

**Metropolitan Library System
Managers' Meeting
Warr Acres Library
November 12, 2008
1:30p.m.**

"Your Inviting, Innovative Link to the World"

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

Guest: Anne Fischer, IT; Pauline Atkins, CAT; Stacy Schrank, PLA

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

I. ILL Demo – Pauline Atkins, CAT & Anne Fischer, IT

- Pauline expressed appreciation to Anne, IT, for her assistance demonstrating the new ILL system. She also extended thanks to Jimmy, IT, for integrating circulation ILL into the regular circulation system. He created a new ILL client list that allows the ILL department the ability to download a list of customers whose materials are ready for pick up.
- Pauline informed that the new system will not print ILL labels if a stop is on a customer's card but asked that staff continue to check cards for problems before sending requests in. She informed them that ILL labels will still be bright red to identify ILL materials. ILL materials will be sent in regular crates, with no routing slips. Labels will no longer show due dates, they will be on customers receipts and the two weeks due date begins when are checked out. The first batch of labels will arrive on November 26 and managers will receive labels on December 1.
- ILL request forms are still in effect and managers were advised to keep copies for customer service purposes. Customers will automatically receive either an email or paper notification when requested materials arrive. Customers with materials 60 days past due will automatically receive a bill and will have the ability to pay overdue fines with credit cards. Fees will remain at 50 cents per day, a maximum of \$30 dollars.
- In the event customers do not pick up their requested ILL materials in 7 days, they will need to re-request the items. Unclaimed materials will appear on SR pull lists. Pauline asked that they be routed back to ILL. Libraries should receive either ILL materials or unfilled notices within 30 days of request. Pauline has hopes of implementing the new system by December 1, 2008.
- Pauline is scheduling ILL training sessions next week with hopes to facilitate afternoon trainings at DN, MC and VI. She asked managers to allow one or two employees to attend a session so they may return and train the staff.

II. Training info/updates – Stacy Schrank, PLA

- Stacy distributed to the managers a list of employees who have not completed the sexual harassment training. He informed that PLA purchased through Coastal Training, 100 seats for an on-line sexual harassment training that will be offered to employees who have not completed the training.
- Coastal Training has an e-campus that generates messages by e-mail regarding training. The Library System will need to determine how to handle this and will get back with managers about it.
- In the event an employee begins a training session and has to stop before it is complete, the employee must resume training within 30 days or retake the class. A test is included at the end of the training session.
- Stacy indicated the City of Edmond has partnered with the Central Oklahoma Municipal Training Alliance to find effective ways of training employees. Stacy and Ric, HUM, attended the first meeting on October 30. Stacy informed that classes would be held at Rose State.
- Stuart is working to add the survey of evaluations from FOCUS on the Intranet.

III. Open Discussion – Denyveta Davis, Director of Library Operations

Denyveta invited managers to share theme ideas for the 2009 Tri-system retreat. She indicated that Tulsa system plan to host the 2009 retreat in the new 400 plus seat auditorium at the Hardesty branch. As soon as Denyveta receives more information, she will share it with the managers.

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Managers briefly discussed the Prepare Training session. Denyveta requested that managers be certain all employees attend the Prepare Training and Rules of Conduct sessions. PLA is working on providing other options to employees who are unable to attend trainings during the daytime.

Other topics

Managers briefly discussed customers' phone use in the library.

IV. Kudo, Character First, & Misc. – Denyveta Davis, Director of Library Operations

Kudos

With Barbara's assistance, Denyveta shared a 5 minute video titled, "Who I am makes a Difference". She expressed kudos by presenting each manager with a blue ribbon to wear and one additional ribbon to be given to others who have made a difference in their lives. Denyveta also shared this video during the daily link.

Denyveta received from Priscilla a thank you card from a kindergarten class in the BI area. She shared that she receives monthly reports from Priscilla outlining projects and activities completed during the month at BI.

Denyveta received a note from Chris retrieved from MC comment box stating "the library rocks." She informed that ED was visited by another mystery shopper and asked Karen to share some of the positive comments received from the shopper.

LaVetta extended kudos to Angie, VI new adult librarian. Angie created an Olympic theme for a program using eight medals and eight country stations. A medal could be found in each country. Julie, DN invited managers to visit the KGOU website to listen to an audio clip of Sheldon being interviewed about the American Indian Heritage Celebration.

Character First

Denyveta shared the "Character First" for November: "Gratefulness." Letting others know by my words and actions how they have benefited my life. The five keys to gratefulness are: Identify benefactors; show appreciation; care for possessions; simplify expectations and count your benefits. Managers may contact Nita for copies.

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

Ad Team Update

- Kay informed that the deputy executive directors, Donna, Ric and Roy met with Right Management on November 7 to review a final draft version of the performance evaluations. She indicated progress is being made and a final draft should be received soon. There is no set date as of yet.
- Kay explained to the new managers, the MLS relationship with Right Management. LaVetta, Barbara, Karen and Randy are representing the managers.
- Heidi Port provided a schedule of volunteer activities for next year. Candace informed that DN open house is scheduled for December 11, the same day as Noon Tunes and the Commission meeting.
- The NW Library community meeting is scheduled for December 2, at the new John Marshall High School. Todd and Donna met with the City of Oklahoma City regarding the new NE Library and gave a presentation showing graphics of different locations. Kay indicated the city was very impressed with their presentation.
- Donna indicated OLA has a new lobbyist.
- IT will be upgrading the nonstop system during the Thanksgiving weekend.
- MaC is in the process of ordering holiday cards. Additionally, MaC has ordered biodegradable green book bags that will be made available for customers to purchase for \$2.00 each.

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- Dana, OUT, stated about 100 people attended the Nerdfighters program DN.
- X-Change meeting is scheduled for DN on Monday, November 17, at 2:00 o'clock p.m. Donna will discuss salary and staff survey at the meeting.
- ED new carpeting has been completed. Progress continues on RE furniture, fixture and equipment, the NW Library floor plans and SO.
- Leadership MLS Class II has graduated. AdTeam has reviewed two proposals developed by the leadership class. We will hear more information regarding the next leadership class after the New Year.
- Kay stated we're in the preliminary stages and the key element is a way to submit what is being done. She asked managers to forward suggestions to her.

VI. Resource Sharing

Facilitator – Phil Tolbert, CH

Phil briefly discussed an article he forwarded to the managers entitled, "Timeout". The article reflects on President Elect, Barack Obama and how he refers to libraries as a window to the world.

Tech Support Report – Katrina Prince, BE

Katrina distributed and briefly discussed the Tech Support minutes from October 28.

Other

Denyveta distributed an article entitled, "Stress Management" by Bonnie A. Osif. Discussion will take place at the next meeting.

Denyveta informed the managers the DC Manager of Library Operations position is now open and she is in the process of finding a team to conduct the interviews.

VII. Announcements/Reminders

Next meeting – December 17, 2008 – Downtown Library - 1:30p.m.

Open House – December 11, 2008 – Downtown Library