

Public Services Managers Minutes

Meeting Date / Time: Thursday, May 13, 2021 – 1:30 pm

Location: Virtual/Zoom

Attendees: Tricia Andrews (AS), Rondia Banks (BE), Barbara Beasley (ED), Erin Bedford (RD), Lindsey Bryan (BI), LaVetta Dent (RD), Kimberly Francisco (RE), Risa Jensen-Jones (RD), Paula Joseph-Johnson (CL), Chris Kennedy (PS), Todd Podzemny (SO), Mark Schuster (RD), Tim Spindle (CIS), Chris Stofel (CH), Angel Suhrstedt (DC), Nicole Sump-Crethar (NW), Courtney Taddonio (DN), Laura Warren (WA)

Guest: Pauline Rodriguez-Atkins (CD)

Absent: Jason Wiggins (VI)

Purpose: To discuss and make recommendations and decisions on issues having system wide impact on library operations.

Ground Rules:

- Everyone participates
- Be present and focused
- Start and finish on time
- Speak up and ask questions
- Raise issues in the meeting
- Respect confidentiality
- Be respectful of others' opinions and time
- Notetaker comes prepared and coordinates with review team to ensure accuracy and that action and future planning items are clearly noted
- ***Raise your virtual "hand" and wait to be called on before speaking in Zoom meetings"***

Welcome & Introductions

Mark Schuster welcomed everyone to the meeting. A new ground rule, "Raise your virtual "hand" and wait to be called on before speaking in Zoom meetings" was introduced and added to previous meeting ground rules.

Happy Stuff – Sharing of good news & wins

Individuals shared personal & professional good news and wins to begin the meeting.

Blu-Ray in the Collection

Pauline shared that Collection Development will start purchasing Blu-Ray DVDs on a limited basis if Collection Development cannot buy the feature film in any other format. Blu-Rays that are currently on order are listed in the catalog. Blu-Rays will be packaged in the same cases as current DVDs and will be interfiled on the shelves with DVDs. Blu-Rays will have the same location code as DVDs, but Blu-Rays will have their own media code. Blu-Ray media codes will be listed as BLU or RBLU if the film is R-rated.

Combo packs with a Blu-Ray disk and a DVD disk will show as DVDs in the catalog. An email regarding the Blu-Ray announcement will go out next week to all staff.

Sit & Stay Discussion

A discussion regarding Sit & Stay and how the phase is going in the libraries occurred. Going well, but noticing more customers without masks. Shared language on Sit & Stay poster language is causing more conversations regarding masks. More families and computer users are coming into the library.

- Customers are either wearing masks, wearing masks inappropriately, or not wearing a mask at all. Also having customers staying for several hours longer than the 2 hour Sit & Stay recommendation. We're having to decide if we ask those customers to leave or allow them to stay.
- Asking customers that are staying longer in the library to wear masks, but also being mindful of choosing which conversations are the most important. DC customers are thrilled with their new building. Study rooms have been consistently busy. Nice to see all of the furniture in the library being used.
- Customers back in the library using all of their spaces. Very few issues with masks. Keep masks available at the front door. Very small number of people that have been unmasked.
- Extended computer time has been very welcomed. Study room usage is picking up. Asking customers to wear masks when they come in, but they usually take masks off at the computers. Staff feel less comfortable asking customers to wear masks.
- Choosing which conversations to have about masks. Most customers come in with masks, but the customers that aren't wearing a mask are usually customers that have refused to wear masks previously. Having issues with food in the building.
- Not having a lot of mask issues. A few customers upset that we still are not fully open now that Oklahoma restrictions have been lifted. Have had a few customers sitting in soft seating for well beyond 2 hours.
- Computers are almost always busy. A lot of families in using tables. Not many wearing masks. Signage is too ambiguous.
- 50/50 on masks and no masks. One customer upset because a staff member wouldn't help them at the computers without a mask. Groups coming to study in study rooms for more than 2 hours. Staff are happy to have people back in the building. Atrium has reopened, but it hasn't been used often.

Several managers provided suggestions on different language for the mask signage to facilitate conversations about masks and to make our stance clearer. Language considered included:

- Please wear a mask
- Masks requested
- When you're in the building, you'll see our staff wearing masks. For the protection of those around you, we strongly recommend you do the same.

Managers voted on what language should be used on the signage regarding masks.

Action item: Change language on signage and website to state "Please wear a mask."

Summer Dress Code

A conversation took place regarding staff wearing shorts when working curbside. The Library Manager at each location will decide how to implement staff wearing shorts during curbside.

Access Updates

- In June, Anne and Risa will be working with TLC to set up fines free process. Aim to go live with fine free on July 1st. Public Services Committee is recommending to the Commission that retroactive fines are waived. Will need to be approved by the Commission. (Update: approved 5/20/21)
- Library Accounts Policy was updated to have customer accounts expire at 3 years (school accounts, ONEcard accounts, and Annual Fee accounts will not be included). TLC will change the current expirations for customers from 2037 to a date 3 years from now. Customers that have been inactive for more than 3 years will be deleted. If a customer has been active within the last 365 days and their account is in “good” status, the account will automatically renew. If a customer’s account cannot be renewed, a letter will be sent to the customer explaining the reason it cannot be renewed and how to renew.
- Borrowing Policy – Materials will auto-renew. Three days before the item is due the script will attempt to renew everything due in 3 days. If it succeeds, the customer will get an SMS or email notice stating the new due date. If the item cannot renew, a notice via SMS or email will go to the customer that their item is still due on the original due date. Implementation date is to be announced after a CarlX update. Renew button will no longer be available in the catalog for customers.
- FRBR – Implementation team has recommended go live date of August 2, 2021. Marketing will start working on promotions to customers about the new catalog.

Location Updates

- Access – AM meeting on Tuesday, 5/18. Region R LM’s should attend. Circ forum later this month. Will talk about promoting Summer Reading without fine waivers.
- RE – working on Black History Collection at RE and have made momentum with the workgroup that was recently put together. Have a full Collection plan, selectors guide, and have been working the last 3 weeks with Janeal and Tricia. Very exciting and hope to have plan in place this year for the Centennial Celebration.
- CIS – new employee starting on Monday. The last original CIS employee is also leaving next month.
- AL- Cost of construction materials has skyrocketed. Architects are going to hold off a few months on going to the city council to wait for costs to go down. Will still submit a preliminary report for construction. Also received shelving from Edmond for their children’s area.
- CH- Hired new Library Aide and Engagement Specialist. Have new patio furniture on children’s patio.
- ED – Purchased tables/chairs/lounge chairs with money from the Friends last year and were excited to put them out on the floor for Sit & Stay. Had 4 shelving ranges in Room C that had overflow kids books. Now down to 1 range that only has audiobooks.

- DN- IT moved 8 computers from 2nd floor down to the 1st floor. Allows for more study space upstairs. Two new Library Aides. 2 Access Specialist and an Engagement Specialist position are open.
- DC – New half-time Access Specialist starting June 1st. Interviews soon for a Library Aide position. Humidity issues should be fixed.
- CL - 2 Access Specialists leaving, Library Aide promoting to half-time Access Specialist. Nicoma Park temperatures have remained stable in the building. Outdoor programming starting next week at Choctaw.
- NW – All the light bulbs will be changed to LED bulbs by the end of this week.
- WA – New ES2 starting Monday. Starting outdoor Storytime. Had outdoor adult programming with take and make kits.