

**Metropolitan Library System
Managers' Meeting
Midwest City Library
May 19, 2010
1:30 p.m.**

"Your Inviting, Innovative Link to the World"

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

Guest: Janet Brooks & Karen Marriott-MSL; Paula Hannapel, Pauline Rodriguez-Atkins & Jill Vessels-CAT.

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

I. LO Partners – Information/Updates

Loan Period for DVD Instructional Materials – Karen Marriott & Janet Brooks-MSL, Pauline Rodriguez-Atkins, Paula Hannapel & Jill Vessels, CAT

- Karen received a customer's request to extend loan periods on DVDs. She indicated that the customer is using a series of college courses on DVD called "Great Courses" of about 159 items on 360 minute DVDs which the customer feels the loan period is not enough time to complete the series.
- Pauline mentioned that having a different loan period for DVDs complicates the process of printing barcode labels for CAT Technicians. The barcode printing software does not always automatically generate the correct loan period, so the technicians constantly have to be on watch to update information. Jill and Paula agreed and indicated that having a consistent loan period for all materials would reduce errors and speed the process of printing barcode labels.
- Karen stated she briefly discussed the topic with Donna and the deputy directors. Loan periods are established in the borrowing policy and if the managers' favors the change, it must first go to the Commission. Software changes will also need to be made.
- The managers agreed that extending the loan periods is good customer service but also feels if the loan periods change, the fees for fines should change also. Karen will further discuss the managers' decision with Donna and the deputy directors.

MLS Routing Procedures – Pauline Rodriguez-Atkins

Pauline requested that barcodes, ILL numbers, date sent and customers' names are not blocked out when routing returned ILL materials. When routing temporary loans to departments, use the SY as the library and the department's code for the building where the department is located.

Pauline reminded everyone that reserves for CAT or ILL should be placed in bins for the Service Center, not CH or DN.

Items to be sent to Pioneer Library System should be routed to ILL, not SO. Forward other non-MLS returns to J.R. in the director's office so there is a record showing materials have been returned. If recycled bags are needed for routing delicate items or items too large for a standard routing envelope, please contact ILL. Pauline will forward a revised final copy of the routing procedures.

II. Floating Collections - Discussion

Denyvetta indicated that on April 26 the Tulsa Library System started their floating collections with large print. The managers briefly discussed the two PLA articles with the topic up for further discussion.

III. Kudos

Rosemary shared an article from the "Oklahoman" highlighting CT while hosting a puppet show. Chris extended kudos to MC circulation staff for a great job during their first week of self serve reserves. Phil gave kudos to their children's librarian for coordinating the "Reading to Dogs" program at CH.

Julie gave kudos to Ronda Banks who was highlighted in the Journal Record for DN children's programs. Barbara expressed kudos to Alma Brown for taking interest in planning programs for young boys at WA. There was a great turnout for the Kite program.

Priscilla received a compliment letter to BI staff from the editor of Neighborhood Watch Newsletter received from one of their readers. She shared that Stuart-PLA provided a report and congratulations to BI for receiving a 98.3% ratio in reserve labels found on the shelves. OK Bar Association Young Lawyers Division volunteered at BI.

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IV. Sharing

Tri-System Retreat

The managers shared their Tri-System experience and expressed the nice interchange and opportunity to coordinate and network with staff at other library systems.

Tech Support – Katrina Prince, BE

Katrina briefly discussed the Tech Support meeting minutes. She informed that the Cash Deposit Committee has been working with Jimmy-IT and presented some adjustments made to the V-Circ screen to reduce errors in the cash deposit process. Jimmy implemented changes to the financial and payment tabs. DN will be the pilot for these changes. Staff at other locations will be trained before continuing the implementation throughout the system.

Circulation Forum – Julie Ballou, DN

Julie stated that Lisa Wood-OUT presented an overview of Summer Reading. Michael and Rena did a great job discussing self serve reserves at RE. Julie informed the circulation clerks that Denyveta will support their decisions when their customer service interactions are good and best efforts are put forth to resolve customers concerns.

Trainings/Meetings - Highlights

Denyvetta, Julie-DN, Chris-MC, Kellie, Stacy and Teresa-PLA, attended the Chic-Fil-A Leadership Conference.

Denyvetta, Todd-CON, Lloyd-BO and Diane-DEV attended the Mayor's Development Roundtable.

Angela-ED indicated that there are book clubs trying to reorganize to establish fan clubs. "Best of Books" are looking to implement a fan club at ED in the fall and are interested in incorporating into other libraries to share what's new at the library. Angela will continue to look into this matter.

V. MLS News/Updates – Kay Bauman, LO

Ad Team Update

- Stuart-PLA emailed the managers regarding interagency mail. Kay shared an Age and Gender report for library cards. Collecting accurate birth date information is going to be necessary when we begin the separate teen computer sign up at SO and NW.
- Kim-MaC was accepted into Leadership OKC. Monies for participating in the leadership organization such as Leadership OKC, MC Leadership and etc., have been placed in the Director's budget program. Be sure to let your supervisor know if there is someone you are interested in applying.
- Commission member Lee Alan Leslie's wife will complete his term.
- The Surplus sale is scheduled for Friday, June 4 and will take place at the old service center during AM hours.
- Diane-DEV reported 29 submissions for the RE Public Art. 3 will be selected next week.
- Patrick-MTC reported that only one MLS delivery van received hail damage.

VI. Other topics

Please submit a production request to MaC if business cards are needed.

Donna advised that some of the information regarding breast feeding in the libraries is inaccurate.

If anyone has 30" metal or steel shelving, please contact Phil-CH.

Barbara-WA, asked the managers for their suggestions regarding updating customer service information in the Page Manual. Denyveta suggested using the current customer service titles in the system.

VII. Reminders/Announcements

Announcements

Next MLO Meeting – June 9, 2010 – Del City Library