

Metropolitan Library System  
Managers' Meeting  
Choctaw Library  
July 21, 2010 | 1:30 p.m.

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

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

**Guest:** Roy Ballou-HUM, Anne Fischer-IT and Stacy Schrank, PLA.

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

**I. LO Partners - Information**

**Virtual Customer Service Test – Roy Ballou, HUM**

Roy distributed to the managers "Individual Test Profile" & "Virtual Customer Simulation – Service" handouts and informed that the Customer Service Skills Assessment video previously used to test candidates is outdated. He, Denyvetta and Kay viewed new software found on the Employment Technologies Corporation's website called, "Virtual Customer Service." They were all impressed with the online test and in agreement to purchase the software.

A link to the test is set up for employees and candidates to take the test online. Roy will forward this link along with the "Individual Test Profile" link to the managers by the end of the week. He indicated that scores are not used against employees or put in the employee file. The company would like to gain knowledge of where new candidates should fall by testing all current circulation clerks to get a baseline average score. Managers agreed that all clerks test by the end of August. Roy will receive a baseline score on MLS as a whole. The managers viewed segments of the video test.

Roy also shared & briefly discussed an online link called, "Virtual Cash Drawer" that will test clerks on counting cash drawers. This link is ready to go and may be accessed at the libraries. Candidates must come into the library to take the test. Downtown Library has used this test.

**Laptops – Anne Fischer, IT**

Anne distributed to the managers "Staff Laptop Usage Regulations" & "Staff Usage Instructions" handouts. She advised that only staff is authorized to use the laptops and asked that extreme caution be used at all times. Laptops should be locked to carts while in use in a public area and should not be left unattended. When the laptops are not in use, lock in a safe area stored in the bag provided. It is requested that the screen savers remain password protected and that no additional software be installed. Contact IT as soon as possible if laptop is stolen.

Anne recommended that the laptops be used with the shelf readers on the System Reserve Shelf a minimum of once a week. She provided a code for staff to enter (SRS) that will inform them if items are in another state, etc., and asked that managers share this information with staff so they are aware of the expectations for using the laptops. Anne feels the laptops should remain in the building and if the need arises for outside use that there should be a check-in/check-out sheet indicating the reason for the removal. She will update guidelines with this information and create a checklist that can be used and send both out to the managers to use and share with staff.

**Training updates – Stacy Schrank, PLA**

Stacy shared that Monday, July 19, 2010, marked the beginning of the new revisions made to the V-Circ program. He advised that clerks must select apply for transactions to be processed. Customer service adjustments are being discussed.

The new Learning Management System (LMS) went live on July 13, 2010. Stacy advised everyone to familiarize themselves with it and indicated that at this time the only data being entered into the new system is January 1, 2010 to date. As of yet, no data before January 1 has been entered. Stacy and Kim Terry are in the process of promoting databases. September is training month for E-Media and Overdrive.

Stacy distributed and briefly discussed the tentative schedule for a possible revised GOAL Program. He indicated that GOAL is geared towards providing new staff the foundation and opportunity to see what happens throughout the system. Contact Stacy with comments or suggestions for consideration in the revision.

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**II. Page Manual revisions – Barbara Beasley, WA**

Barbara briefly discussed the updates made to the Page Manual and asked the managers to inform her of any other updates.

**III. “M” Drive**

Denyveta informed the managers that Nita is updating the MLO Handbook. She advised that the “M” drive, now the “Y” drive was established for managers to share information and asked whether they still use it and if so, would they prefer to receive the updated handbook in printed or electronic copy. The managers agreed to receive both.

**IV. Customer Appreciation Month**

MLS will celebrate their 10<sup>th</sup> year celebrating customers during customer appreciation month in October. Denyveta will gather previous customer service information to share with the managers.

**V. Kudos**

Phil is proud that Summer Reading stats are up at CH. Juneteenth was a success at RE.

Rosemary gave kudos to Mac for their work on the page featuring CT in the City of Choctaw Publicity Journal.

Angela shared that ED was featured in a television story regarding their programs.

**VI. Sharing**

Denyveta attended ALA and informed it was a great conference with lots of activities.

Angela-ED attended the supervisory series course on intergenerational communications.

Priscilla shared that BI Neighborhood Arts program are presented during the evenings and going very well.

**VII. MLS News/Updates – Kay Bauman, LO**

- IT will perform a computer upgrade on July 31.
- Kay indicated that commission member Carolyn Willis has resigned as chair. The nominating committee of the Commission has agreed to reconvene to decide their options. No meeting time has been established.
- OU Opinion Poll has been hired to do the midpoint telephone survey.
- SO is still in the process of seeking a new location. Randy indicated the architects submitted plans that are 95% complete. They are currently being reviewed and will go to the Commission in August. SO anticipated move is October 2010.
- CH has been through assessment needs the last few months. ADA issues have been addressed. CH will receive 2 new computers giving them a total of 14 computers.
- BI will receive new signage on the downstairs doors.
- WA staff restroom is finished.
- VI is preparing to redo their workroom.
- October kicks off the new Bookfest reading program for adults 18-54 years of age.

**IX. Reminders/Announcements**

- Circulation Forum – August 4, 2010
- August MLO meeting – August 18, 2010 – Service Center
- Paperback Inventory – August 1-31, 2010
- Service Plan due – October 1, 2010
- 2010-2011 Service Response – Satisfy Curiosity: Lifelong Learning
- Customer Appreciation Month – October 1-31, 2010