

2022.0419 Leadership Team Meeting Agenda & Minutes

Present: Heather Zeoli, Kevin Hammond, Mark Schuster, Risa Jensen-Jones, Kim Boldt, Larry White, Steve Butts, Pauline Rodriguez-Atkins

Excused: LaVetta Dent, Erin Bedford

Larry reminded Leadership Team to send him any updates or information to share with Commission and he will add it to his monthly Executive Director's Report.

Important Events for the Weeks 4/18 – 5/9

- 4/18 – SMG Meeting
- 4/19 – LT Meeting
- 4/20 – Edmond 2 Initial Planning Meeting
- 4/25 – SMG Meetings
- 4/28 - 30 – L. White out of office
- 04/30 Being Oklahoma/Dia de los Ninos w/Francisco J. Treviño at CH (added)
- 5/2 – SMG Meeting
- 5/2 – NFP Onsite Meeting – Class and Comp Study
- 5/3 – LT meeting
- 5/5 – Oklahoma System Director's meeting
- 5/6 – OLA Advocacy Meeting
- 5/9 – SMG Meeting

Unit Highlights (5 minutes or less)

- Larry provided updates from ADM, BUS, GX, PS, HUM, IT (Please refer to Senior Management Group Minutes from 04/18/2022)
- Heather Zeoli - DVS is in the process of transitioning the donor base to a new system. The deadline to have it completed is June 30. The new system will also include new web pages for Friends and Endowment Trust.

DVS is ready to go with volunteers. We have invested in increased software for the volunteer program so that a staff member from each library location has access to login, manage and oversee volunteers. Heidi Port has been completing Summer Reading training to get more staff familiar with the software.

On Monday, May 7, DVS will host a Party in the Park event for the Children Reading to Dogs program. The Friends and the Endowment Trust are both bring on new board members and trustees.

The Friends of the Library are working with a strategic planning consultant from the Oklahoma Center for Nonprofits. They've been conducting a series of focus group and will have a strategic planning retreat on Saturday, May 14 at the Northwest Library, followed by their annual meeting of members on Tuesday, May 17 at the Northwest Library.

Heather provided updates regarding grants and grant awareness. As a potential future agenda item, if MLS would like to request grants from the Friends or the Trust, those requests should be made in July.

- Kevin Hammond - the Wright Library cameras have been installed and are up and running. Anyone that needs access, should have it now.

Key and fob security issues Downtown have been resolved. Kevin will begin checking access and security of fobs at other locations.

- Mark Schuster – CIS is currently working with IT on implementing a long-standing project to move desks in the office apart to help with social distancing and noise pollution.

Mark had a final check in meeting with DHS about the embedded worker program at Del City. There is much excitement and enthusiasm about the project. Beginning May 2, Arlene Pelayo will be stationed at Del City Library every Monday from 9am to 5pm to consult with customers. Arlene is also fluent in English and Spanish.

Safe Place signs are going up across the system. Safe Place provides access to immediate help and supportive resources for youth in need. Safe Place went live on April 1 and has already been used a couple of times. Mark and Kimberly have been working on coordinating engagement resources to support programming and outreach between Pivot and Safe Place.

- Pauline Rodriguez-Atkins – CSD is working on finalizing the budget. They are on track to spend 100% of the materials budget this year for the first time in three years. CSD is finishing up a few projects to be completed by Summer Reading and focusing on getting everything that can be, done by the end of the fiscal year. It's also contract renewal season; lot of databases are coming up for renewal.
- Risa Jensen-Jones – Risa is working on the budget for Downtown. She's also been working with Kevin on Security for Downtown and how to transition from a previous security model. They are trying to improve communication, especially during incidents and ensuring staff have access to various parts of the building. Risa is also looking into getting additional radios for the Downtown Library managers for communication purposes during library incidents.

Downtown is experiencing quite a bit of staff shortage and is trying to work creatively to figure out how to continue serving the public and do programs without a full staff.

Belle Isle is adjusting to their new workflows and new level of business. They've had lots of changes to adapt to over the last month and they are focusing on trying to learn how to do things differently, after two years of minimal activity at the temporary location.

Edmond Library programs are exploding. Their efficiency has increased quite a bit with the tote check in server.

Risa will be talking with Heidi soon about how to include a process to have volunteers assist with shelving.

Wright Library is still in the renovation process. Carpet was installed yesterday, and furniture is scheduled to be installed on May 2.

- Steve Butts – The Belle Isle temp location has been completely evacuated. Steve will be scheduling a walk through with the property management group soon.

The vinyl covering around the elevator at Belle Isle is being redone this week. Steve is scheduled to do a walk through with the city, general contractor, and architects for the final punch on Thursday.

Maintenance drivers are going through a great driving course, conducted by Highway patrol troopers.

- Kimberly Boldt – Kim reported on last Tuesday we had the largest presence for Read Across Oklahoma at the zoo, at least in the last 10 years. There were about 2500 people that were interacted with between the resource table and story time.

OES is working on everything Summer Reading. Kim thanked Steve and everyone at the Service Center for all the help with routing the books and making sure we have enough swag for the summer. OES is also planning and coordinating outreach events.

Video interviews for an Administrative Specialist have been completed. Kim is hopeful to have someone in place within the next month.

TOPICS	DECISIONS / RESULTS
Covid	
<ul style="list-style-type: none"> • New protocol and implementation • • 	
Core Values	
<ul style="list-style-type: none"> • Steering Committee Update • Customer Service • 	
GX	
<ul style="list-style-type: none"> • Update • Who should OES communicate with related to engagement? • 	
Other	
<ul style="list-style-type: none"> • Communication <ul style="list-style-type: none"> ○ Take the same training on different communication styles. ○ Refresher on constructive feedback. ○ Meeting recaps of decisions / discussions. ○ What items are folks not hearing about? ○ How do you want to hear about big events / programs / projects / etc.? ○ Line between communication and permission? • Improvement Priorities <ul style="list-style-type: none"> ○ Decision making map / tree – who can make them, what level, types of decisions to streamline decision making process.s ○ One-Card – future of program, where to from here and who's responsibility is it? 	
Strategic Framework	
<ul style="list-style-type: none"> • Update • • 	

Other

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The Steering Committee is wrapping up its work on the Core Values and will have recommendations to Larry by the end of the month.

Customer Service Stories

Heather shared staff at locations across the system have been very helpful with meeting room setups as we transition back to in person meetings. She gave a shoutout to NW Library Staff for going above and beyond and providing a concierge level type of service last week for a Focus Group meeting held at the library.

Risa attended an event outside of the library system and received customer kudos about the new Belle Isle Library and the adult changing room, which supports a great need for that family.

Larry shared a great customer experience he had while visiting a local restaurant.

Strategic Framework

Long-Range Planning Committee met last month. The committee has asked Larry to proceed with developing a Long-Range Plan and tie it in to the strategic framework. Larry is working on getting that information out shortly.

Meeting adjourned – 10:46AM.