

**Materials Services Division
Managers' Meeting
Minutes
April 15, 2010
Service Center meeting room
8:00 a.m.**

Present: Janet Brooks
Heidi Johnson
Karen Marriott
Pauline Rodriguez-Atkins

Cataloging/ILL Update

Pauline

Meetings and training attended:

- Brittany – Collection Management workshop, March 23 and 30
- Jana – OLA Intellectual Freedom Committee, March 24
- Aaron – Effective Communication class, March 25
- Vickie – Staff Association, March 25
- Jana – Staff Recognition committee, April 1
- Ursula, Vickie, Nicholas – Prepare training, April 6
- Nicholas – Compassionate Communication training, April 13

Amy Stark, a teacher at Putnam City HS and a UCO student, visited Cataloging and ILL on March 19. She spent time with Jana, Aaron, Clyde, Ursula, Lisa, Kristin, and Brittany. She expressed amazement at all that goes on within the two departments, and appreciation for being allowed to visit.

Due to Pauline's unplanned absence, Jana and Brittany stepped in to help lead the Collection Management workshop on March 30. Jana taught the session on catalog searching, and Brittany assisted Janet with the ILL section. Pauline has heard positive comments about both their contributions. Her only concern is that they will put her out of a teaching job!

Sharon Bish, DN, job shadowed Ursula on April 8. She toured the Service Center and spent time with Jana and Jill as well as with Ursula. She sent Pauline a thank you note stating how much she had enjoyed the experience.

All staff have seen the sample pencil drawers for desks, and Pauline has sent Todd Olberding a count of how many drawers to order.

All CAT and ILL staff have received their new ID badges.

Stormy is the Service Center building's Heart Walk captain. She has devised some creative ways to raise funds, and recruited quite a corps of walkers. Everyone is anxious to see if Aaron will end up wearing a tutu.

ILL courier deliveries and pickups have remained reasonably reliable since March 15; however, neither Pauline nor the ILL staff is willing to relax yet.

Pioneer Library System has become a Trans-Amigos courier participant. This has saved ILL some time, as materials for that system no longer need to be boxed separately and sent to SO.

Jana was a winner in the drawing for tickets to the Literary Voices dinner on April 13.

Several staff members from both departments will be attending portions of the OLA conference the week of April 19.

Several staff members assisted with the selection process for the two Materials Services Division Technician positions during the first 10 days of April. Aaron participated in the interviews; Kristin and Nicholas administered tests; and Kristin, Lisa, Vickie, and Stormy visited informally with the candidates. Other staff assisted by keeping up with the workflow while their co-workers were busy with interviews. Pauline appreciates everyone's help and input.

Darryl Hillard has been selected as the MSD Tech for ILL; Heidi Wells, for CAT. Both will begin work on April 19.

Cataloging has established a new process for recalls of NW materials. Paula will remove the reserves, and keep records of all reserves removed. She will put the reserves back on shortly before NW opens. When the materials are cleared, they should be sent to CAT to fill the reserves.

Dana Phillips has notified Pauline that the catalog search tips in the Training Times have received a great response. She requested additional tips for future issues. Pauline will send more to her, along with ILL tips to be used in the same way.

The Extension staff visited the Service Center during their bi-annual meeting on April 12. Pauline gave a tour of the ILL and CAT areas; they were interested and enthusiastic. They also relieved ILL of many surplus routing envelopes, pleasing the ILL staff greatly!

Pauline has completed inputting most budget items for CAT and ILL. She will finalize everything by Friday.

Materials Selection Update

Janet

Library Visits

- During March selectors made an annual visit to ED and a 6-month collection review to DC.
- During April, selectors make an annual visit to MC and a 6-month visit to VI.
- In May, selectors make an annual visit to SO and a 6-month visit to RE. Janet wanted to get back to a regular schedule with visits to RE after their relocation and decided to go ahead with a collection review during May, even though a visit to RE was just conducted in February,

FY11

- Janet completed entry of MSL's program budget items for FY11.
- Janet requested budget for new trucks to replace the unsafe book trucks in the basement, additional shelving for the basement, an air filter to accommodate an ADA issue, and limited travel/registration for the upcoming year.
- She's needs to set up a meeting with Karen to discuss some changes to the selectors' assignments that will impact fund distributions for the materials budget in FY11.
- After they've discussed the changes, Janet plans to meet with selectors about the changes and gather feedback from them on the budget.

