

**Metropolitan Library System
Managers' Meeting
Belle Isle Library
February 25, 2009
1:30p.m.**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta Davis, Kay Bauman, Julie Ballou-DN, Karen Bays-ED, Rosemary Czarski-CT, LaVetta Dent-VI, Priscilla Doss-BI, Chris Kennedy-MC, Katrina Prince-BE, Michael Owens-RE, Jamar Rahming-DC, Phil Tolbert-CH & Randy Wayland-SO.

Guest: Christine Fox-Luton & Jayme Howard, OKDHS Foster Care Recruitment.

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

I. OKDHS – Christine Fox-Luton & Jayme Howard

Public Awareness

Ms. Fox-Luton and Ms. Howard discussed opportunities for libraries to partner with the Oklahoma Department of Human Services to raise public awareness of neglected children and diversity of children. The program assists children in recognizing how they can become successful and advance in society. The DHS group is available to tailor the program to each library. Libraries may participate in the following activities:

- Create window displays to recognize child abuse month in April and foster care month in May.
- Decorate trees with blue ribbons during the Child Abuse Prevention event at the State Capitol on April 14. Libraries interested in participating will be supplied trees and ribbons.
- Celebrate National Children's Day in June.

Introduction

Denyvetta introduced and welcomed Jamar Rahming, the new Manager of Library Operations at DC. He began his new role as manager at DC on January 26, 2009.

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

Meeting room issues

The managers discussed procedures for booking groups requesting to make payment at one location when reserving meeting rooms for multiple libraries. They agreed, groups requesting this service should be referred to Candace and she will assist with their booking needs and secure payments for rooms reserved.

Staff Allocations – Kay Bauman, Deputy Executive Director of Library Operations

Kay discussed worksheets that Stuart distributed at a previous meeting. She informed that the definition of service point is any area staff members are scheduled to be of assistance to customers. The reason for staff allocation is to make certain everyone is on the same page.

Kay distributed service point worksheets to each manager and asked that they compute the current amount of staff assigned to service points during the day. This is an objective method of determining staff allocations at each location. Stuart will forward new information reflecting the data given to Kay at this meeting.

The managers were also distributed a copy of the system librarian, clerk desk hours chart, page workload comparison chart and a draft of each manager's location chart. Managers are encouraged to contact Kay with further questions.

Kay's goal during this meeting were that managers understood the definition of a service point; the definition of staffing a service point; how to determine numbers that are trustworthy and that managers appreciate what this information offers to those making system decisions for staffing.

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

Kudos

Denyvetta received a note from Katrina received from a BE customer regarding the excellent assistance they received at the library. Rosemary shared an appreciation note from a CT customer along with a copy of the Weekly City Manager Newsletter highlighting library events.

CH put on a black history month program that hosted three classes. Staff at MC was recognized for an outstanding black history event at their library.

Michael, RE, was featured in the Capital Chamber of Commerce brochure for his book titled, "Yes I Am, Who I Am." He was interviewed on Channel 13. Kim, RE librarian was recognized for her trivia during black history month. LaVetta complimented Sally, VI librarian for doing a wonderful job.

Character First

Denyvetta shared the "Character First" for February: "Forgiving vs. Rejection." (Clearing the record of those who have wronged me and not holding a grudge) The five key concepts to forgiveness are: Let go of anger; talk about it; heal the wounds; invest in others and move on.

Prepared Training workshops have been added to some Sundays and evening time slots so part-time employees may attend the training. All employees are encouraged to attend.

IV. Resource Sharing

Facilitator – Rosemary Czarski, CT

Rosemary briefly discussed two articles in the American Libraries Magazine by Will Manley.

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

Ad Team Update

- Kay informed that the contract was awarded for the new sorter machine.
- DN Library is now accepting credit cards.
- MaC is involved in social marketing on Facebook and Twitter. Kim Terry is currently posting library programs and other service information to increase awareness of library services. She has increased to 200-300 Twitter followers in just a few weeks.
- Candace, LO, has moved into the former Wiley Post room on the 4th floor. Upon employment, the new Web Service Manager will be located in Candace's old office in the PLA department on the 3rd floor.
- WA windows were shot with a BB gun during open hours on February 20. No one was injured at the time of incident. Librarians are asked to be observant in watching for potential problems.
- The Staff Recognition and Culture surveys are still on the Intranet for a while. MaC catalog has moved to the Forms/Supplies section on the Intranet.
- The SO project is moving forward. Randy along with other administrators interviewed and selected the top four architect groups ranking them according to preference. This information is given to the City of Oklahoma City for a final selection.
- As of February 23, the budget process has begun for the managers. New managers met with Lloyd.
- Overdrive statistics will soon be included in the circulation data supplied in the monthly Commission packet. E-books are being considered.

Denyvetta attended the ALA Mid Winter Conference in Denver. She shared conference highlights and "goodies" from the exhibits. She informed managers of the decision made to reduce ALA Conferences by one day beginning with the 2010 conference.

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The deadline for submitting travel request to LO for OLA Conference registration is March 15, 2009. Nita is currently researching transportation for the upcoming Tri-System Retreat in Tulsa on April 13.

VI. Announcements/Reminders

Next meeting – March 25, 2009 – Bethany Library - 1:30p.m.

Tri-System Retreat – April 13 – Hardesty Regional Library – Tulsa, OK