

**Metropolitan Library System  
Managers' Meeting  
Village Library  
November 18, 2009  
1:30 p.m.**

***"Your Inviting, Innovative Link to the World"***

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

**Guest:** Roy Ballou, HUM

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

**I. Open Discussion**

**New Performance Appraisals/Standards – Roy Ballou, HUM**

Roy shared a timeline for the new appraisal system which includes time frames for supervisors to notify employees, employee input prior to preparation time, review times for employee and other supervisors prior to the appraisal meeting. The process will begin 45 days before the eligibility date with an email to the supervisor 37 days before it is due to Human Resources.

Denyvetta informed she will work with each individual manager to coordinate around leave or other timing conflicts. Managers discussed and decided that new employees will now have a 3 month informal appraisal rather than a 2 month and 4 month appraisal.

HUM and IT are identifying and working out details and concerns regarding the new appraisal system. Managers were asked to review the printed forms to ensure the appraisal dates and titles are correct.

Standards are currently unavailable until after the appraisal is finalized thus requiring a second meeting with the employee. Roy asked for input concerning the creation of the standards for the following year and all managers agreed that standards are available at the time of the appraisal meeting. Roy indicated standards will be available 14 days in advance of the appraisal due date in to HUM. The new appraisal system will be further discussed at the December meeting.

Denyvetta discussed the "equals" rating and informed the managers that there is no comment necessary when behaviors meet standards. She stated that part of the calibration process will be a comparison to past appraisals. Everyone was reminded to be careful on comments for "equals" or 3 to be sure that it doesn't sound like a 2 or a 4. Denyveta asked managers to continue forwarding two signed copies of the new standards directly to her and to inform her if they were forwarded to HUM.

**Circulation Forum – Julie Ballou, DN**

Julie provided an update regarding the first Circulation Forum as managers reviewed handouts on circulation survey results, library card quiz with answer sheet and a list of concerns submitted to the Forum. The Forum discussed re-checking out library items to customers who have exhausted loan periods in which managers agreed that all libraries handle this issue more consistently. Also discussed was the importance of making materials available to browsing customers as well as those that are computer savvy and balancing that with the importance of getting library materials out and circulating. Managers agreed that the policy should be followed and to inform customers of the purpose of the policy and offering them the option of placing items back on reserve or paying fines if the item needs to be extended.

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**Service Principles/Daily Link**

Denyveta asked managers how the new options for Service Principles are working. Responses varied.

**Removal/Disable RFID tags**

Friends of the Library asked that staff try and minimize damage to books when removing or disabling RFID tags. Some books are arriving for the book sale with covers cut as a result of disabling the tags. Removing tags from books may be a better option than cutting them. All withdrawn periodicals should go to the Friends of the Library.

**Evaluation of Employees processing/claiming periodicals**

LaVetta asked if anyone had procedures on evaluating employees who checks in and processes periodicals. Kay suggested that procedures should be similar to the shelving accuracy concept.

**PETA brochures & stickers**

LaVetta asked if other libraries were having problems with the group PETA placing stickers on library materials or putting brochures in the library without permission. Other managers provided feedback regarding similar situations but no problems exists with PETA.

**Other topics**

Denyveta announced this is Karen Bays' last meeting and wished her well. Karen will be missed.

**II. Kudos, Character First, & Misc. – Denyveta Davis, LO**

Denyveta shared a letter published in the Bethany Tribune regarding the library system as well as emails and thank you notes about BI, CT, DC, SO, and VI. There were several notes and articles regarding DN and RE Customer Appreciation Month surveys.

The MLS Benefits Fair is scheduled for December 1.

Denyveta asked for feedback regarding graffiti at the libraries and if the recent gang training helped in identifying gang activity. Phil shared some of his experiences at CH. Chris stated they were asked to take photos of graffiti and to contact the Midwest City Police Department for viewing.

