

**Metropolitan Library System
Manager of Library Operations Meeting
Midwest City Library
March 23, 2011
1:30p.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 and Randy Wayland-SO.

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

I. Open Discussion

The managers discussed the Damaged/Missing Materials Form mentioned at the last Circulation Forum and agreed on a couple of changes. Julie will draft and forward suggestions to Denyveta.

Denyveta shared it has come to their attention that several customers have materials checked out over 60 days that total more than \$500. Some of these customers have tried to sell the items; Half Price Books stores have alerted the library system to this situation. The library system sent certified letters to each customer asking that items be paid for in full or further actions would be taken. Special stops have been placed on the customers library cards. One of the customers who received a warning letter actually did pay for the items on his card, totaling over four thousand dollars. Jimmy has written a program to track high priced items (textbook format) checked out more than 60 days and valued at over \$500. If a customer comes in to pay for materials not checked out on their own card, especially if it is a result of one of the certified letters mailed, please be aware the balance must be paid in full with no discounts. If a customer wants to pay for several items on someone else's library card (mother for an adult child), you can use the receipt book at circulation or had write a receipt since we would not give them the printed one.

Denyveta asked for feedback on self pickup reserves. The managers at the three libraries currently doing this service discussed some of the continuing issues. Libraries are having situations ranging from customers coming in to get their reserves and not finding them. Customers are still treating the reserves as a browsing area and removing items reserved for someone else. If a customer brings someone else's reserve to the circulation desk, they can check it out and staff probably would not notice. Some of the items on the daily Pull list are not there to pull at times. Customers may be using the Express checkout and not getting everything checked out. Denyveta will share this information with Kay.

The managers discussed self checkout and problems associated with it. Most agreed that customers are confused when using the RFID reader and understanding the library jargon on the screen. Since the RFID capability was added, fewer customers use the system. The system is more complicated now and has more information to read. Customers forget their library cards and can't use the system. Another problem is customers not completing transactions and leaving their card information on the screen in which another customer can accidentally check out materials on their card. Customers seldom pay fines through the self checkout system; they read about the fine and come to the circulation desk to pay the money.

Julie shared the visitor card process that DN is using as she distributed copies of the new form. Other libraries have much lower visitor card use and are able to use different steps. It was agreed that customers at all locations must show a form of identification to use the computers as a visitor.

II. Kudos

Katrina shared information of the incident involving a customer who climbed into their ceiling at closing and how she appreciates BE staff.

Rosemary shared with the managers that the CT floodlight was stolen off of the building. She told about the day when two abandoned dogs and a litter of puppies were found behind the library.

Julie extended kudos to Buddy for his involvement in the history of Oklahoma City Government now displayed in the Municipal Building.

III. Sharing

Angela shared information about the Connect Librarian Forum.

Julie shared information about the Circulation Forum.

Randy distributed a handout received from Phil with information from the Safety Committee regarding tornado sirens.

**Metropolitan Library System
Manager of Library Operations Meeting
Midwest City Library
March 23, 2011
1:30p.m.**

BE will have carpet installed the week of April 25.

SO is scheduled to move into their new location April 4 through April 24. Opening date is April 25. Staff wanting to volunteer must acquire supervisor's approval before contacting Randy. All of the same services will be provided with the exception of processing gift books due to limited backroom space and less available seating.

IV. MLS News/Updates

- Denyveta informed the managers that David Greenwell was elected City Council and will leave the Library Commission.
- Kim Terry reported at AdTeam that there are new MLS commercials being shown on television and recently at a Thunder game.
- IT is replacing computers and working on Wi-Fi updates.
- More news will be coming regarding a program to attract young professionals to become library supporters: Jazzing at the Library.
- Literary Voices will be held on April 12 and the day after event held on April 13. Tickets sold out quickly.

V. Library News

Managers discussed current library topics seen in the news.

Denyvetta informed that the federal government has not funded and is therefore eliminating the Federal Financial Statistics Program which funds reports such as the Statistical Abstract.

Denyvetta reminded everyone to vote for ALA officers.

The Singer Group will visit again in April. Denyveta is uncertain when the report will be final.

VI. Other Topics

Managers were reminded of the required paperwork to submit for appraisals – send one copy of the appraisal and goals, two copies of the appraisal summary sheets and 2 copies of the signed new standards.

The DC Manager of Library Operations interviews will take place this week.

VII. Reminders/Announcements

- OLA – March 30 – April 1, 2011 – Tulsa
- Tri-System Retreat – April 13, 2011 – Pioneer Library System hosting
- Budget requests due April 15, 2011