

**Metropolitan Library System  
Manager of Library Operations Meeting  
Village Library  
November 17, 2010  
1:00 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:** Anne Fischer & Jimmy Welch-IT.

**Meeting called to order at 1:00 p.m. by Denyvetta Davis, Director of Library Operations**

**I. LO Partners**

**Demo – Jimmy Welch & Anne Fischer, IT**

Anne presented a demonstration of the portable wireless entry system for library card applications that is web-based and may be used offsite while visiting schools or other programs. She demonstrated the process of issuing new library cards to customers by scanning a new card that will automatically go directly to the new card form screen to be filled out. Staff will also be able to update information on customers who already have library cards. Anne informed the managers that the system is set up as a secure site and developing procedures that are consistent with MLS policies as well as authentication will be needed. Kay and Denyvetta indicated that a committee will be formed in the future. All managers are in favor of the portable system.

**II. Kudos**

Katrina extended kudos to Daniel Fields, BE Librarian who was surprised at the library by Kevin Ogle, Channel 4 News with the “Pay It Forward” award. Daniel was nominated by customer, Mary Stokes who stated that she is very impressed with Daniel's service at the library. The segment will run this evening, Wednesday, November 17 at 10:00p.m.

Julie gave kudos to Chris Larwig, DN Public Computer & AV Specialist for creating the video for the Staff Recognition Dinner. She said they tracked visitor cards for one month and noted they issued over one thousand individuals a visitor card.

Barbara, WA gave thanks to staff members who drove to the libraries to get Barney's birthday card signed.

LaVetta, VI is proud of her staff for rallying together to prevent a potential problem in the library.

Kay extended kudos to DN staff regarding the unusual incident reports and the steps that they take in educating the customers in the library. Julie added sample letters on the managers' shared drive.

**III. Sharing**

**Circulation Forum – Julie Ballou, DN**

Julie indicated that the forum participants reviewed library card applications with much discussion regarding reciprocal cards and school-based cards for teachers.

Barbara briefly discussed ways to efficiently contact customers when items are returned with missing and/or are damaged and how long before mailing a letter to the customer when there is no response by phone. Further discussion will follow at the December MLO meeting.

Julie shared that Betty, BO informed that she has seen 99% of the check handling problems go away due to the topic being discussed at many of the circulation forum meetings. It's been one year since the Circulation Forum was formed.

Angela, ED stated that databases will be one of the topics discussed by the Librarian Forum. The committee meeting on December 7<sup>th</sup> will be an actual meeting in which minutes will be taken. Angela forwarded a survey for input on possible topics to discuss during the forum.

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**Tech Support Group – Katrina Prince, BE**

Katrina distributed and briefly discussed the Tech Support meeting minutes with the managers.

There were changes made to the MLS Internet/Intranet. Managers are invited to contact Teresa or Kellie in PLA of any special events happening at their libraries to be placed on the library's individual page.

**Training/Meeting – Highlights**

Angela attended OLA Gold. She distributed to the managers the OLA Gold Leadership Institute 2010 Assigned Reading List. Angela stated that the event was resourceful and she had a great time.

Denyvetta and Julie, DN, attended the Homeless Alliance Luncheon sponsored by Leadership of OKC and other community organizations.

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

- Kay indicated that the Ad Team was informed during the November 3<sup>rd</sup> meeting that Daniel Fields, BE was receiving the "Pay It Forward" award. Dana forwarded an email about Daniel today.
- Staff Recognition dinner will be held at the Clarion Hotel south of I-40 & Meridian on Saturday, November 20 at 6:00p.m. This is the first year that the Outstanding Service Awards will not be part of staff recognition.
- Kay informed that the temporary location and request to negotiate a lease for SO will be presented for approval at the November 18 Commission Meeting.
- The City of Jones has \$400,000 available for a library project in their area. MLS drafted a letter of intent that will be forwarded to Jones City Council in December.
- Del City Community Center plans to award a bid for renovations in early January 2011. Kay briefly discussed the need to make a new temporary entry way into the library.
- Literacy Voices sold 474 seats and has raised \$189,000 thus far.
- The recommendations for which company to hire for the Classification and Compensation study is included in the Commission packet. Please read the Commission packet for more details.
- Tulsa Library System was given a tour of the Service Center.
- Kay informed that Diane indicated that \$7,850 has been received to date from Endowment fundraising letters that were mailed last week.
- The landscaping project is working well at RE. VI landscaping project will begin upon completion of RE.
- BooktoberFest was well received for the first year with 3,105 participants.
- This is the third year for updates to the Strategic Plan Highlights. The summary for the telephone survey are in the third year highlights. Kay informed that the Strategic Plan is to change the level of awareness of what the library offers.
- Kay has hopes of getting the school-based card procedures up by Friday, November 19. Customers will be able to receive the form on the MLS website.
- Donna forwarded to the mayor, names of people that will replace Carolyn Willis on the Commission.

**V. Other Topics**

Jamar, DC, announced that he has accepted another library manager position in the state of Missouri. His last day with MLS will be December 10.

LaVetta, VI, passed around a book put together by Mallory, YA librarian. The book contains writings that Mallory received from teens that she had published online. She also put together a display case in the library as well.

Rosemary asked the managers to ensure that emails requesting to look for paperbacks include more information such as genre to assist in finding an item.

**V. Reminders/Announcements**

- December MLO meeting – December 15, 2010 – Downtown Library @ 1:30pm.