

Materials Services Managers' Meeting
January 20, 2011, 8:00 a.m.
Service Center

Attending:

Janet Brooks, Chair
Heidi Johnson
Karen Marriott
Pauline Rodriguez-Atkins

Agenda:

Update on Action Items:

- Playaways:
 - Ask for samples of other vendors' Playaways, esp. if packaged with accompanying materials
 - Janet and Ruby requested samples from all the major vendors, Recorded Books, Brilliance, etc. All samples are packaged in the same binders. They were not able to obtain any with accompanying materials.
 - Inquire about replacement cases for Playaways
 - Heidi is still working on this. She's been in contact with Brodart to see what they offer.
 - Karen will check with the regional Playaway rep. to see if they offer replacement cases.
 - Take a sample to the next AdTeam meeting
 - Karen took samples to the Deputy Executive Director's meeting.
 - Check into Interlibrary Loan practices at other libraries
 - Pauline did research of other libraries policies and procedures. She said most libraries considered them as e-audio material and make it a practice not to "lend" that format. Many borrowing policies state that they won't borrow the format either.
- MSD Meeting Schedule:
 - Forward the MSD meeting schedule for 2011 to MTC to book the meeting room at the Service Center
 - Forward 2011 schedule to PLA to post on the Intranet
 - Done
- Bindery:
 - Notify libraries of change in bindery date
 - Heidi sent out an email to managers.

New Business

No new business.

Cataloging/ILL Update - Pauline

Meetings and training attended:

- Clyde – Library Forum, December 7, January 25
- Ursula – ODL Open House, December 10
- Vickie – Staff Association, December 16
- Pauline – Tech Support Group, January 25

The job announcement for Materials Services Technician (replacing Kristin Hill) was posted on December 20 and closed on January 12.

Darryl Hillard, PT ILL Technician, has resigned; his last day of work was January 14.

After checking with Roy Ballou in HUM, Pauline will fill the ILL Tech position from the applicants for the MS Tech position. Interviews were held January 18 through 24. The target start date is February 7.

The first Service Center Christmas potluck luncheon was held on December 8. Most of the building staff participated; several members of the Ad Team came by. The food was excellent and a good time was had by all.

Ursula assisted with ODL's energy workshop at the DN library on December 16.

Brittany is serving as a member of the Project Review Committee for the classification and compensation study.

All staff have completed their PDQs; Pauline has turned them in to Karen.

All subject headings containing the term "cookery" have been updated to "cooking". Thanks to Mary for her hard work on this project.

Justin Herwig visited Pauline on January 25 to train her to view surveillance footage. She will not be able to monitor staff while they are working, but can view doors to see anyone entering or leaving the building.

For the first six months of the fiscal year, the number of titles cataloged is 5% higher than for the same period last year. The Catalogers are still struggling to keep up with the number of materials flowing in. The number of titles with added copies is 15% lower this year than last, continuing last year's trend. Currently, the number of barcode labels printed for materials added to the collections is 5% lower than last fiscal year's, but the number printed for materials transferred between libraries is up 18%. This number would probably be higher if more transferred materials were being processed.

Processing has been slowed by turnover in the MS Tech positions in Cataloging, and the need for MS Techs to assist with processing new materials. The average number of copies per title is 4.95 for the first six months of the fiscal year; this is higher than last fiscal year's overall average, but less than the average for the same period last FY.

ILL's activity has finally leveled off after several years of growth. For the first six months of the fiscal year, ILL submitted 4,572 requests for MLS customers, and filled 3,689 of them, for an average fill rate of 81%. ILL received 12,707 requests from other libraries to borrow MLS materials, and filled 2,709, for an average fill rate of 21%. These figures are very close to those recorded for the same period last fiscal year. For the first year, ILL has tracked the number of requests received from MLS customers that cannot be submitted. So far, 191 such requests have been received. These requests require ILL staff time than any other type.

Each month, ILL forwards requests for newly published titles to MSL; these requests are now being tracked as well. On average, 43% of requests forwarded to MSL are purchased by the library system. The format of the unfilled request reports sent to libraries each month has been changed to include titles requested through ILL that are purchased by MLS. This allows libraries to pull these requests from their files if needed.

Pauline will be on medical leave beginning February 21 until approximately April 11. While she is out, Aaron will be the contact person for Cataloging, Brittany for ILL; Clyde will handle supplies for both departments; Mary will track staff schedules; Heidi Johnson will act as administrator when needed.

Technical Processing Update - Heidi

Statistics show the number of items to be processed on average per day in November was 946 items, in December 791 items. So far, In January 2011, the daily average is 804. TP processed a total of 18,929 items in November, and 16,610 items in December.

TP is once again pulling all rush materials for priority processing to avoid making customers wait any longer than necessary to receive materials on the waiting list. TP is current on processing "Rush" materials and is processing non-rush materials from January 7th.

During the month of November, TP received an average of 38 boxes a day, in December an average of 42, and so far in January an average of 43. TP received a total of 761 boxes in November, 881 in December, and so far in January 691 boxes.

TP selected Katie Trattner and Lenard Ward as TP's new Aides; Katie works in the mornings, Lenard in the afternoons. Both of them started in their positions on December 13, 2010.

The first annual Service Center Christmas Party went very well on December 8 and hopefully enough people were pleased to once again plan it for next year.

Loretta Frantz announced that she will retire after March 31, 2011.

All Technical Processing staff have attended the information meeting for the PDQs and have completed theirs by the given deadline.

There were two vendors, Random House and Gale, who called to inquire about past due invoices. In both cases, checks issued by MLS had not been received by the vendor. After contacting the Business Office, duplicate checks were issued and our accounts updated.

