

**Metropolitan Library System  
Managers' Meeting  
Service Center  
August 18, 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, Angela Thornton-ED, Phil Tolbert-CH and Randy Wayland-SO.

**Guest:** Kim Terry-MaC and Diane Sarantakos-DVS.

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

The managers were welcomed to the new Service Center and taken on a tour by Heidi Johnson-TP and Pauline Atkins-Rodriguez-CAT. Heidi informed that more CD cases were ordered on August 11 with an expected arrival any day now.

**I. LO Partners - Information**

**Mango Languages – Kim Terry, MaC**

Kim asked the managers some questions regarding the Mango Languages database and those who answered correctly received a Mango promotional prize. She informed that the easiest method to log on to the Mango database is from metrolibrary.org home page. Log in can be anonymous or a profile can be created to track progress. MLS has 17 Mango languages in the database.

Kim gave a brief overview of the Mango Spanish speaking lesson. Users may choose either the basic lesson that will teach how to be conversationally fluent or the complete lesson that teaches in more detail with each chapter having different goals. The database also has English lessons for different language speaking persons. Kim indicated that Mango is coming out with an I-Phone application within the next six months.

Mango promotional materials, such as, shelf-toppers, posters, table tents and bookmarks can be ordered from the MaC Supply Catalog. Shelf-toppers come in English only. Posters and table tents comes in both English and Spanish. Kim placed Mango table tents in various areas at the DN Library. There have been over 900 people using Mango database and 600 hours logged in.

**Library Endowment Trust – Diane Sarantakos, DVS**

Diane stated that the Endowment Trust does an annual fund campaign with hopes of doing something different this year. She informed the managers that they would like to generate a letter highlighting Metropolitan Library System based on zip codes with a separate paragraph highlighting the local library in that zip code area. She asked that once the letters are prepared, if they were interested in adding a personal touch as the library manager by placing a note in the letter sharing something unique about their library that they feel the community does not know. Managers were asked to forward this information to Diane or Kim Terry by the end of August.

Diane indicated that every year, 100 to 250 people attend the Library Endowment Trust Annual Literary Voices dinner and they are trying to reach more. Between \$20,000 and \$25,000 was raised last year. A question was asked on how letters with notes will be tracked. Diane shared that the current mailing list is made up of donors. There are plans to purchase all zip codes within Oklahoma County. A field search by contributors to charity causes in the past few years will be conducted to try and narrow the field. Diane invited managers to email her with suggestions.

**II. Kudos**

Rosemary shared that CT has a partnership with the OKC Technology Center. The library is highlighted in a half page spread in their brochure. She received a thank you note from a teen customer regarding summer reading prizes. Julia, MSL and Kristen, MC both won Choctaw Guild Scholarships.

**III. Sharing**

**Circulation Forum – Julie Ballou, DN**

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Julie distributed and briefly discussed the minutes from the August 4 Circulation Forum meeting and shared that the meeting began with a tour of the new Service Center. She informed the managers that Kim Terry, MaC, attended the meeting to speak on general library brochures. Betty Scott, BO and Stuart Williamson, PLA discussed the addition of a third money bag to be added to the delivery system within four to six weeks. Stuart discussed concerns regarding early deliveries and advised that it is okay to ask drivers to wait if needed. Cheryl Mann, CC distributed instructions for handling "Special Stops". Julie stated that the meeting was successful and invited managers to contact her with any suggestions.

**Tech Support – Katrina Prince, BE**

Katrina briefly discussed the minutes from the July 27 Tech Support meeting. She gave kudos to Dana Philips, PLA for transcribing the minutes. Katrina informed that Jimmy Welch, IT is working on changes to the staff catalog when searching by shelf number. She also spoke on the importance of staff reading emails to obtain important information sent out by IT, etc. Please refer to Tech Support meeting minutes for more information.

**Techknowledge Skills – LaVetta Dent, VI**

LaVetta shared that Julianna, VI Librarian compiled survey questions regarding technology called, "Techknowledge Skills." She indicated that the survey will help staff get an idea of the types of technology being used in daily lives. LaVetta placed the survey on the manager's shared drive and informed that VI staff will implement the survey by sharing demonstrations with one another during their daily link meetings. Julianna also found an article in the August Library Journal regarding surveys conducted on the percentage of people using and not using technologies of today.

**IV. Training/Meeting Highlights**

Denyveta, Phil-CH, Michael-RE and Susie Beasley-CT, attended BCALA 7<sup>th</sup> National Conference in Birmingham, AL.

Phil attended several workshops regarding recruiting minorities into library-ship as well as visiting the Jazz Hall of Fame. He expressed that the conference was a very helpful opportunity. Ditto from Michael.

As co-chair of registration, Denvyetta shared that Phil and Susie assisted her at registration in welcoming everyone to the conference. She was proud to say that they represented Oklahoma and MLS well and received numerous compliments for their customer service interactions. The next BCALA conference is in 2013.

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

- Kay informed that the Finance Committee met and approved the budget for FY11. The recommendation will be presented at the Commission meeting on Thursday, August 26 at BI Library.
- Included in the Commission packet are changes for DVD fees to ten cents so all fines are the same.
- A Classification and Compensation study for this fiscal year was budgeted and approved. Ric Rea, HUM is working on a draft proposal to go out for bids. The directors were asked to review job descriptions in preparation for the study.
- The United Way Committee forwarded their first newsletter this year.
- Kay indicated that SO plans are 98% complete. They are still in the process of searching for temporary sites and communicating with owners for estimates. The goal is to present it to the Commission this September.
- Commission member Carolyn Willis resigned as chair. The nominating committee of the Commission met and made recommendations to nominate Penny McCaleb to complete the remaining four month term as Interim Chairperson. An announcement will be made at the next Commission meeting.
- The telephone survey with OU Opinion Poll is still in progress.

**VI. Reminders/Announcements**

- Kay asked the managers to put priority in logging onto the new LMS to get familiar with it.
- Denvyetta will share ideas from previous Customer Appreciation Month activities with the managers.
- Next MLO meeting – September 22, 2010 – Warr Acres Library