

**Manager of Library Operations Meeting
Northwest Library
September 21, 2011
1:30p.m.**

"Your Inviting, Innovative Link to the World"

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

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

I. NW Library Tour

The managers were given a tour of the new Northwest Library by Todd Olberding, Director of Construction Management.

II. Kudos

Jana shared a newspaper article about CH's jewelry program. They are also planning a Veterans appreciation day.

Rosemary mentioned that Choctaw's genealogy series this month on Tuesday nights has been successful.

Angela shared that Downtown librarians will help in the development of book clubs at locations outside of the Downtown Library.

Chris shared that Midwest City received recognition in the newspaper for their Mad Scientist program.

Michael talked about Ralph Ellison's successful Boy's and Girl's Night programs.

LaVetta indicated that Village is planning a Mystery Night and the Literacy Referral Program will begin on October 15 and will continue from 10:00am to noon every Saturday through the end of the school year. This program will assist anyone in finding a reading tutor and is available to all ages.

III. Open Discussion

Telephone logs

Barbara-WA, asked about long distance calls and the record keeping required for these. Managers discussed the need for maintaining a telephone log. If staff makes a long distance call for business or personal reasons on a library telephone, staff needs to record the call on a Telephone Log Sheet. The log is available under the Forms tab on the Intranet. Every month managers receive a listing of long distance calls made from library telephones from the Business Office. Managers verify the type of call as business or personal using the log. The log minimizes the time managers spend researching who initiated the call. Anyone making a long distance call that is not for library business must pay for the long distance charges. Managers agreed that there are a lot of customers using cell phones with different area codes which results in long distance telephone calls when staff contacts them. The managers briefly discussed the different ways customers use library telephones to make personal calls at different locations.

Denyvetta advised managers to contact IT when fax machines are not working properly. If needed, they will be replaced.

Circ Forum

The next Circulation Forum meeting is scheduled for November which marks the two year anniversary for this group. Kay Bauman and Diane Sarantakos will present a topic on "Library Stories." Other topics will depend on subjects submitted through the Circulation Forum email.

IV. Sharing

Northwest Library Update – Julie Ballou, NW

Julie and Jana are in the process of hiring librarians for the new Northwest Library. Librarians may work at various libraries until it is time to move into the building. They hope to have six full time librarians, three half time librarians, five full time clerks, three half time clerks and possibly one Library Event Coordinator. For all levels of programming, the Library Event Coordinator will be responsible for booking meeting rooms, ensuring set up and clean up of

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programs, negotiating with performers and the preparation of paperwork. Staff members are invited to be "guest performers" if they choose. Northwest Library is a pilot for this position.

CONNECT – Angela Thornton, DN

Angela shared CONNECT had a good meeting on Tuesday, September 20. The group discussed at least 30 technology tools that are available to public service libraries. The next meeting is scheduled for December.

Workshops/Training

There are on-line workshops available that employees may request. These trainings are usually one hour or more.

MLS News

The Jones Old Timer's Day event on October 1 will include fundraising for a new Jones Library.

Invitations went out on Twitter and Facebook for the new event "Jazz @ the Library" scheduled at the Downtown Library on September 23, 2011. To date, there are over 100 RSVP's. There will be a cash bar and free food.

There was discussion regarding where the public art will be placed at the Northwest Library.

The Harrah carpet project is complete. Denyveta assisted with the move out process as Kay assisted with the move back process.

Patrick reported that janitorial complaints are down. Staff members should continue to submit forms when problems occur.

The Marketing Department is in the process of hiring a graphic artist.

Kay is close to hiring a new Researcher in Planning.

OverDrive will soon have Kindle access for e-readers.

Melody Kellogg will begin as the new Manager of Library Operation at Edmond. She was previously the Manager at Guthrie Library and has also worked as the City Manager in Guthrie.

V. Other topics

Denyvetta asked the managers to update their inclement weather call list.

OLA and the Metropolitan Library System are presenting Kathy Snow on customer disabilities. The event is scheduled for November 11, 2011. Please contact Stacy, PLA about attending.

Activities for customer appreciation may be forwarded to Denyveta.

VI. Reminders/Announcements

- MLO meeting – September 21, 2001 – RE – 1:30pm
9:15am – Summer Reading, 10:00am – Sunday hours
- Service Plan (2012-2013 due October 1st) – MLOs select Service Response
- Customer Appreciation Month – October 2011
- FOCUS – October 10, 2011
- Creativity Forum – November 1, 2011 – Embassy Suite, Norman, OK
- PLA – Early bird registration – January 13, 2012

There being no further business the meeting adjourned.