

**Metropolitan Library System
Managers' Meeting
Warr Acres Library
October 21, 2009
1:30p.m.**

"Your Inviting, Innovative Link to the World"

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

Guest: Dana Morrow, OUT; Lloyd Lovely & Dan Holman, BUS; Roy Ballou, HUM and Anne Fischer, IT

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

I. MLS/LO Partners – Information/Updates

Outreach – Dana Morrow, OUT

Dana extended appreciation to the managers for their support and hospitality shown towards the Oklahoma Fancy Dancers and shared that 1,146 people attended. She expressed the importance of returning the Oklahoma Arts Council surveys and encouraged everyone to review all magazines received and contact her if changes are needed. The managers express gratitude for Emily assisting with the programs.

Facilities/Projects – Lloyd Lovely & Dan Holman, BUS

Lloyd indicated that everything possible will be done to see that items put in the 450 budget at the start of the year are accomplished.

Patrick will supervise housekeeping, maintenance items and deliveries. Dan will oversee renovations, signage, landscaping, lawn maintenance and bringing projects at BI, CH & WR up to ADA standards. Todd will supervise new constructions.

Dan prepared and distributed a capital projects spreadsheet with explanation of projects that have been funded, who is responsible and expected completion date. He is committed to doing his very best in getting all projects accomplished. Lloyd indicated the goal is to carpet two libraries a year. RE is due to vacant their rental building on December 19.

Taleo updates – Roy Ballou, HUM

Roy shared the many capabilities he learned about Taleo from attending a three day conference. He distributed work flow charts and briefly discussed the different status options of the program. Managers will no longer need to change the main status of an applicant. The main status of an applicant is for the whole system and the requisition status is when applicants apply for different positions.

Roy will set up a smart views to allow supervisors to only view candidates that are still being considered. A second tier application process is also being developed that would allow a second set of pre-screening questions to be sent out to candidates. This could be helpful when supervisors have too many qualified candidates to choose from. Managers were invited to contact him with any suggestions.

II. Open Discussion

FOCUS

Denyvetta informed the managers that some staff members registered for FOCUS and did not attend. She asked for thoughts on ways to correct this matter in the future and stressed the importance of being on time. Please notify the Planning Office if you know in advance that someone is unable to attend and has already registered.

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Circulation Forum – Julie Ballou, DN

Julie shared an information sheet regarding the Circulation Forum and indicated the forum is to improve communications amongst circulation clerks throughout the system. Two planning meetings were held. Managers are encouraged to send two circulation clerks to the first actual meeting at MC on November 4.

Julie invited Stuart, PLA, to attend the first meeting to discuss the new delivery routes. Denyveta requested that minutes are put on the agenda for the MLO meetings. Julie thanked Denyveta for putting together a planning committee and Jamar for coming up with the title of "Circulation Forum."

Service Plans – Denyveta Davis, Director of Library Operations

Denyvetta advised the managers that the Service Plan completed October 1 is a planning document for FY 2010-2011. Statistics to be included in the plan are from the previous year, FY 2008-2009. Denyveta indicated that managers decided to highlight a service response each year so that everything is focusing on the same response even if other service responses are included in the plan. This year's response is "Visit a comfortable place" and next year's response is "Satisfy curiosity for life long learning."

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

Kudos

Denyvetta attended Super Saturday at DC and asked Jamar to share highlights. Jamar shared that 800 people and 30 community vendors were in attendance and 100 library cards were issued. Zoo animals, a space museum and an ice truck gave excitement to the day.

BI issued 75 library cards during a visit from Monroe school. DN had approximately between 350-400 visitors to attend the Native American Festival. CH tied their customer appreciation month in with the 25th Street Festival and Phil informed that the Rotary Club of Purcell donated books.

Character First

Denyvetta shared the "Character First" for September: "Responsibility vs. Unreliability" (Knowing and doing what is expected of me). "Character First" for October: "Patience vs. Restlessness" (Accepting a difficult situation without giving a deadline to remove it. The five key concepts to honor are: Keep your cool, use the right process, pursue while you wait, accept reality and try again.

Misc.

Denyvetta asked the managers to remind their staff that we use the term "customer" and to be certain they understand the term "internal customer" and treating them the same as external customers.

IV. IT News – Anne Fischer, IT

Availability of USB Flash Drives/Headphones

Anne passed around the new 1GB USB Flash Drives made available for sale to customers for \$7. Airline headphones will sell for \$2. IT will forward supplies to each library and managers should contact IT additional supplies are needed.

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

Ad Team Update

- Anne shared at the September 23 Ad Team meeting, that MLS must pass a monthly test for payment security data compliance or a fine of \$25,000 will be imposed on the library system.
- IT is working with DVS to obtain assistance to set up for monetary donations online.

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- Holiday Open House is scheduled for the same day as the Commission meeting on December 10. Opening night is in the planning stage.
- Todd is working with the City and the architect regarding lighting on the NW Library project. Bids are going out soon.
- The October Commission meeting was cancelled.
- The annual fundraiser for the Endowment Trust is on the way. A concert series has been funded by the Endowment Trust in honor of Ernestine Clark.
- Maintenance has three new employees for delivery.
- MaC is nearly finished with the big brochure describing what the system has to offer. The single brochure will be available to hand out to customers.
- The annual report will be electronic this year.
- Staff Recognition Dinner is scheduled on November 14. Please RSVP by October 30.
- Kelly Bradford has returned as the new manager of Web Development.

VI. Resource Sharings

Customer Appreciation Month

VI staff created and displayed baskets for drawings. ED theme was "Our Customers Shine in 2009" and vases were placed throughout the library. DN theme was "Our Customers Rock" and a drawing was held.

Training Highlights

The topic for the September supervisory training session was "Heart of Gold" look for the heart in people.

Denyveta shared that she and Stacy, PLA, had a good learning experience while attending the Disney Institute at St. Luke Church. The meeting focused on leadership excellence, guest excellence, general customer service and loyalty.

Other

Kay asked the managers when submitting their monthly activity reports to incorporate into their routine to add highlights to the Strategic Plan.

VII. Announcements/Reminders

Next meeting – November 18, 2009 – VI (Daily Links, Performance Appraisals, Deliveries & Circulation will be discussed)

PLA Conference – March 23-27, 2010 – Portland, OR - Denvyvetta advised the managers to register early due to only four hotels being available.

The book "Open Mind" will be discussed at the December MLO meeting.