

X-Change

Minutes

8/19/02

In attendance were:

Rosemary Czarski, Dana Morrow, Lisa Weissenbuehler, Ric Rea, Karen Bays, Jean Engebretson, Todd Olberding, Judy Walden, Don Updegrove, Janet Brooks, Helen Chacon, Barbara Beasley, Phil Tolbert, Ernestine Clark, Denyveta Davis, Scott Carter, Debbie Robertus, Priscilla Doss, Deborah Willis, Mary Patton, Randy Wayland, Darcus Smith, Jack Kinzie, Katrina Prince, Eddie Terry, Kay Bauman, Traci Jinkens, Laurie Mack-Clark

Welcome and Announcements by Kay Bauman

Restated our vision: "The Metropolitan Library System is Oklahoma County's premiere information, education and entertainment resource."

1. Our group exists to:
 - A. Focus on our target, i.e.: our mission
 - B. Clarify our roles
 - C. Bridge our communication gap to help us be 'on the same page'
2. What you can expect from this organization is:
 - A. To provide the necessary information to help you understand your role
 - B. To respectfully listen to participants

Discussed briefly the agenda items for the afternoon, as well as, the feedback form, which will be attached to the agenda for every quarterly session.

Kay also pointed out future meetings for X-Change:

- Monday, November 18, 2:00-4:30 p.m., Belle Isle, Meeting Rooms A & B
- Monday, February 17, 2:00-4:30 p.m., Belle Isle, Meeting Rooms A & B
- Monday, May 19, 2:00-4:30 p.m., Belle Isle, Meeting Rooms A & B

Deputy Director Judy Walden

Representing Interim Executive Director Donna Morris, Judy stated to managers and supervisors that there will be no drastic changes due to the change in leadership. We are to keep moving on just as things were before these changes took place. Donna has moved to the Administrative Offices, 3rd Floor.

Training Update by Helen Chacon

Focus 2002

Gave each participant a Focus 2002 handout. Formerly known as Staff Development Day, Focus will take place on October 14, 2002 at the Clarion Meridian Convention Center. Topics of Focus 2002 are the result of comments made to Helen during her visits with managers, as well as comments made on previous years Staff Development Day feedback forms. Helen notified managers and supervisors that flu vaccinations would be made available to employees who choose to participate. The Library will cover the costs of this expense. The Flu Shot Clinic is scheduled, however, because flu shots are not always available by October, the vaccinations may not take place. As we near the event, Planning will alert staff if there are to be any changes. For Focus 2002, there will games and prizes throughout the day. All employees attending Focus 2002 will need to wear

X-Change

Minutes

8/19/02

their ID badges and the dress code for the day will be Friday dress. Helen notified management that in response to recommendations made from previous Staff Development Days, there will be non-sugar type foods, as well as vegetarian dishes.

Training

Planning is currently working on January – June 2003 training calendar. Helen pointed out to management that there is another way to view class schedules. From the MLS Intranet calendar, employees are able to sort by training. This will enable employees to view all of the class schedules for training purposes.

Time for eXchange by Kay Bauman

October is Customer Appreciation Month. We have several opportunities to thank our internal customers. Those opportunities being:

- Focus 2002
- Outstanding Service Awards
- Staff Recognition

This year for Customer Appreciation, we will be showing our appreciation to our external customers.

In order for us to begin thinking about what to do to show our appreciation, Kay had all participants do a breakout session for **Collaborative Processing**. This session included the following steps:

(1) Response Component

- (a) Responses are in-turn from the group members
- (b) Record unedited statements

(2) Clarification Component

- (a) Examine items for clear understanding
- (b) Explanation given by the person who contributed them
- (c) Clarify only. No discussion!
- (d) Use in-turn response and pass rule.

(3) Discussion Component - Pro/Con Statements

- (a) Pro -
 - (i) Speak in behalf of any item on the list.
 - (ii) No debate!
 - (iii) Do not repeat opinions already stated.
- (b) Con -
 - (i) Speak in behalf of eliminating an item.
 - (ii) No debate!
 - (iii) Do not repeat opinions already stated.

(4) Decision/Voting Component

- (a) Clear-out Voting
 - (i) Majority rule.
 - (ii) Consider each item.
 - (iii) Vote open hand for **yes** closed hand for **no**.
 - (iv) Everyone must vote on each item. *You cannot pass.*
 - (v) If majority votes no on an item, it is removed from the list.

