Joint Public Services Managers' meeting

Minutes

December 5, 2019

Ralph Ellison Library

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 a review team to ensure accuracy and that action and future planning items are clearly noted

Optional PLA Webinar "Fostering Creative Community Connections"

Attendees viewed a webinar in which libraries discussed their experiences with using Short Edition's Short Story Dispenser to encourage reading and library use.

Welcome

- Sharing of notetaker and location rotations
- Minutes: Pauline Rodriguez-Atkins, CSD
- Reviewers: Laura Warren, WA & Jason Wiggins, VI

Present: Chris Kennedy, Kimberly Francisco, Risa Sargent, Paula Joseph-Johnson, Jason Wiggins, Tim Spindle, Chris Stofel, Laura Warren, Rondia Banks, Randy Wayland, Brandon Beckham, Janeal Walker, Kristin Williamson, LaVetta Dent, Judie Matthews, Kirsten Bryson, Tricia Andrews, Buddy Johnson, Erin Bedford, Todd Podzemny, Annie Emmons, Sara Long, Mark Schuster, Barbara Beasley, Angel Suhrstadt, Pauline Rodriguez-Atkins

Minutes guidelines/suggestions – Chris

Chris shared that questions have come up recently about how much detail needs to be included in meeting minutes.

He suggested that minutes takers think about who the audience for minutes is. For meetings of this group, the audience is the entire library system.

For such a broad audience, minutes don't need to be as detailed as minutes distributed locally. Minutes takers should focus on action items and decisions made.

Department shadowing – Risa

There is an Excel file available on the Public Services Managers SharePoint, in the Department Shadowing folder in the Documents list. The file lists each department, the contact person for that department, time to be spent shadowing, best days to shadow, information that would be gained, and the level of employee likely to gain the most from shadowing in the department.

A few questions were raised. "AS I+" in the "Appropriate for" column means that shadowing would be valuable for any employee that is graded as an Access Specialist I or higher.

Shadowing in departments outside Public Services are outside this group's scope; to inquire about shadowing there, contact the department directly.

When thinking about shadowing in departments housed at Downtown, think about parking when deciding how many people to send, as parking expenses impact the overall budget. Consider sending multiple employees and having them carpool.

Risa asked if the document is valuable to managers; the group agreed that it is. RDs would lke to hear how shadowing goes.

Job shadowing is not a staff exchange, in which two individuals in the same position might swap locations for some period of time.

NEO "wish list" small group discussion

Attendees broke into small discussion groups moderated by RDs. Each group discussed information that they would like to see included in New Employee Orientation and the ideal length of time for orientation.

RDs will compile their notes from the discussions and report back at future meetings.

Budget planning feedback (how's it going?) – Mark

PSLT is working with the Business Office on budget training.

PSLT has collaborated on a spreadsheet that can be used for budget planning. It will be available soon as a tool to plan and prepare library budgets before reviewing with an RD.

Several libraries are having meetings to plan programming budgets.

Access Trainers – Chris

Chris explained that this is a follow up to Milissa's call for trainers. Access training is changing; each session will have a primary and a support trainer. Training will be presented in 3 sessions monthly, and the same primary trainer will teach all 3 sessions. Primary trainers are expected to teach the 3 sessions only once each quarter. Support trainers are required to participate in 3 sessions each quarter, but not necessarily in the same month. The larger the pool of trainers, the less often each trainer will have to teach.

Primary trainers must be AMs or LMs, but AS IIs may serve as support trainers. To be a trainer, last appraisal has to be all meets or above

Location Sharing (Libraries, Departments)

Departments and libraries shared news and information about events and plans at each location.