Customer Suggestions

- Janet and Karen received a preview of the program that Jimmy developed for MSL to handle the customer suggestions electronically.
- Kim and Janet are trying it out to see what might need to be changed or modified.
- Janet plans to demonstrate it to other staff and get feedback from them in the next week or so. She'll forward comments or suggestions to Jimmy.
- Janet hopes to implement the new program by the first of the new fiscal year.
- Staff are working out how to transition between the paper process and the electronic process.
- Staff are very excited about using this program which should help streamline the process and eliminate the need to print and handle reams of paper.

Sony CD Settlement

- Melissa and Denise completed work on the Sony CD Settlement the library received several years ago.

- This was a monumental task started by Julie Ballou, Kim Rickey and Elizabeth Kessler.
- All items have been inventoried and stored, assigned and cataloged, or sent to the Friends.

Hot Titles

- Staff are re-evaluating duplicate copies of best sellers that are stored in the basement.
- Ruby, Kim, Janet, Anna and Julia met and discussed ways to manage this ever growing and valuable collection of materials.
- Ruby identified some titles/authors for which only a few copies needed to be kept and which authors/titles needed at least 7-10 copies stored.
- Anna and Julia are in the process of inventorying titles and boxing some copies for storage.
- Some of the older titles are checked to see if libraries need replacements now before they are inventoried and stored. This should help MSL be more proactive in meeting needs instead of reactive.
- Cataloging and Tech Processing should not experience an overabundance of transfers or gifts while MSL tackles this project.
- Janet requested funds in FY11 for additional shelves to add to the existing shelving units in the basement. This should provide more storage space in the basement.

Staff Recognition

- MSL staff are having their staff recognition lunch on April 30th at the RedPin Bowling.

Meetings/Workshops

- Melissa, Susan and Janet facilitated portions of the Collection workshop on March 16, 23, and 30.
- Janet attended the OLA SSRT meeting on March 18th and attended the OLA Planning Committee on March 19th.
- Janet and Anna attended the OLA IFC meeting on March 24th.
- Melissa attended an Outstanding Service Award committee meeting on April 1.
- Melissa attended the Children's Services meeting on April 7.
- Anna observed at the RE library on April 7 and 8.
- Ruby volunteered to prepare Heart Walk packets.
- Janet met with MC librarians on April 12 to give them refreshers on some processes and answer any collection related questions.
- Janet presented information on weeding for two new librarians at RE on April 14.
- Janet, Melissa and Ruby are scheduled to attend OLA on April 20 and 21. Janet plans to go on April 19th to set up the IFC banned books display.
- Janet is attending a copyright workshop at UCO on April 23.

- Janet is scheduled to attend the Tech Support meeting on April 27th.
- Janet's scheduled to attend the YA Services meeting May 5 and Marilyn plans to go to the Adult services meeting on May 12.

Technical Processing Update

Heidi

- TP's current statistics show the number of items processed on average per day in March was 766 items, and so far in April, 939 items. During the week of April 2-5, 2010, the average was 992 items.
- During the month of March, TP received an average of 43 boxes a day. In April so far, the average has been 40 boxes a day. Brad, TP's new Receiving Tech, has started on March 22 and is currently being trained in the receipt of Baker & Taylor materials and has also started to learn how to mail off MLS's purchase orders.
- There is continued interest in the library community in checking out the new Service Center. There have been several tours in the building again and staff are happy to show off their new areas.
- There were some minor changes in the location of the outgoing interoffice mail in the sorter room/mail center. Staff in the Service Center were notified via e-mail and there are also new signs posted.
- B&T's accounting dept. still seems to have problems e-mailing the monthly statements. IT now has set up a special e-mail account to receive these statements. So far, Heidi has not received any statements since notifying CFS of the new e-mail address.
- Heidi is almost finished with inputting TP's budget. She will request another transfer table for TP to be used at the second tagging station.
- Heidi attended the Library Managers' meeting on March 31 at RE. Some topics of discussion were the reprocessing of books on CD from hanging bags into shelf-ready containers, and the availability of replacement binders for the libraries from the current FY's supply budget.
- The windows for the garage doors in the loading dock area were installed on Saturday, April 10.
- TP had received one shipment of replacement CD binders where about 30 of the binders were found to not contain the metal inserts to hold the sleeves containing the discs. The distributor replaced them free of charge.

- Beth Wilson, librarian at MC, contacted Heidi to job shadow in TP on May 5 from 8:30-10:30 a.m.
- Heidi participated in part 2 of the Collection Management workshop on March 23 at DN.
- Heidi had a meeting with the Receiving Techs about several workflow issues and will also meet with the Processors on Friday, April 16.
- Tanaz was one of the lucky winners of a free ticket to attend the Endowment's author dinner with Harlan Coben.
- Heidi inadvertently called 911 on Tuesday when trying to dial 9 to get an outside line, then 1 for long distance. Apparently the 1 button was pressed too hard and it double dialed, in effect calling 911. Heidi realized she had misdialed, but did not realize she had dialed 911 until most of Maintenance and some of the Friends, along with a OKC police officer, were gathered in Heidi's office asking whether she had dialed 911 and whether she was okay.

