

Manager of Library Operations Meeting
Ralph Ellison Library
April 18, 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, 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. Strategic Plan – Kay Bauman

Kay distributed to the managers a draft of the Strategic Plan goals with brief discussion. She stated that over the last 4 weeks, new responses to the goal were posted to the online forum. The goals were reviewed on all of the feedback received and she asked the managers for assistance with the language. She asked the managers to revisit the Strategic goals and forward any ideas or feedback to her.

II. Open Discussion

Ad-Hoc Committee – Jana Hausburg, Melody Kellogg and Michael Owens

Melody briefly discussed and distributed an outline of possible scenarios regarding library cards being non-transferable. She described 4 scenarios for checking out materials on another person's library card as being a spouse, child, non-custodial parent of a minor child and a person unrelated to the customer such as a friend or caretaker, etc. The 3 primary reasons identified by the committee for checking out someone else's materials are disability, convenience and saving time on the customer's behalf.

The committee recommends 3 possible solutions for staff to start complying with library policies beginning with the most recommended solution as follows:

- Educate/re-educate staff during Circulation Forum, FOCUS, ShelfLife article written by circulation clerks and circulation clerk meetings; specifically advise new customers that cardholders must present his/her own card to check out materials and communicate to existing customers that this has always been library policy and explain that the library is protecting customers privacy.
- Change the policy and the technology which prove to be the most difficult to implement and most likely will expose the library system to issues of liability.
- Do nothing which is the least effective solution since consistency throughout the system is critical in exhibiting good customer service as some customers visit more than one library within the system.

Kay reminded the managers that it is important to remember the Oklahoma State Statutes, Title 65, Section 1-105; “Disclosure of Records” is connected to the VG 330 Open Records Act regarding protecting the confidentiality of library users' records. Topic will be further discussed.

Reserves

Melody, ED indicated that she forwarded an email to the managers regarding customers walking out with reserves without checking them out on their library cards. The managers briefly discussed methods to minimize items going missing from the reserves shelves. Chris, MC suggested placing labels over titles to keep customers from removing items with agreement from all managers.

Melody shared with the managers that ED has plans to move their change machine closer to the circulation desk.

Bookclubs – LaVetta Dent, VI

LaVetta spoke about putting books on reserves to hand out to members of the book club and informed that MSL does not prefer this method. She asked for the managers input regarding other option in receiving books.

Denyveta advised the managers that she spoke with Kellie, PLA regarding downloading music on iPods received from her and informed that Kellie needs to know why music should be downloaded. Michael stated that RE would like to use it for programs when music is needed.

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Extended Hours – Denyveta Davis, LO

Denyvetta informed the managers effective May 7, libraries currently closing at 8:00pm will now close at 9:00pm. Libraries adding new Sunday hours will go into effect on May 13.

Appraisal Measurements – Denyveta Davis, LO

Denyvetta stated she is receiving some appraisal measurements that are signed and unsigned and informed that all staff must sign the new measurements. She asked the managers to forward to her 2 copies of the appraisal summary, 1 copy of the appraisal detail, 2 copies of the signed new standard summary and 1 copy of the appraisal measurement along with any developmental goal(s).

Work Schedules – Denyveta Davis, LO

Denyvetta shared with the managers that she has concerns about how work schedules are established and asked if staff are making their own schedules. She advised that work schedules are meant to ensure that adequate staff is available to provide assistance during service hours.

Other topics

Denyvetta informed the managers that she spoke with Kellie, PLA regarding downloading music on the iPods and stated that Kellie needs to know why music should be downloaded. Michael stated that RE would like to use it for programs when music is needed.

Denyvetta shared with the managers that she received a telephone call from a young man named Darius Jackson, a representative from Tinker Credit Union who is interested in facilitating financial planning classes at all of the libraries. She will forward Mr. Jackson's telephone number to the managers who are interested.

III. Kudos

Angela extended kudos to DN staff for doing such a great job during the International Festival in which 450 people attended.

Melody, ED gave thanks to Julie and NW staff and stated how awesome they are. She also gave kudos to John Rahhal, BO for being very helpful.

Rosemary, CT shared she is receiving compliments from customers regarding the pleasant smell inside the library.

Jana, CH extended thanks to Dan Holman, BO for assisting with the refinishing of chairs at the library.

Julie, NW extended her appreciation to Jimmy, IT for assisting with getting the list together for what will be going on NW shelves and the maintenance crew for helping with unpacking.

Chris shared that MC circulation clerks love the iFind. Barbara thinks the iFind is also great with the exception that the font size is too small for some staff to read.

IV. Sharing

NW Library update – Julie Ballou, NW

Julie informed that John Rahhal is assisting with installing office furniture in the cubicles which is halfway completed. They are due to officially receive the door keys to the library on next Monday, April 23.

She shared that the first test run is scheduled at the Service Center tomorrow, Thursday, April 19. Staff is working from 4:00pm to 10:00pm to sort books.

NW Library grand opening is May 22 at 3:30pm. A string band and family story time will be part of the festivities that evening.

SO Library update – Randy Wayland, SO

Randy informed the managers the first tour of SO for staff is scheduled on Tuesday, April 24. He shared that the date for move-in has not been set as of date and indicated late August early September.

Randy received notification that the carpet picked for the library is no longer available. No further information regarding the carpet has been received at this time.

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Workshops/Training

Jana, CH shared that she attended the "Leading with Fairness" workshop.

Angela, DN distributed to the managers an overview of the workshop she attended at PLA called, "Changing Course: Leadership for Navigating the New Library."

Katrina, BE enjoyed Angela's workshop at OLA, "Ways to go at the Library."

Rosemary, CT attended a workshop titled, "Things to do on recycling in the library." She will forward information to all of the managers.

LaVetta shared that during OLA, the director of the Native American Museum in Washington, DC gave a presentation in which she enjoyed listening to.

MLS News

Denyveta informed the staff recognition dinner is scheduled for November 10, 2012 at the Cowboy Hall of Fame. More information will be coming soon.

Denyveta shared that meetings with the City of Oklahoma City have taken place regarding the Almonte Library.

Diane announced at AdTeam that 222 volunteers and 30 dogs signed up to participate in the HeartWalk on Saturday, April 21.

The Literacy Voices event went well raising a gross amount of \$144,000. There were over 330 guests to attend the event.

The annual Friend's meeting is scheduled for BI on May 15 at 7:00pm.

Denyveta stated that Diane reported the wish list for \$35,000 submitted to Friends for library programming related activities outside the normal budget process was approved.

Donna, Karen and Diane visited Johnson County System in Kansas to view their online booksale. MLS will be exploring this method for the MLS Friends.

WA landscaping is going well. Barbara reported the westside trees and bushes were taken down and concrete was put in.

BI bike racks have arrived.

V. Other topics

Denyveta made a recommendation for the DC/MLO position. Human Resources will make an announcement soon.

Denyveta thanked Julie for her 3 year service as facilitator for the Circulation Forum and informed the managers that Melody, ED will become facilitator in November. Julie shared that serving as the facilitator was a rewarding experience that she really enjoyed.

VI. Reminders/Announcements

Denyveta asked the managers' for their thoughts in continuing the Tri-System Retreats every year. The managers are still interested in continuing the retreats but not in the present format. Topic will be further discussed.

- Tri-System Retreat – May 1, 2012 – Tulsa
- Next Circulation Forum meeting – May 2, 2012 – Choctaw Library