

**Manager of Library Operations Meeting
Nicoma Park Library
March 21, 2012
1:30p.m**

"Your Inviting, Innovative Link to the World"

Attending: Denyveta Davis, Kay Bauman, Julie Ballou-NW, Barbara Beasley-WA, Rosemary Czarski-CT, LaVetta Dent-VI (excused), Priscilla Doss-BI, Jana Hausburg-CT, Melody Kellogg-ED, Chris Kennedy-MC, Michael Owens-RE, Katrina Prince-BE, Angela Thornton-DN (excused) and Randy Wayland-SO.

Guest: Jimmy Welch & Anne Fischer, IT

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

Denyvetta extended thanks to Lois for having us at NP and shared that the extension libraries are vital parts of the system. Lois expressed how excited she is about the growth and her hopes of growing even more in the future as new customers are coming in weekly. She is proud of the new library sign and new porch connected to the library.

I. LO Partners

iFind and srConfirm Demos – Jimmy Welch & Anne Fischer, IT

Jimmy and Anne gave a quick demonstration of iFind/iWeed. Jimmy indicated this process is another green project with hopes to make weeding easier. Anne shared that before demonstrating, she practiced emailing ED tracer list to Jimmy to be certain everything was functioning properly. She informed the managers that the entire list with the summary giving status of items will be available every Thursday and the list will be updated daily. Jimmy asked managers to set an implementation date. Managers agreed on April 12 as the implementation date.

Anne informed the managers that ED has been using srConfirm with scanners that are Bluetooth connected to scan label bar codes and other codes on the items. Melody shared ED's experience. She stated that Anne came on site to train Mary Beth, Library Aide and she has already trained a couple of other staff members. She indicated the iPad is pretty simple and that she really likes the list being readily available. Anne asked the managers to forward an email to her if they are interested in having an iPad at their location so funds may be added to the budget. Kay stated the advantages in having the iPad is that materials can be processed in the stacks and staff is able to view their work. She also stressed the importance of having a system in place at all of the libraries.

II. Open Discussion

V-Circ (continuation from Feb. MLO meeting)

Denyvetta reminded the managers of the brief discussion at the last MLO meeting regarding allowing family members to pick up reserves for customers. She and Kay stressed that all libraries be consistent. Managers agreed that family members could not use customers' cards to check out items at the desk but may use it at the self checkout station.

Kay suggested that using scenarios to educate staff and customers would be helpful. Melody, Jana and Michael volunteered to work on scenarios to develop some positive ways of getting this message out to customers before the next Circulation Forum meeting at MC on May 2.

Other topics

The managers briefly discussed adding more space for long names in V-Circ. This topic will be sent as a suggestion to Tech Support.

Katrina, BE is concern about books arriving wet when it rains and would like to see more secure totes for books. Denyveta will discuss this issue with Patrick, MTC.

Michael, RE shared that during black history month, RE conducted a study about black music over a period of time in which music was played on the iPod. He asked if music can be downloaded on the iPods that were given by Kellie, PLA. Denyveta will follow up on this.

III. Kudos

Rosemary shared that she received an email from one of the CT clerks regarding a customer praising staff for being one of the friendliest libraries.

Kay received a telephone call from an ED customers extending appreciation to ED staff.

Julie gave kudos to Mallory who has just returned from leave and doing such a great job. She has taken on task given by Julie as well as assisting Melody at ED.

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IV. Sharing

NW Library update – Julie Ballou, NW

Julie informed the managers that NW is getting close to its' grand opening date of May 22. The contractor agreed to allow IT to come in and set up the computer cabling beginning on March 26. The furniture move is tentatively scheduled for April 16 and the collection move will begin around April 23. Julie shared that as of this week, NW has 22 staff members with 5 more to be hired next week. She informed that all NW staff will attend Prepare training on March 22 and True Colors training next week.

SO Library update – Randy Wayland, SO

Randy visited the SO site a couple of weeks ago and took a few photos with his camera phone. He shared that the tentative move will be sometime in late August early September. Randy informed they are summing up the furniture plan and passed around the floor plan for managers to view. Kay shared SO now has two driveways.

Innovation Plans

Jana indicated that beginning July 1, CH will be working on a 4 day safari after school program that will have 4 components to include gaming, homework, craft and family friendly movies.

Michael shared the library celebrated Ralph Ellison's birthday. Staff used ideas from Denyveta's book to put brochures together. Michael is working with MSL and MaC to create signage for the new urban fiction section staff is creating.

Julie shared that NW has the idea of quarterly open houses on Saturdays. Staff will take invitations to the library into the neighborhoods. They are preparing personalized reading list that will be emailed to their customers. All NW staff members will issue business cards to customers.

Barbara, WA informed that she is in the process of training clerks on counting cash drawers with each clerk being assigned a coach. She is in the process of assisting with training library aides on the opening and closing procedures. Training should be complete by April.

PLA

Jana, CH shared she attended the "Building Successful Relationships in the Workplace" session and explained the session was about building trust and communication.

Melody, ED attended the "Using Industrial Engineering in Streamlining Communications".

Katrina, BE attended "Transforming Public Libraries" session. She stated it was an exciting workshop and shared that Aarhus, the largest city in Denmark is building a new library to be finished in 2015. She shared how friendly people were in Philadelphia.

Chris, MC attended the "Backstage Pass Concerts" session that spoke about bringing in authors. He is interested in researching bringing in musicians as well.

Julie, NW attended the "Intellectual Freedom" session and indicated the goal is to make staff comfortable and aware.

Denyveta attended the "Floating Collections" group session that focused on the Vancouver Library who started floating their collection in 2006. The process of floating collections is when customers check out materials at one location and check them in at another to remain at the drop off location. Denyveta also attended the "Conversation" session and the UnConference session.

Workshops/Training

Barbara shared that CONNECT members were given a tour of the service center on March 13.

MLS News

Kay met with SO staff to discuss the library's customer base and services provided as well as their interactions with customers. She indicated that staff was extremely helpful and delighted to share their experiences. At the temporary site, staff is seeing a lot of new customers with families and more involvement from the parents. Overall, there are less behavioral problems at the temporary site.

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Karen shared MLS is considering retaining the temporary site. Donna, Kay and Jimmy visited with and asked for assistance from former Commission member, David Greenwell who spoke with Jim Couch. Donna is in the process of setting a meeting with Mr. Couch. Mr. Greenwell will seek assistance from the City to consider paying 100% of the lease. Kay informed that if approved by the Commission, the library will be named the "Almonte" as it will be a full service library. Budget entries for the collection are being worked on.

Library News – Local/state/national

Extended hours at all of the libraries will begin on May 7. Libraries with Sunday hours added will begin on May 13.

V. Other topics

Kay informed that DC will be closing for new carpet in April and a week later WA will get new carpet as well.

BE will close for duct work the week of May 14.

Kay notified the managers that 13 staff members expressed interested in serving on the Tech Support Committee.

Julie shared that having the opportunity to move NW staff around the system for training has been a very positive experience for both new and old staff members. Kay asked Stacy, PLA to focus on best practices to implement for training.

Kay informed the Strategic Plan is on the Intranet as they are trying to encourage all staff to participate in the discussion forums in seeking ideas for developing and writing the language of the goals. Staff must be logged in to participate. Kay stated the plan must be presented to the Commission at the end of April.

VI. Reminders/Announcements

- Tri-System Retreat – April 5, 2012 – Tulsa
Stacy is working on securing transportation.
- Next MLO meeting – May 23, 2012 – Choctaw – 1:30p.m.

“Teamwork without coordination brings confusion.”
Zambian proverb