON and Karen, ED met with Edmond city managers and traffic controller on September 16 regarding adding 20 additional parking at ED Library.
- Todd indicated November 18, as the tentative date to meet with the city regarding the NW Library and July 14, 2009, as the tentative date for groundbreaking.
- Donna informed that two new commissioners are on the Administrative & Personnel Committee and Penny McCaleb has been reappointed.
- The deadline for managers to complete their goals for the Strategic Plan has been extended to November 3. Future service plans will be due October 1. We will work toward all of the responses each year. Additionally, we identified the responses we will emphasize each of the years of this Strategic Plan:
 - FY 2007-08 Know How to Find, evaluate & Use Information: Information Fluence
 - FY 2008-09 Connect to the Online World: Public Internet Access
 - FY 2009-10 Visit a Comfortable Place: Public & Virtual Places
 - FY 2010-11 Satisfy curiosity: Lifelong Learning
 - FY 2011-12 Choose from the 4 responses
- Stuart & Kay have been working together reviewing the commission packets with anticipation of presenting the goals to the Commission in October. They plan to meet with Doug, MaC.

V. Resource Sharing

Facilitator – Katrina Prince, BE

Katrina distributed a hand-out entitled, "Library Succession Planning: The Need and Challenge" by Vicki Whitmell with brief discussion regarding the large amount of baby boomers that are ready to retire and the need for librarians to have a plan.

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Online Unusual Incident form – Mary Patton, DN

Mary, DN shared that Chris Larwig and Stuart Williamson developed and implemented a one-page unusual incident report form that may be used in-house only. Managers liked the idea. Kay will meet with Denyveta and Linda to review the form before making the decision to switch over system wide.

October is customer appreciation month.

VI. Announcements/Reminders

Next meeting – October 22, 2008 – Village Library - 1:30p.m.