

**Metropolitan Library System
Managers' Meeting
Village Library
October 22, 2008
1:30p.m.**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta Davis, Kay Bauman, Julie Ballou, Karen Bays, Barbara Beasley, LaVetta Dent, Priscilla Doss, Chris Kennedy, Michael Owens, Katrina Prince, Phil Tolbert, Randy Wayland & Melissa Weathers.

Guest: Todd Olberding, CON

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

I. Introductions – Denyveta Davis, Director of Library Operations

Denyvetta introduced the three new Managers of Library Operations, Michael Owens, RE; Julie Ballou, DN; and Chris Kennedy, MC and asked that they share comments regarding their new positions in the system.

Michael has been manager at RE for 2½ weeks and is pleased with the reception he received. He's very excited about building trust between himself and RE staff and stated that staff has been very supportive and ready to move in a positive direction. Michael has made a radio appearance and met several members of the Special Friends of RE Library.

Julie has been the DN manager for one month now. She's excited about building trust with the DN staff and very happy about learning new experiences and being able to share her prior knowledge with the DN staff.

Chris has been in his new role as manager at MC for two days and stated he and the MC staff is very excited about his joining Metropolitan Library System. He's been speaking with the pages regarding changes he would like to implement. The managers introduced themselves to Michael, Julie and Chris.

II. Partner update – Construction projects – Todd Olberding, CON

- Denyveta introduced Todd and informed that he has agreed to attend the managers' meetings periodically to keep the managers updated on construction projects.
- Todd indicated that CON is working with Teresa, PLA to design a website. He shared and displayed plans of the three construction projects on the way.
- The first project under construction is the new Service Center located at 300 NE 50th with hopes to open in fall 2009.
- The second project is RE Library with an anticipated completion of construction in June 2009 and the idea of opening in August 2009, before school starts. Todd and Michael reviewed the drawings and plans on Tuesday, Oct. 21.
- The third project is the new NW Library which is expected to open the latter part of 2010 or early part of 2011.
- Todd is working with Randy on the SO project and stated the city has a desire to hire an architect in December 2008 or January 2009. Funds were provided for renovations at BI and CH in the 2007 OKC General Obligations bond package. CH is scheduled to start construction in 2010. This means that OKC will need to hire the architect in 2009. Construction for BI is currently anticipated to start in 2012.
- Melissa, DC is on the Del City Community Center Renovation Committee assisting with long range plans for on the DC Library.
- Edmond is also working on plans to build a new library.
- Donna and Todd will meet with the City of Oklahoma City on October 30 to speak about future plans to buy land for a possible NE Library. Using the NW Library as an example, taking over 35 years to complete from inception, it is not too soon to start the planning process.

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III. Open Discussion

Book drop – holidays, closings

The managers briefly discussed their methods of clearing book drops during holidays and library closings.

Teen customers

Denyveta informed the managers that she has received phone calls from customers with concerns regarding teens in the libraries and having more than one person to a computer. She asked that staff understand that teens are customers with rights to use library services, but to immediately address any behavior problems that may occur. Denvyetta, Kay and Linda are currently reviewing the online unusual incident forms.

Denyveta asked managers to review the ALA Citizen's Bill of Library Rights with staff.

Handbook for relief staff

Denyveta invited managers to provide her with feedback by October 31 regarding contents of the relief staff handbook. She indicated that each location will be provided a handbook for relief staff to review.

IV. Kudos, Character First, & Misc. – Denvyetta Davis, Director of Library Operations

Kudos

Denyveta extended kudos to Nita for coordinating the managers' luncheon. Denvyetta received from Fariba, a thank you note from the Renaissance Run group at Midwest City Medical Center. She received from Priscilla, a thank you note from a BI customer expressing gratitude to BI staff.

Karen, ED, attended secret shopper's session at PLA and shared the positive feedback ED has received since implemented secret shopper at the ED Library. ED is closed for new carpet and will reopen on October 30.

Denyveta received a Kids Count Magazine from Nita highlighting activities presented at several of the libraries. LaVetta gave kudos to Julianna for setting up the meeting room before meetings.

Character First

Denyveta shared the "Character First" for October: "Obedience vs. willfulness." Obedience is quickly and cheerfully carrying out the direction of those who are responsible for me. She shared that the five keys to obedience are: Get full instructions; have a good attitude; act immediately; go the extra mile and follow the rules. Managers may contact Nita for copies.

Misc.

Denyveta distributed to the managers, forms to be filled out by customers when requesting to speak at commission meetings. She addressed a customer's concern regarding inadequate information given regarding speaking at the October 16 Commission meetings. Denvyetta indicated that staff should have knowledge of the commission meeting locations, dates and time. She asked the managers to ensure that staff read the commission packets and executive director's reports. Kay briefly discussed the customer's negative experience in the library by receiving inadequate information from staff.

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

Ad Team Update

- Kay informed the managers that the Family Talk Issues will be addressed at the November Commission meeting. She indicated that Donna has pictures reflecting where all of the libraries family talk shelves are located.
- Effective December 1, the DN back alley parking for staff will be closed due to construction. The RSS Feed went live.

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- This year at FOCUS, Donna, Todd and IT's sessions were the direct results of last year's leadership class during FOCUS.
- Kay forwarded an email to staff highlighting the activities for the first year of the Strategic Plan with a provided link to the PDF webpage. Summer Reading survey is on CyberMARS and the Leadership MLS Class II graduation will take place on November 5.
- Kay is currently working on the NW Library shelving and the furniture, fixture and equipment for RE. Denyveta, Kay, Todd and Michael will meet on October 29 to discuss the furniture, fixture and equipment for RE.
- Kay asked managers to consider different options before agreeing to leave without pay when staff is ill with no available sick leave. She recommended that managers communicate with staff before leave is up.
- The Policy & Procedures Committee is working on updating policies with anticipation of combining all fee schedules into one policy. An update to the Civil Rights policy is currently being worked on. SF 600 Travel and Registration Expense Reimbursement Policy, SF 600.1 Travel and Related Expenditure Procedures and Guidelines, and SF 600.2 Mileage Reimbursement Guidelines has been revised and uploaded to the Intranet. Lloyd will forward additional information from the BO as it becomes available.

VI. Resource Sharing

Facilitator – LaVetta Dent, VI

LaVetta distributed hand-outs and briefly discussed the five dysfunctions of a team as follows: Absence of trust; fear of conflict; lack of commitment; avoidance of accountability and inattention to results. The team building roadmap is building trust; mastering conflict; achieving commitment; embracing accountability and focusing on results.

Customer Appreciation Month activities

Managers shared activities initiated at their libraries to express appreciation to the customers during customer appreciation month.

Denyvetta distributed articles regarding bullies in the workplace. Discussion will take place at the next meeting. Katrina and Priscilla attended the Adult Services meeting.

VI. Announcements/Reminders

Next meeting – November 12, 2008 – Downtown Library - 1:30p.m.

Open House – December 11, 2008 – Downtown Library