

**Metropolitan Library System
Manager of Library Operations Meeting
Warr Acres Library
February 23, 2011
1:30 p.m.**

“Your Inviting, Innovative Link to the World”

Attending: Denyveta Davis, Julie Ballou-DN, Barbara Beasley-WA, Rosemary Czarski-CT, LaVetta Dent-VI, Priscilla Doss-BI, Chris Kennedy-MC, Katrina Prince-BE, Angela Thornton-ED, Phil Tolbert-CH and Randy Wayland-SO.

Guest: Linda Hyams, SEC and Candace McDaniel, HQ/LO.

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

I. LO Partners – Information/Updates

Meeting Rooms – Candace McDaniel, HQ/LO

Candace informed the managers she is currently working on revising the “Public Space Reservations and Use” policy to make more relevant to all of the libraries. She is proposing to offer a tier pricing for meeting room rentals to include; (1) no charge for library and library related events (2) current or lower rates for non-profit organizations and (3) higher rates for profit organizations when using meeting rooms to promote their business.

Managers gave input on developing a clearer definition for library sponsored events and briefly discussed non-profit groups and the possible need to present 501C3 documentation proving non-profit status to receive no charge rentals. Rooms may currently be reserved up to 6 months in advance. A suggestion was made to possibly reserve no more than 2 months in advance to allow staff precedence over external groups when scheduling library programs.

Candace asked if problems are occurring during programs. The managers have concerns with the duration of time some political and religious groups are reserving. The library has the right to set limits on the length of time groups can meet. Linda, SEC, stated if security is needed it can be provided as part of the customer's cost.

Unusual Incidents – Linda Hyams, SEC

Linda distributed information on incident reporting and security. She shared concerns from some employees regarding fear for safety while in the libraries and informed that decisions to request security must be made on facts such as providing crime rates in the area of the library, input from police departments, newspaper articles, etc. The cost to provide security must be justified.

When writing formal incident reports staff should complete each section, state only facts of the incident and keep the wording professional on formal/informal incidents as they are public documents and can be subpoenaed at any time. All incidents should be documented so issues may be handled appropriately in the event bigger problems arise.

Linda explained appropriate steps to take when customers are observed viewing inappropriate materials on the Internet. Staff is encouraged to refer to the Rules of Conduct when completing reports and submit reports even when persons creating problems are unknown as additional information can be forwarded to Nita. Linda and Stacy are working on training for staff. She is looking at ways of changing the incident report format and currently searching for new software. Denyveta will look into adding the incident spreadsheet that Nita uses onto the managers' shared drive.

Linda gave kudos to CH staff for stepping up to educate customers without security. She is looking into possibly readjusting the cameras at BI and adding a new DVR at MC. Staff is encouraged to contact Linda with any questions.

II. Kudos

Julie, DN shared the Public Communication Specialist applicant exam designed by Chris Larwig. She will add it to the shared drive.

Denyveta shared SO monthly event calendar created by Jack Kinzie.

Denyveta shared an email from a customer complimenting the VI staff and LaVetta shared VI's staff newsletter.

RE's chocolate fest was highlighted in the newspaper.

Barbara, WA expressed appreciation to the maintenance crew for shoveling snow and ice during the winter storm.

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III. Open Discussion

Staff and cell phones in public service area

Denyveta received an email from Priscilla regarding staff having cell phones on the public floor. She asked the managers for their opinions regarding this matter and the managers agreed cell phones are acceptable as long as they are on silent or vibrate and did not disturb others. Personal calls need to be made/received in a designated location off the public floor.

Other topics

Phil asked about converting Spanish collection CDs from packages to boxes and relocating them to the Spanish Fiction section. All agreed that it was fine and some libraries are already doing that.

Julie asked for input in regards to proctoring tests for customers. Several managers do offer proctoring including BI, CT, and WA. One location mentioned they disable a computer for customers, but most managers agreed that computers were too busy for that to be a good solution. Barbara suggested customers bring a laptop if computer tests are more than the 1 hour usage time allowed for library computers.

IV. Sharing

Tech Support – Katrina Prince, BE

Katrina passed out minutes from the Tech Support meeting on January 25 and discussed with the managers the possibility of online registrations for programs. Julie suggested putting an email database together of those who sign up for programs to allow notice to be sent in the event of cancellations such as inclement weather, etc. The managers will discuss online registration with their programmers.

Training/Meeting – Highlights

Denyveta attended the OKC City Chamber Breakfast at OKC Christian College with Governor Fallon as the speaker.

The AdTeam retreat was held at the United Way office on February 16 with Kathy McCullen as the speaker. The future of MLS was the focus at the retreat. More information will be shared in the future.

MLS News/Updates & Misc. – Denyveta Davis

- Kay will not attend all the Manager of Library Operations meetings this year. She is exploring other ways to communicate and interact with managers.
- Denyveta verified that managers received the budget timeline and travel memo forwarded by Lloyd.
- BE will receive new carpet sometime in March or April.
- Denyveta extended thanks to the managers from Stuart, PLA for completing the staff allocation reports.
- Denyveta reminded everyone that all LO employees need to complete Prepare training.

Library News – Local/state/national

Denyveta informed the managers that planning for ALA Annual takes place during ALA Midwinter and that attendance was at its' lowest in years. ALA is looking at "reinventing" the Midwinter conference.

A proposal has been made to increase the current \$50 PLA dues by \$5 for the next 4 years beginning September 2011. Members will vote on the proposed increase.

The OCLC Perception of Libraries report is available. Denyveta will forward the link to the managers.

There is proposed legislation to consolidate ODL with other independent departments under the Office of State Finance.

Denyveta encouraged managers to share library news at MLO meetings.

V. Other topics

Angela distributed CONNECT "A Forum for MLS Librarians" flyer announcing the first meeting on March 22 at MC. Managers also received CONNECT Planning meeting minutes from January 25 and February 8.

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Denyveta informed the managers 46 applications were received for the DC/MLO position. She will be conducting telephone interviews on February 25 and February 28 with hopes of filling the position by April 2011.

VI. Reminders/Announcements

- ALA Annual pre-paid registration – Due to LO by February 25, 2011
- Circulation Forum – March 2, 2011 – Edmond Library @ 1:30p.m. – 4:00p.m.
- OLA pre-paid registration – Due to LO by March 11, 2011
- CONNECT (Librarian Forum) – March 22, 2011 – Midwest City Library @ 2:00p.m.
- March MLO meeting – March 23, 2011 – Capitol Hill Library @ 1:30pm.
- OLA – March 30 – April 1, 2011 – Tulsa
- Tri-System Retreat – April 13, 2011 – Pioneer Library System – Location