Administrative Update

Karen

Building Projects

SO:

The design phase of the SO renovation is about 2/3 completed. SO is expected to move into a temporary facility in September or October. The site is still to be determined.

DC:

The City of Del City has 1.5 million dollars for renovations to their community center. Their current plans for the library include only performing the ADA required work on the rest rooms. MLS has some funds set aside in capital reserves for work on the Del City Library. Donna and Todd are negotiating with DC about possible additional work that might be done on the library if MLS contributes some of the funding.

NW:

Karen attended the ground breaking ceremony for the NW Library on March 30. The Mayor, the Lt. Governor, several City Council members, commission members and other interested parties were present.

JN:

Jones has expressed their interest in getting a larger library facility.

Delivery schedule

Stu from Planning re-evaluated the delivery routes and a few changes have been made. Sorting data shows that the percentage of items delayed by a day or more has dropped to 10%. Stuart anticipates that it will drop to 5% with a few additional corrections. One of the remaining issues is a way for the libraries to return ILL books in bins without the use of routing envelopes. Some libraries currently mark out their library name on both locations of the ILL routing slip and write in "ILL" to return the materials to ILL. This process appears to be working. Pauline will investigate this issue and get back with Karen.

Loan Period On Dvds

Customers have requested that MLS extend the loan period on DVDs from one week to two weeks, especially for sets of DVDs. Karen, Donna, and the other Deputy Directors discussed this issue and believe that additional information on the degree of the problem and the potential impact on customer service is needed. The issue will be discussed with the Managers of Library Operations at their meeting on May 19. Karen will attend and has requested that Pauline and Janet also attend, possibly with some of their staff.

OLA

There will be a reception at the Downtown Library on Tuesday April 20 during OLA. Karen said for managers to contact Candace if they or staff member(s) wanted to volunteer as a tour guide. Discussion of the parking situation and where to best park while attending OLA followed.

Read About It

BJ has announced that she will be retiring on April 30, after 36 years with the library. Kelley Riha will fill in on Read About It until the end of the June. The library will be switching over to a web cast. Kim Terry is to hire a videographer for this purpose. An article discussing this change will appear in the next issue of Info magazine.

Budget

The budget requests will be locked at 8am on Monday morning, April 19. Additional money for materials may be added later if tax revenues are higher than estimated. Karen said she would likely input any additional money received into the AV materials and/or electronic resources.

Overdrive's Digital Bookmobile

Overdrive has announced that their digital bookmobile will be in the OKC area the week of May 23, 2010.

The community outreach vehicle presents programs that promote a host library's digital media collection and 'Virtual Branch' download website. The vehicle is equipped with broadband Internet-connected PCs, high definition monitors, premium sound systems, and a variety of portable media players. Hands-on learning stations give visitors an opportunity to search the digital media

collection, use supported mobile devices, and download and enjoy eBooks and audiobooks from the library.

Dana will coordinate programs at DC on May 25, 12-6 p.m., and at MC, May 26, 12-6 p.m.

Commission Meeting

The Commission will meet at BI today. The agenda includes the usual action items. Lloyd Lovely is to give a presentation about the budget and Anita Roesler will talk about Winter Readfest.

Job Descriptions

Karen mentioned the need to update staff's job descriptions, especially now after the move into the Service Center which entailed a lot of changes in some of the duties performed by certain staff. Karen will send managers a list of which job descriptions need to be looked at first.

Karen talked about the Library Managers' meeting she attended at RE on March 31 where the reprocessing of books on CD was one of the topics discussed.

Karen mentioned that she met with the Donna and others to review current Friends of the Library grant requests.

Karen asked managers to continue to send her e-mail notifications if they have forwarded performance appraisals for her review. Apparently the automatic notification system only works sporadically and IT is still trying to track down the problem.

Karen asked managers that if they call in sick for the day, to also please notify Karen of this by leaving a message on her voice-mail if she is not in the office to answer the phone herself.

Miscellaneous

all

Pauline: Cataloging will take off reserves for NW books to be recalled until closer to the opening of the new library.

Karen: Reminded Pauline and Heidi to send her any still outstanding documentation for their upcoming appraisals.

Heidi: TP is still planning to send one group of materials to the bindery this fiscal year. Heidi hopes to find time to deal with this very soon.

The meeting adjourned 10:10 a.m. Janet will chair the next meeting on May 20, 2010, at DN.