**III. MLS News/Updates, & Misc. – Kay Bauman, LO**

**Ad Team Update**

- Heidi Port gave a presentation during the November 4 Ad Team meeting regarding suggested staff volunteer events for the coming year.
- The surplus sale is scheduled for Friday, November 20, pending Commission approval.
- IT updated express checkouts at CT and ED. They reported several new features such as, Autofill on CyberMars, a 15-minute delay on email notification which allows for aggregating email reserve notices and more features added by ILL. MSL has a new program to identify system reserves that are out of ratio and MTN has a new on-call feature in HRPay.
- DEV reported that Literary Voices is sending sponsorships out.

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- HUM rearranged their offices to accommodate for the new ¾ time benefits person.
- Kim Terry put a variety of videos on YouTube to promote events.
- Please forward "Read About It" questions to Kim Terry during BJ Williams' absence.
- Karen Marriott is invited to attend the December MLO meeting to discuss reserves.
- Dana Morrow reported that Ghouls Gone Wild was successful. The Music of Iraq programs had a modest turnout and programs were very good.
- The Staff Recognition Dinner had record attendance.
- Todd provided an update and information regarding construction projects.
- Leadership III had their graduation luncheon. Trophies will be issued at a future Commission Meeting.
- RE Grand Opening is December 14. MAC and Michael Owens are working on the Grand Opening Invitations in the design of bookmarks with tassels. The library will re-open immediately after the ceremony.
- MAC reminded everyone to send their order requests for holiday cards.
- Donna Morris reported she has met with the City of Bethany, Edmond, Harrah, Jones and Spencer regarding their interest in opening new libraries.
- The Benefits Fair will be held on December 1. Staff members attending is allowed 1 hour plus travel time. Mark Thompson with MassMutual will not be in attendance but will attend the meetings as listed in the email from Lloyd.
- Ric Rea reported FMLA has changes related to military. Contact HUM with questions.
- Karen Marriott attended ODL celebration for being named Depository Library of the Year.
- MLS is now an ILL courier for Oklahoma. The new sorter arrived at the Service Center.
- Candace announced that Open House is December 10 from 11a.m. to 3p.m. She asked participating libraries to decorate gingerbread houses in which she will provide the kits.
- Kim Terry informed that the December INFO magazines will be 2 days behind schedule due to the delay in approval of an OKC Thunder article.

#### **IV. Resource Sharing**

##### **Tech Support Report – Katrina Prince, BE**

Katrina shared minutes from the Tech Support Meeting and informed that the damaged materials form is now available on the Intranet as well as a report created by Pauline in response to a request for brief catalog records for paperback books. Other updates includes new signage for the CyberMars computers labeled "Catalog", renaming the borrower tab to "My Account" and "The Library Thing for Libraries" is now available on the staff catalog.

##### **YA Services Meeting – LaVetta Dent, VI**

LaVetta reported that the YA Services meeting included a review of a strategy game called Go, a new program at OCCC and a questionnaire from Heidi Port.

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**Adult Services Meeting – Chris Kennedy, MC**

Chris reported that the Adult Services Meeting included an update about the Band-Aids to Twisters program, the Native American Festivals and a brief discussion regarding movie nights. Ruby, MSL, shared information about audio bags.

**Training Highlights**

Denyveta indicated she attended Harassment Training. Several managers shared highlights from the Generations in the Workplace training that was part of the Supervisory Series.

**Other**

Julie asked for feedback on how other managers may have handled multiple requests to attend Ghouls Gone Wild. No attendance problem from other managers. Karen stated that everyone who requested to attend the UCO parade in Edmond has been able to attend.

**V. Announcements/Reminders**

Next meeting: Downtown Library – December 16. (The Downtown luncheon is also that day and all are invited to attend.)

The book “A Whole New Mind” by Daniel Pink will be discussed at the December MLO meeting.

PLA Conference – March 23-27, 2010 – Portland, OR – Denyveta requested that managers send in their registration so that they will not have to pay a late registration fee.

New delivery routes are projected to begin in January.

Kay reminded everyone that they may notice changes on the webpage. Kellie has signed up for Google Analytics. This provides data on usage and some changes will be made based on that information. Please forward comments to Kellie Bradford. She is also receiving the Webmaster emails now.