Southwest Solutions performed some minor maintenance on Big Bin in early January. One of the doors was rubbing against metal when closing, plus the shelf made a squeaky noise. Both problems appear to have been fixed. Jim Welch from IT also added a "Merge suggestion list" function to Big Bin's menu to move items from an almost empty tray to another tray to consolidate tray usage and optimize storage space.

The three modification kits to change out the wheels on the three original transfer tables were received yesterday. The new wheels are bigger, so make it easier to move the fully loaded carts. Jack from Southwest Solutions came by to show Maintenance how to install the kits.

OLA's Membership Committee is scheduled to tour the Service Center on February 10, 2011, in the afternoon.

Heidi has been helping with processing on an almost daily basis as many of the processors were out for a variety of reasons. Staff from Cataloging/ILL have been very good to help out with unboxing and processing as much as their jobs allow. Their help is greatly appreciated! And so is Kristin's who has also been helping to process new materials whenever there is a slower time in the receiving area.

Heidi then switched to Data Entry mode for a couple of days as the Data Entry Tech was out.

Heidi has scheduled a meeting with Justin Herwig for February 3 to find out how to operate the building's security monitoring system.

Materials Selection Update - Janet

MSL staff constructed a gingerbread house for the DN open house. It is now displayed in DN's display window.

Selectors conducted an annual visit to WA and a 6-month visit to BE during December. Selectors are scheduled to do an annual visit to BI and a 6-month to CH during January. In February, they will be doing an annual to DN and a 6-month to CT.

Kim is serving on the Project Review Committee for the Comp Study.

All MSL staff attended information meetings for the Comp Study and completed their PDQs. Selectors met as a group to complete theirs. Technicians were not able to meet as a group due to scheduling difficulties.

Ruby attended portions of the Adult Services Retreat on Jan. 12. Janet plans to attend portions of the Children's Services Retreat on Feb. 2.

Janet attended the Tech Support Meeting on January 25.

Julia is scheduled to attend a webinar on bullying on Jan. 25th.

Staff are completing the Chemical Inventory for the Safety committee.

MSL finally received the utility shelf ordered back in October. Staff will be storing collapsed boxes on it in the MSL basement area.

Administration Update - Karen

Karen reported on the activities of the January Commission meeting.

SO's temporary location lease agreement was approved by the commission. Plan is to close SO in early April for the move to the new site and complete the renovations before summer 2012. Karen will check to see how new materials will be handled during the move and let Heidi know if they need to store or send.

Karen reported on the activities of the AdTeam.

Literary Voices dinner and day after activities are sold out.

NW building is progressing. Still appears to be on schedule to open Fall 2011.

Other building projects: No updates on CH; DC will begin work soon on the community center; BE is scheduled to have new carpet, maybe in March.

The AdTeam is planning a retreat in February. One of the main issues to discuss will include projections of revenue and budgets for the next 5-10 years. Current legislation has been introduced to place a cap on or reduce ad valorem taxes.

Performance Appraisal calibration process ends in February. Managers can still have Karen review appraisals prior to the appraisal meetings with staff, by clicking on the "Other Supervisors" button in HRPay. Otherwise, she won't see the appraisals until they are archived by HUM. She reminded managers to place statements at the beginning of the comments that provide reasons why an employee may have exceeded a standard and to not consider work on a project as the only means for exceeding the standard. Karen asked managers if a future meeting needed to be dedicated to

reviewing and discussing common standards. Managers did not feel it was necessary at this time.

Discuss issues with the Great Courses on CD - Pauline

Pauline indicated that the Teaching Company, which produces the “Great Courses” series, has changed the packaging format for the CDs and the number of guidebooks. The new format has caused some problems with cataloging materials received on the existing bib. records.

It was decided that MSL will purchase additional guides at the initial order and place in vendor instructions the total number of guides. This can be determined by the number of boxes for each program indicated on the company’s website and catalog. Heidi will alert receiving techs to watch for this vendor note.

Janet said MSL can do phone orders for these to ensure we get the number of guides as we need. Janet will discuss with MSL staff.

Discuss new Social Media Guidelines - All

Karen wanted to know if managers or staff had questions about the new social media guidelines.

One of the main concerns MSL staff had was how the library would monitor personal comments and/or discussions about the Library that are posted anywhere on the Internet. Karen said there is no process to routinely check personal accounts. Bottom line is, staff should be positive and respectful in their comments and think before they post.

Staff should be reminded that they should be accessing social media sites only during their breaks, unless they are conducting approved library business.

Pauline shared an article from Communications Briefings about social media use at work. She’ll share with the managers.

Miscellaneous

Heidi showed a change in placement of the disclaimer sticker processors place on the front of CD containers. Rosemary/CT asked if they could be moved from the lower center portion of the box to the right side so as not to get stuck to the reserve labels. Heidi said it was an easy thing to move and thanked Rosemary for the good idea.

Pauline and Heidi switched who will chair the February and March meetings. Pauline will chair February and Heidi will chair March.

Because of Pauline's upcoming extended leave, the Cataloging/ILL portions of the March collection workshop will be conducted on March 29th.

New Action Items - All

- Karen will meet with Playaway regional rep. and will ask about replacement cases.
- Janet will instruct MSL staff to purchase additional guides for the Great Courses series and to note the total number of guides in the vendor instructions.
- Pauline will review the DVD records for the Great Courses series to see if any notes need to be added to reflect the number of guides.
- Heidi will alert receiving techs to watch for the vendor instruction notes for the additional guides for the Great Courses series.
- Pauline will send a copy of the Communications Briefing article on Social Media.

Next meeting scheduled for February 17th at the Service Center. Pauline will chair.