

**Metropolitan Library System
Managers' Meeting
Service Center
September 22, 2010
1:30 p.m.**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta 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: Janet Brooks & Karen Marriott-MSL and Dana Morrow-OUT.

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

I. LO Partners - Information

Book-toberfest – Dana Morrow, OUT

Dana informed the managers that there is no sign up for Book-toberfest which will begin on October 1. Customers between the ages of 19-54 with a valid Metropolitan Library System library card will be eligible to receive a drawing slip per every two age appropriate books they read or listen to during the month. The initial drawing for the Reduxion Theater and the Oklahoma City Ballet is on October 12. Dana indicated that two tickets sealed in a money bag will arrive at each library on October 7. The managers were asked not to re-enter winning names.

A Sony E-Reader, a Pottery Barn insulated lunch bag and a JoeMo coffee/tea brew travel mug are among some of the prizes that will be given away during Book-toberfest. Dana asked the managers to contact her with any questions and advised that the tech assistants may receive telephone calls regarding the Sony E-Readers. Staff is ineligible for the drawings. Dana has spoken with Stacy in hopes of coming up with an idea for the future so staff can be eligible for drawings to win prizes. She invited everyone to send any ideas to Stacy, PLA.

Materials Services updates, misc. – Karen Marriott & Janet Brooks, MSL

Karen informed the managers that the Finance Committee and the Commission both approved the change in fines for video recordings. She indicated that because the Public Service Committee has not met on the actual change to the loan period that Donna decided to take the issue to the Commission which will be on the October 21 agenda. Upon approval of the change, Jimmy- IT will begin working on the changes in the software for the loan period.

Denyvetta attended the Material Services meeting and asked if there was interest in Play-A-Ways. Karen stated that issues to be considered in adding another format would include shelving space in libraries, durability of the equipment, recharging or replacing of batteries, and budget. In the past, the Commission has wanted a cap on the percentage of the materials budget spent on audiovisual materials. If Play-A-Ways are added, this cap would need to be raised or funds spent on other AV formats would need to be reduced. Karen asked Heidi Johnson to contact the company for more information and she will conduct research from other libraries to obtain more information. Angela-ED will check on the status of Play-A-Ways at her former library in Georgia. Staff is encouraged to speak with customers regarding Play-A-Ways and any questions may be forwarded to Karen.

Karen distributed information with brief discussion regarding routing reserves from the Service Center. Janet expressed that the new book shelves is a great section to highlight new items. She encouraged the managers to decide what they want to put on them and advised that it is their decision as to how long to keep items on the shelves. Librarians are encouraged to access RSS feeds to view new books coming in that are not found in the current system. Janet indicated that MSL manage customer suggestions electronically and informed that Jimmy has developed a new online program generated through CyberMars. She asked that staff encourage customers to submit their suggestions electronically.

II. Kudos

Dana-OUT gave kudos to Angela-ED for her successful book club. Angela shared that ED has partnered with UCO to form a History Book Club. The first book club meeting last week has 56 people in attendance with this month's title, "The Last Stand." They will meet every other month through March 2011 in which dates and titles have already been chosen for each book club meeting. UCO will choose professors as keynote speakers for the book club meetings. The next book club meeting is scheduled in November with the title of, "Worst Hard Times in Oklahoma City".

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LaVetta express kudos to VI circulation clerk, Van Bielstein who was accepted for the Gold Leadership in OLA. VI restarted their Chess club a few months ago and recently started a new Lego club that is going well.

Some libraries received a plaque from the Census Bureau.

Barbara-WA gave kudos to Karen Litteral for arranging a telephone interview with the author whose book was discussed in their book club. She expressed appreciation to Alma for doing great work on the Lego, craft and electronic game programs for young boys in the age group of 7-10. She gave thanks to Cheryl for assisting Alma.

Rosemary-CT shared a mystery thank you card received from an elderly couple at the library. CT offers a free art class for elementary school children on Fridays. All ages are welcome to attend during summer.

III. Sharing

Training/Meetings - Highlights

Angela shared that Stacy-PLA held Customer Service training sessions for ED staff which was a success.

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

- Kay asked the managers to contact her if they receive a phone call from the police or a bookstore indicating MLS materials were found.
- Kay and Stuart are working on the annual highlights for the Strategic Plan. She encouraged the managers to complete entries by October 7 so she can file her report by October 14.
- The OU Opinion Poll Telephone Survey is complete with some changes in some areas.
- Diane indicated that Laura Bush has agreed to do Literacy Voices. Janet-MSL asked the managers to hold on to copies of Mrs. Bush's book. Do not withdraw.
- FOCUS is on October 11. Kay informed that we are doing well in attendance. PLA would like everyone to know that they have the opportunity to participate in the wellness program and asked that all employees register whether they are planning to attend FOCUS or not. There are still around 100 employees who have not replied.
- Kay asked the managers for updates on their libraries and indicated that they are still in search of a temporary location for SO.
- Phil gave an update on the CH project.
- A miniature model for the approved RE art sculpture was shown at AdTeam. Michael indicated that RE staff loved the design by local artist, David Phelps.
- Kay briefly discussed the school based materials policy and feels it is a good idea that Julie bring the topic to the Circulation Forum meeting in November. Further discussion will follow at the November MLO meeting.
- Kay shared that she, Donna, Kim and Karen attended a workshop that was geared towards raising awareness regarding Social Media sites and indicated that a MLS Social Media Policy is currently being developed. She asked that staff avoid sharing negative comments on these sites regarding the library system.

Other Topics

Brief discussion took place regarding adding religious quotes when forwarding emails. All staff should read the MLS employee email & etiquette guidelines.

Denyveta asked the managers to remind that the Sunday libraries are supposed to clear all materials during that day in the bookdrop tab which is set for Saturday.

The managers were reminded to respond to emails requesting information. Managers asked that follow-up reminders be forwarded. Kay will send instructions on how to set up email auto response.

VI. Reminders/Announcements

- October MLO meeting – October 20, 2010 – Bethany Library.
- Service Plan due – October 1, 2010 (2011-2012)
 - Service Response – Satisfy Curiosity: Lifelong Learning.
- Customer Appreciation Month – October 1-31, 2010.