

# **X-Change**

## **Minutes**

5/20/03

### **In attendance were:**

Laurie Mack-Clark, Ernestine Clark, Anne Fischer, Phil Tolbert, Debbie Robertus, Todd Olberding, Scott Carter, Lisa Weissenbuehler, Daphene Keys, Karen Bays, Denyvetta Davis, Debra Spindle, Mary Patton, Janet Brooks, Pauline Rodriguez, Dana Morrow, Don Updegrove, Anita Roesler, Barbara Beasley, Rosemary Czarski, Ann Aliotta, Judy Walden, Eddie Terry, Jack Kinzie, Randy Wayland, Donna Morris, Karen Marriott, Heidi Johnson, Kay Bauman, Jean Engebritson, Deborah Willis, Anne Hsieh, Traci Jinkens, Roy Ballou, Priscilla Doss

### **Welcome and Announcements - Kay Bauman**

Welcomed supervisors to X-Change. Discussed agenda for the afternoon. Asked for announcements from supervisors. Dana announced teepee ceremony would take place on the Belle Isle lawn on Tuesday, May 20, 2003. Kay welcomed new Ralph Ellison manager, Daphene Keys, to her first X-Change meeting.

### **Executive Director - Donna Morris**

Donna stated that everyone is winding up the budget for this next fiscal year. The next Finance Committee meeting will take place on June 10<sup>th</sup>, during which the budget will be presented. Donna updated everyone on the new Downtown Library & Learning Center. Panels are going up slowly. We will continue on as if moving into the new building this fall.

### **Human Resources – Roy Ballou**

Roy handed out to supervisors an updated Employment Interview Form. This form will be helpful in selecting the best applicant for any given position. Roy has developed definitions to be used when determining how to rate an applicant. These definitions will eventually be placed on the Human Resources Intranet web page. Furthermore, this form enables supervisors to score applicants on a scale of 1 to 5, with 1 being the lowest and 5 being the highest. This scoring system is more objective and will make the interviewer's job easier and more efficient.

Roy asked supervisors for input on the definitions he has developed for the interview form. When hiring a full-time employee, s/he will need to start on a True North date.

### **X-Change – Kay Bauman**

The Public Services Council has been charged with evaluating and developing MLS Core Services which will serve as a standard when evaluating services and considering future services. To do this, the Council needed common definitions of what we as a Library do and what is important. The Public Services Council and Ad Team members held meetings from the months of March through May, facilitated by Tom Massey, to aid in developing these definitions. The results of this endeavor are the MLS Core Values and Core Services.

Traci handed out an expanded version of the Core Values, as well as a condensed version. Kay had supervisors break into groups to discuss how these Core Values will help in their daily decision-making and practice using them with specific situations or services. Each

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group had a representative highlight their discussions. The Core Values will help supervisors in decision-making by prompting questions. The Core Values have been included at the end of the minutes.

Kay asked for input from supervisors about the Core Values. Discussion followed.

**Meeting adjourned at 4:15 p.m.**

Next X-Change meeting will be on:

August 18, 2003  
2:00-4:30 pm  
Belle Isle Library  
Meeting Rooms A & B

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## **MLS Core Services**

### **We are committed to providing for all stakeholders:**

- materials to lend
- a place to house materials and making them available for use
- library staff who are trained to assist, instruct, etc.
- a standardized classification and shelving system of our materials
- a Library Catalog of our materials
- accurate records management
- compliance with local, state and federal public disclosure laws
- opportunities for stakeholders to educate and inform themselves
- partnerships and ways to reach stakeholders
- ways to supplement our human and financial resources.

### **We are committed to providing for MLS Employees:**

- Effective Leadership -
  - Guided by the MLS vision, values, and purpose
  - Consistent, open, and timely communications.
  - Job-related training to enhance job skills and career advancement.
- Resources -
  - Funding for job performance
  - Support, equipment and tools for their jobs and that promote fair distribution of work.
  - Safe working environment.
- Compensation and Benefits -
  - Compensation and benefits in accordance with commission approved funding levels.
  - Opportunities for personal and professional development.

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## **MLS Core Values – Expanded Version**

**We value and are committed to:**

### **1) Integrity**

- a) Maintaining the highest ethical standards - we not only avoid wrongdoing; we avoid the appearance of wrongdoing.
- b) Adhering to the laws and standards that govern the conduct of the people in this organization - exceptional employee conduct.
- c) Reflecting our values in our daily habits - keeping promises and fulfilling expectations.
- d) Being respectful stewards of the public monies - we plan, make decisions, spend and maintain financial records in the public interest, never based on personal interest or for personal gain.

### **2) Excellence**

- a) Providing consistent high quality interactions and services to all - every stakeholder receives the highest quality of interactions.
- b) Valuing quality above quantity - we will not sacrifice core services to provide secondary services or try to be everything to everyone.
- c) Using our expertise to help others - believing that the honor is to serve, it is a privilege to help others. Providing respect and regard to all stakeholders and making them feel welcome.
- d) Meeting and exceeding stakeholders needs, desires and expectations within the scope of library services.
- e) Working as a team to achieve or surpass organizational goals - aligned efforts where we put organizational goals before personal goals and work cooperatively to attain them.

### **3) Democratic Process**

- a) Respecting the rights of individuals to receive information and share ideas. We believe that free communication is essential to the preservation of a free society and a creative culture.
- b) Supporting the democratic process by serving as a neutral information provider. It would conflict with the public interest for the library to endorse any particular political, moral views.
- c) Maintaining a broad collection of materials, pursuing and maintaining partnerships with other information providers. We give validity to freedom of inquiry by making it possible for individuals to choose freely from a variety of offerings.
- d) Providing a variety of services that assist stakeholders in accessing needed or desired information. Services include borrowing privileges, staff assistance, information and reference questions answered and partnerships with other providers.

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## **4) Stakeholders**

- a) Building and sustaining loyalty- we focus on earning our stakeholder respect and trust.
- b) Creating raving fans - as we provide consistent high quality interactions and services the result is delighted stakeholders.
- c) Assisting in personal or professional growth and development - by providing information, materials, programs, training, mentoring and an environment conducive to such growth and development.
- d) Partnering with and for our community - where our partnership advances our mission and assist us in meeting our goals while meeting theirs.

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## **MLS Core Values – Condensed Version**

**We value and are committed to:**

### **1. Integrity**

- a) Maintaining the highest ethical standards.
- b) Adhering to the laws and standards.
- c) Reflecting our values in our daily habits.
- d) Being respectful stewards of the public monies.

### **2. Excellence**

- a) Providing consistent high quality interactions and services to all.
- b) Valuing quality above quantity.
- c) Using our expertise to help others.
- d) Meeting and exceeding expectations
- e) Working as a team to achieve or surpass organizational goals.

### **3. Democratic Process**

- a) Respecting individual's rights to receive information and share ideas.
- b) Serving as a neutral information provider.
- c) Maintaining a broad materials collection.
- d) Assisting stakeholders in accessing information.

### **4. Stakeholders**

- a) Building and sustaining loyalty
- b) Creating raving fans
- c) Assisting in personal and professional growth and development.
- d) Partnering with and for our community.