X-Change

Minutes

8/19/02

(b) Weighted Voting

- (i) Vote by assigning value to each item.
- (ii) Highest rating is group decision.
- (iii) Conduct final vote by **yes/no**, if necessary.
- (iv) Vote on each item. *You cannot pass.*

Each group then presented their overall decision on how we as a Library will know that our external customers feel appreciated. Those responses are as follows:

- Increase in applications for new library cards (+2%) over September 2002
- A substantial number of new customers will be aware of, and take advantage of, our services, such as programs, and bus rides to and from libraries will increase.
- The Library will be easily recognizable in the community.
- Customers will tell their friends positive things about the Library.
- Customers feel wanted/valued.
- Customers feel all staff are approachable.

These responses should help each of us determine how, in our agency or department, we will fulfill these objectives. Each manager will decide on what activities will help fulfill those objectives and then report the plan of activities to his/her supervisor. At the November X-Change meeting, we will regroup and discuss how we each achieved these goals.

Food for Thought Forum

Helen presented the group with a short story, which is as follows:

“In 1334, Hochosterwitz Castle was besieged by the Duchess of Tyrol. As time wore on, the defenders became desperate; their last food was an ox. The Duchess’s situation was also desperate; her troops had become unruly and she had urgent matters elsewhere. Then, the castle’s commander had an idea that must have seemed utter folly to his men. He had the last ox thrown over the wall in front of the enemy. The Duchess interpreted this scornful message to mean that the defenders had so much food that they could waste it. At this, the discouraged Duchess quit her siege.”

Helen asked the group six questions regarding this story.

- What one word comes to your mind after hearing this story?
- Think of a title for this story.
- How is this story similar to something that happened to you recently at work?

When asked, “What do you think this story says about facing the unknown?” some responses were:

- Keep the faith
- Stay the course
- Don’t try to predict the outcome
- There is no situation so desperate that we can’t get through it

X-Change

Minutes

8/19/02

- What doesn't kill us makes us stronger
- Sometimes you have to be positive and when you're positive you're happy

When asked, "What do you think this story says about facing change?" some of the responses were:

- Be positive
- Hope for the better
- Take it a single step at a time
- The unknown can get you
- To let go
- Perception is everything
- Give it your all

When asked, "If we could bullet point the lessons of this story and take them back to our teams, what would the bullets be?"

- Faith
- Patience
- Survival
- No bloodshed is good
- Just do it
- Different situations call for different solutions
- Sacrifice
- Risk
- Nothing stays the same

The purpose of this exercise was to identify ways that managers and supervisors can support staff during this time of change.

Outstanding Service Awards by Traci Jinkens

The Outstanding Service Awards will be presented at Staff Recognition, November 9th. The committee members are Scott Carter/PR, Woodrow Howard/BUS, Debra Spindle/DN, Deanna Biddle/BI, and Darlene Quinn/DN. Our main goal as a committee is to honor **all** individuals recognized as doing "outstanding service". The next step in the checklist of tasks is to send out nomination forms.

- Nomination forms will be sent out on September 9th to all employees.
- The deadline for receipt of the forms back to Planning Services will be September 30th.
- This will give employees roughly three weeks to complete and send in nomination forms.

Traci reminded participants that all employees, full and part time, are eligible for nomination, as well as teams. All nominees will receive notification that they have been nominated, as well as their manager or supervisor. The letter will state

X-Change

Minutes

8/19/02

that the awards ceremony will take place at Staff Recognition, which allows for family members to attend, unlike Staff Development Day which was only an In-Service Day for employees. There was a request to have previous award winners'

names on the nomination form. Traci will incorporate this into the nomination form.

Staff Recognition Dinner by Karen Bray

Karen is the chair of this year's Staff Recognition. She notified participants that this year's event will take place at The Centre on Saturday, November 9, 2002, from 6:00-9:30 p.m. This year the Library will be recognizing over 50 employees for their years of service. Furthermore, the night will include the Outstanding Service Awards presentation. All staff members are highly encouraged to attend this event, which has been titled, "Applause". There will be a wonderful menu to accommodate everyone's palate and music will be presented.

Miscellaneous/Discussion

Managers and supervisors feel that it very important to be kept in the information loop. Would like "Official Notice" when possible to be kept informed of what is going on with the System.

Next meeting date is set for Monday, November 18, from 2:00-4:30 p.m. at the Belle Isle Library, Meeting Rooms A & B.