

**Manager of Library Operations Meeting
Midwest City Library
February 22, 2012
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, Jana Hausburg-CT, Melody Kellogg-ED, Chris Kennedy-MC, Michael Owens-RE, Katrina Prince-BE, Angela Thornton-DN and Randy Wayland-SO.

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

I. Open Discussion

Tech Support Items – Katrina Prince, BE

Katrina distributed to the managers the January Tech Support meeting minutes with brief discussion. Guest managers in attendance included Julie Ballou, LaVetta Dent and Melody Kellogg.

The managers briefly discussed the function to V-Circ that allows lookup of reserves by number and letter combination. Jimmy, IT is in the process of creating a prototype of the V-Circ information requested by circulation clerks. Two applications for iPads were demonstrated during the meeting. The iFind application was created to replace the tracer lists and after 30 days, transit items on the list will be classified as missing. The srConfirm application will provide an easier way to confirm system reserves with the iPad.

Ad Team meetings

Denyvetta passed around the 2012 AdTeam Calendar sign-up sheet. She asked the manager to place their name beside the meeting date they would like to attend and requested that no more than two managers attend at a time.

Julie attended the AdTeam meeting earlier that day and shared that it was a different experience to observe AdTeam members share what their departments are working on and encouraged other managers to attend.

Extended Hours (May 7th)

Denyvetta informed the managers that the new extended hours will begin on May 13, 2012. She asked the managers to contact her if they are short staffed because new half-time positions have not been hired and relief coverage is needed. The managers will meet before the regular MLO meeting on March 21 to discuss possible dates to begin Saturday deliveries.

Cell phone usage

Denyvetta informed that she has received complaints regarding customers' use of cell phones while inside of the library and asked the managers how they are handling the situation. Some managers have cell phone signs in which Denyveta asked that they be taken down. The Rules of Conduct applies when customers are causing a disturbance while speaking on their phones. Denyveta asked the managers to speak with staff and the topic will be revisited at a later date.

Renewing materials

The managers briefly discussed the procedures for renewing materials via the telephone. The managers agreed that staff may look up the customer with verification of address and/or telephone number but no information regarding title and author should be given. Materials may also be renewed by customer name if they can provide an address and phone number that matched the information in V-Circ. The managers expressed that some of the information in the training manual are not common practices at the libraries and will need to be updated. Denyveta will follow-up with Stacy about updating the training manual.

Budget

- **Commission meeting refreshments – (Account – SYS 999)**

Denyvetta informed the managers to charge Commission meeting refreshments to SYS Account 999 and refreshments for MLO meeting refreshments to Account 331. She shared that only Commission and managers' meeting refreshments are reimbursed.

- **Travel (OLA, etc.)**

Mileage for OLA travel will come out of Account 211 instead of Account 212. Mileage amounts will be crossed out on OLA registrations if forms have already been submitted.

**Manager of Library Operations Meeting
Midwest City Library
February 22, 2012
1:30p.m**

- **Programming**

Denyveta distributed to the managers the history of programming monies spent in the last 10 years. She informed there is a cap of \$10,000 for budgeting programming. She explained that the concern is about the amount of time librarians spend on programming.

Fire Drills

Denyveta advised that every library should perform annual unannounced fire drills. She asked the managers to inform Patrick, MTC and the fire department before conducting the drill. Managers should contact Denvyeta to inform who attended the fire drill and plans for providing the training for all staff.

Other topics

Denyveta informed the managers that electronic cigarettes are allowed in the library and should be addressed only if causing a disturbance.

There are still some cleaning concerns at some of the libraries. Please send janitorial reports to Patrick, MTC and a copy to Denvyeta.

Denyveta announced the measurements for the performance standards are complete. She asked the managers to come up with an effective date for transitioning to the new standards without measurements. Managers agreed on April 1. Denvyeta will share this date with HUM. Staff will sign new standards and the appraisal measurement guidelines and managers will submit one copy of the signed measurements along with other appraisal documents. Denvyeta will resend the measurements to all MLOs via email.

The problem placing reserve labels on audio cases has been resolved. The labels have been replaced with new labels easily to remove. They may now be placed on the back of DVD/CD cases.

II. Kudos

Michael extended kudos to Denvyeta, Diane and Chris for attending the public art unveiling at RE on February 9. Denvyeta passed around a newspaper article highlighted the unveiling.

Jana gave kudos to CH public computer specialist staff for compliment letters received for providing exceptional customer service.

Julie gave kudos to all the MLOs who assisted in the training of NW staff. She indicated that NW staff is singing praises to all of the libraries.

Denyveta shared the application data entry report on NW staff. Staff earned an average of 100%.

Melody, ED, shared an Edmond Sun article stating the library is the best place for entertainment.

Chris, MC, extended appreciation to Denvyeta, Donna and Diane for attending the Legislative Reception on at MC on February 21.

Rosemary shared that over 30 people attended the diabetes workshop at CT.

III. Sharings

CONNECT – Angela Thorton, DN

Angela informed the managers the next CONNECT meeting will be held at the Service Center on March 13. The meeting room at the service center holds up to 30 people. Due to limited space, please RSVP to Barbara, WA.

Circ. Forum – Julie Ballou, NW

Julie distributed and briefly discussed the meeting minutes from the February Circulation Forum. She encouraged the managers to send staff to the meetings.

DC Update

Denyveta informed that she is now the interim manager at Del City until a manager is hired. Contact Denvyeta or Nita with any questions. She passed around an article announcing that the new library will be on this year's ballot.

**Manager of Library Operations Meeting
Midwest City Library
February 22, 2012
1:30p.m**

NW Library update – Julie Ballou, NW

Julie informed that Annie Emmons, the new NW Library Event Coordinator begin on February 20. Annie and Tera, DN Library Event Coordinator will be visiting other libraries to observe programs. The new half-time librarian will start on Monday, February 27. Julie will conduct library aide interviews and assessments at ED on Thursday, February 23.

SO Library update – Randy Wayland, SO

Randy informed that SO north driveway is complete. He is working with Todd and JR, CON, to schedule a visit for SO staff sometime next week.

Workshops/Training

Denyveta, Angela, Chris and LaVetta attended the Get Motivated Seminar at the Chesapeake Arena on February 16.

MLS News

- New carpet – DC (week of April 9), WA (week of April 16)
- Denvyetta passed around articles for the managers to choose from.

V. Reminders/Announcements

- OLA prepaid registration – due to LO March 1, 2012
- Next MLO meeting – March 21, 2012 – Nicoma Park Library – 1:30pm – Host: Angela Thornton

*“A canoe does not know who is the leader; when it turns over,
everyone gets wet.” -- African proverb*