

**Manager of Library Operations Meeting
Spencer's Barbeque
August 24, 2011
1:30p.m.**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta Davis, Julie Ballou-NW, Barbara Beasley-WA, Rosemary Czarski-CT, LaVetta Dent-VI, Priscilla Doss-BI, Chris Kennedy-MC, Tera McAmis-DC, Michael Owens-RE, Katrina Prince-BE, Jana Hausburg-CH and Randy Wayland-SO. Angela Thornton, DN

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

I. Open Discussion
Comp & Class Study

Denyvetta asked the managers if they had any other questions or comments about the Comp & Class Study. The question was asked as to when the action items resulting from the Culture Survey would be implemented.

Budget

Denyvetta asked if there were any questions regarding the budget. She informed the managers, the LO budget includes funding for 3 librarians to attend PLA in 2012. The method of selection is to be determined. Denyveta is working with Roy to hire more relief staff.

The managers briefly discussed the opening of libraries on Sundays. Kay and Denyveta will meet with the managers at RE to discuss plans for staffing on Sundays. The September MLO meeting was rescheduled from RE to the NW for a site tour.

New/Revised Policies

A question was asked about the Facility Access policy as it was being interpreted to mean staff could not enter the library when they were not working. Denyveta indicated the P & P committee would meet this afternoon to discuss feedback regarding new/revised policies received during the X-Change meeting.

Other topics

Denyvetta drew everyone's attention to Policy SH220 which has been updated to include a doctor's statement is required of level 3 part-time employees after missing 3 consecutive shifts.

Randy asked what to do after staff have tried to contact customers with unclaimed driver licenses or other identifications. It is agreed that identifications may be turned in to the police department or shredded. Files should be deleted from flash drives before throwing away. Check with Linda Hyams if unsure.

Denyvetta distributed copies of the monthly cash deposit summaries which are in the new format. She stated that majority of libraries met or exceeded the cash handling/deposit expectations.

II. Kudos

- Jana shared an article about a Capitol Hill program and a flyer with library use information in both English and Spanish.
- LaVetta shared an article and thank you notes received from customers after summer reading.
- Randy gave kudos to John Hilbert who received an email of praise. He shared that a SO teen won an award.
- Julie gave appreciation to Tech Processing and Materials Selections for work done in separating the collection into boxed categories which will make the move to NW easier. She also appreciates Jimmy Welch and Patrick Williams for all that they have done to make the moving plans easier.
- Barbara extended appreciation to Jonathan from IT after WA recently experienced difficulty of their phones and computers being down. She informed it was a broken switch in which IT spent hours repairing.
- Michael said thanks to the efforts of RE children's librarian, Meghan Attalia, the children's programming at RE is growing.

III. MLO Advisory Group – Julie Ballou, NW & LaVetta Dent, VI

What would you do? Denyveta asked two "What would you do?" questions. Julie and LaVetta followed that with a "What would you do?" exercise the circulation clerks recently did at the Circulation Forum. Julie shared information from the forum that was provided by Cheryl Mann and Linda Hyams. Denyveta noted that November marks the 2 year anniversary of the Circulation Forum.

IV. **Sharing**

Circulation Forum – Julie Ballou, NW

Julie shared information about the Circulation Forum held earlier this month. Linda Hyams was the guest speaker and led the "What Would You Do?" activity. Denise Ryan reported there had been a counterfeit bill turned in from one of the libraries. Counterfeit pens are going to be distributed to all libraries at some point to detect counterfeit bills.

Connect Forum

Angela passed out flyers for the next Connect Librarian Forum. The topic, "Thirty Things in Sixty Minutes" will be similar to the session during OLA. Angela requested that managers encourage their librarians to forward more ideas for topics. A suggestion was made to bring in a speaker that would facilitate training in how to develop community partnerships.

Security

Denyveta reported that Jimmy has completed work on the MLS Detective program. This should help bring attention to some of the egregious infractions being committed by a small percentage of customers.

Safety Committee

MLS was 99% compliant in safety training. Some new employees were unable to complete safety training by the end of the quarter. Our worker's compensation claims are at zero for the year.

Tech Group

Katrina reported that a change has been implemented in V-Circ to assist staff now that more libraries have self service reserves. There will be a pop-up in V-Circ that advises staff if the person attempting to check out materials is not the person that has the reserve. Staff can override the reserve if that is appropriate. Anne is working to get stationary stands for the wands. Some libraries already have them.

MLS News/Updates

- Denyveta reported that Harrah will close to address problems with the flooring prior to laying new carpet. Volunteers will be needed to assist with the move. The scheduled move out date is September 12-14 and the move back in is scheduled for September 19-20.
- MAC has some new commercials that will be airing in September. The department is also in search for a third professional photographer to take photographs of the library buildings.
- The group chuckled over a recent spam email notice received from Kay Boies' email address.
- Staff Recognition dinner will take place on November 12 at the Oklahoma History Center.
- Outreach has a literacy initiative that will be taking place at the Village sometime in October. Customers of all ages will be able to come into the library and arrange for literacy tutoring.
- The Score program will be coming to an end at BI.
- Denyveta is conducting phone interviews for the ED manager position.
- Denyveta will speak with Stacy to clarify that the "Speaking of Libraries" session in November is not cancelled so managers may attend.
- She followed up with the managers' request for more involvement in the Summer Reading plans. The committee will be meeting again soon and Barbara Beasley will be serving on the committee.
- Denyveta reminded managers of the deadline for Service Plans and asked that they select a service response to focus on. There has been no information received as of yet regarding the timeline for the new strategic plan.
- Denyveta reminded the managers of the innovation plan deadline of December 1 which focuses on the second part of our vision statement, "Your Inviting, Innovative Link to the World."

Library News – Local/state/national

Encyclo-media will not be schedule this year.

V. **Reminders/Announcements**

- NW Tour and MLO meeting – September 21 at 1:30 p.m. Julie will provide light snacks.
- 2012-2012 Service Plans due October 1. MLOs will select the service response to be addressed.
- Denyveta arranged for all managers to attend the all-day "Creative Leadership" workshop on October 25 located at the Downtown Sheraton Hotel.
- The managers briefly discussed the Daily Link. Some managers view it as beneficial in sharing information regarding library programs and projects.