

**Metropolitan Library System  
Managers' Meeting  
Bethany Library  
October 20, 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.

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

**I. Sharing**

**Customer Appreciation Month activities**

WA customer appreciation month theme is MardiGras with drawings taking place at the end of October. BE placed a banner up in the library and gave away two tickets in their drawings.

ED theme is Rock-N-Roll. Angela emphasized moving one of the reading programs to a different month. Denyvetta informed the managers that Dana-OUT plans to revisit the issue and Book-toberFest may be scheduled during a different month in the future.

DN represented the theme name of "Customers Are Our Treasure" by wearing buttons and giving away bookmarks designed by Chris Larwig. Surveys asking customers for feedback regarding the program were given as well. Julie distributed bookmarks to the managers. VI is having a drawing to give away four baskets along with gift cards from local businesses. An equal amount of gift cards were purchased to give away as additional prizes.

CT had a customer appreciation day book discussion for adults, a come and go reception and a martial arts demonstration with over 60 people attending on October 16. Customers were also entertained with "Spooky chili night tales" on October 18 with over 50 people in attendance. BI theme is "Our best customers" giving away blue magnetized clips with the library's logo and information on them.

CH placed a banner, "We appreciate you" and serving coffee and donuts. Bookmarks and little lanterns for kids were given away. SO is having coffee break for their customers every morning.

RE celebrated with a red carpet moment picking customers randomly for prizes. A bulletin board with staff members wearing masks was put up so customers can guess which staff member is behind the mask and enter names for the drawing. DC is celebrating with "Dollars for customers".

**Training/Meetings - Highlights**

Denyvetta, LaVetta and Julie shared highlights from a workshop they attended at the Oklahoma History Center called, "Getting the bad news you need: Learning from and Cultivating Human Resources" sponsored by the Oklahoma City Metro Employer Council II.

**Other**

Michael shared that RE recently had a landscaping meeting with another meeting to follow on October 21.

Angela informed that ED still has available items from the cleaning until October 22. Maintenance will be contacted on October 25 to transport remaining items to storage. During Banned Books week at ED, 50 donated books were wrapped with clues on each side for display.

LaVetta-VI gave kudos to Mallory, YA Librarian for her Mystery Night theme, "Space Odyssey 2010." Mallory's husband created a software program allowing participants to solve computer problems to receive the correct code. VI hosted 19 people during their lock-in last weekend.

Angela is chairperson for the new Librarian Forum. She informed that the first planning meeting is being held at WA on October 21 and that the first forum meeting is scheduled in March 2011. Staff is encouraged to participate. Angela is in search of a cleaver name and invited the managers to send any ideas to her. The committee members are Barbara Johnson-BI, Daniel Fields-BE, Kim Edwards-DN, Clyde Herrod-CAT, Susan Hutchins-DC and Barbara Beasley-WA who is moving from the Circulation Forum.

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

- Kay indicated that the policy for teacher library cards will not be changing at this time but new procedures will go into effect soon.
- The Executive Director's Report is included in the Commission packet informing the Commission about the DVD loan period changes. The AM100 Borrowing policy changed to two weeks and will go into effect in November. Kay will email managers with the effective date once received.
- DN Open House will be held on Sunday, December 12 from 1:30pm to 4:30pm. Candace will contact the managers for participation.
- A request has been made to hire an architect to create the design of SO temporary location.
- Literacy Voices is going really good. 246 tickets have been sold out of 400 or so available seats.
- Kay informed that the classification and compensation study goes out for bid on October 29 and indicated that the goal is to review job descriptions once every three years.

**III. Customer Service Assessment – Roy Ballou, HUM**

Roy distributed to the managers the Visual Customer Service Assessment results and informed that he has received many positive comments. 66 circulation clerks participated. Roy asked the managers to share the scores at their staff meetings and to welcome input or comments from staff. HUM budgeted for 100 tests this year. If an applicant test before the interview, managers were asked to allow 1 hour for them to take the test, which may be taken at the local library or DN.

Roy and Ric attended a Human Resources Conference facilitated by Crowe & Dunlevy on September 23. He briefly discussed the Fair Pay Act which is the first bill signed into law by President Obama. The Fair Pay Act Bill states, the claimant has 180 days to file a claim of compensation pay from the last date of the violation. Roy informed the managers that the Department of Labor has increased its' enforcing efforts.

Roy briefly discussed social networking such as, texting in which sexting has become the new form of harassment. He indicated that MLS may want to consider incorporating texting into the policy.

"In loco parentis" has been added to FMLA. This is a person who is responsible for the day to day care and financial expenses of someone other than a family member. Documentation verifying this information is needed. Contact HUM for clarification.

**IV. Other Topics**

Kay shared that the Library visits door counter graphic is in the Commission packet.

**V. Reminders/Announcements**

- November MLO meeting – November 17, 2010 – Village Library @ 1:00pm.