

# Operations Division Townhall

## November 1, 2019



Metropolitan  
LIBRARY SYSTEM  
[www.metrolibrary.org](http://www.metrolibrary.org)

# Today's Agenda

1. Call to Order/Introduction/Agenda Overview – Anthony
2. Acknowledgement of Guests – Anthony
3. Greetings from Julie Ballou, Executive Director (5 minutes)
4. Operational Excellence/Initiatives (5 minutes) – Anthony
  - Capital Projects Update (5-10 minutes) – Anthony
5. Department Overviews – Vision/Mission/Core Services/People/FY20 Initiatives (30 minutes total)
  - Strategic Planning (5-10 minutes) - Larry
  - Security (5-10 minutes) - Ed
  - Facilities (5-10 minutes) – Dennis
  - Marketing & Communications (5-10 minutes) - Kim
6. Open Discussion/Q&A (10 minutes) – Open
7. Refreshments



# Operations Division Leadership Team



Go to [www.menti.com](https://www.menti.com) and use the code **88 18 37**

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 Mentimeter

# Metropolitan Library System of Oklahoma County

Operations Division Town Hall



# Who Are Your Customers?

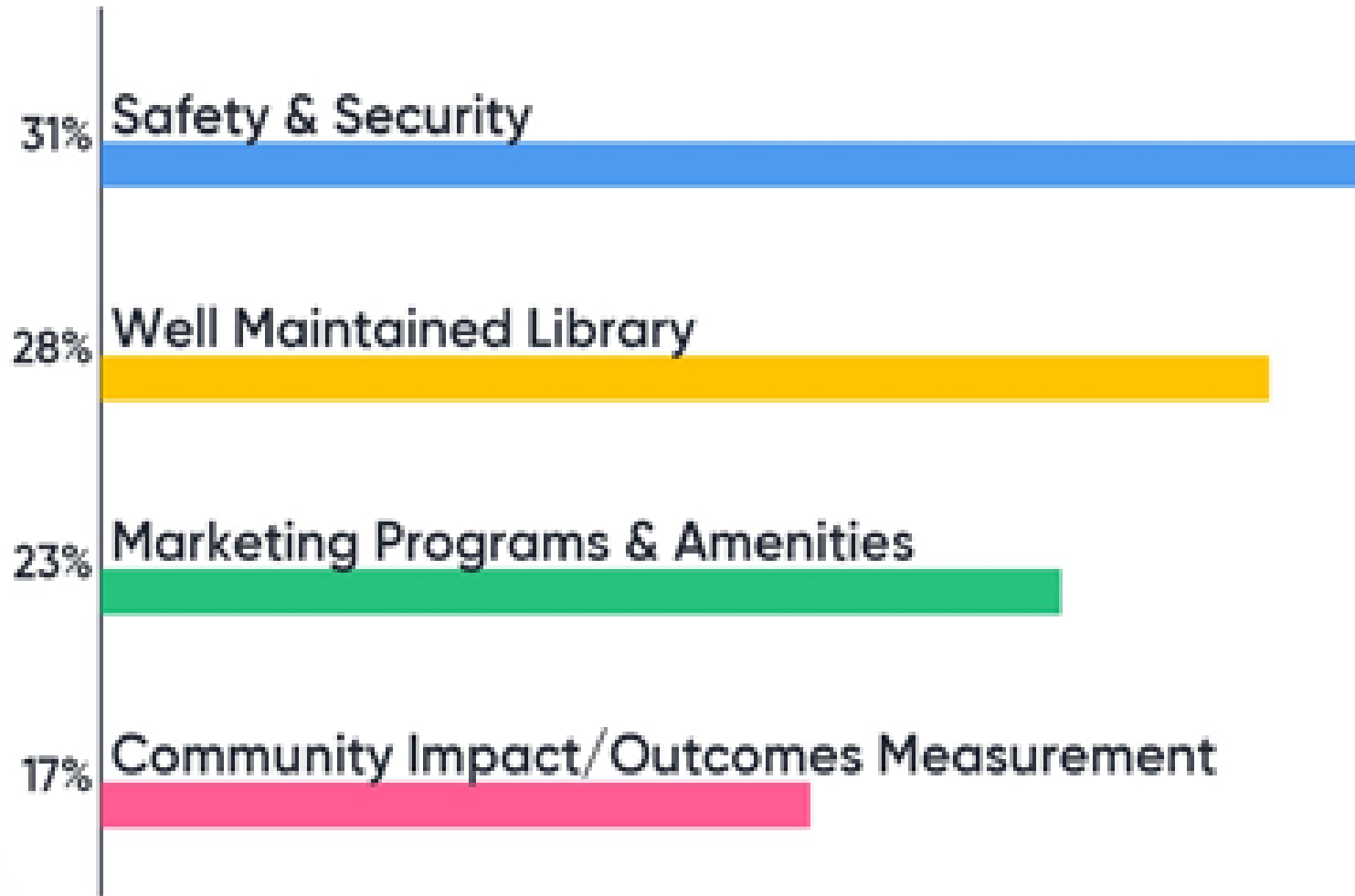




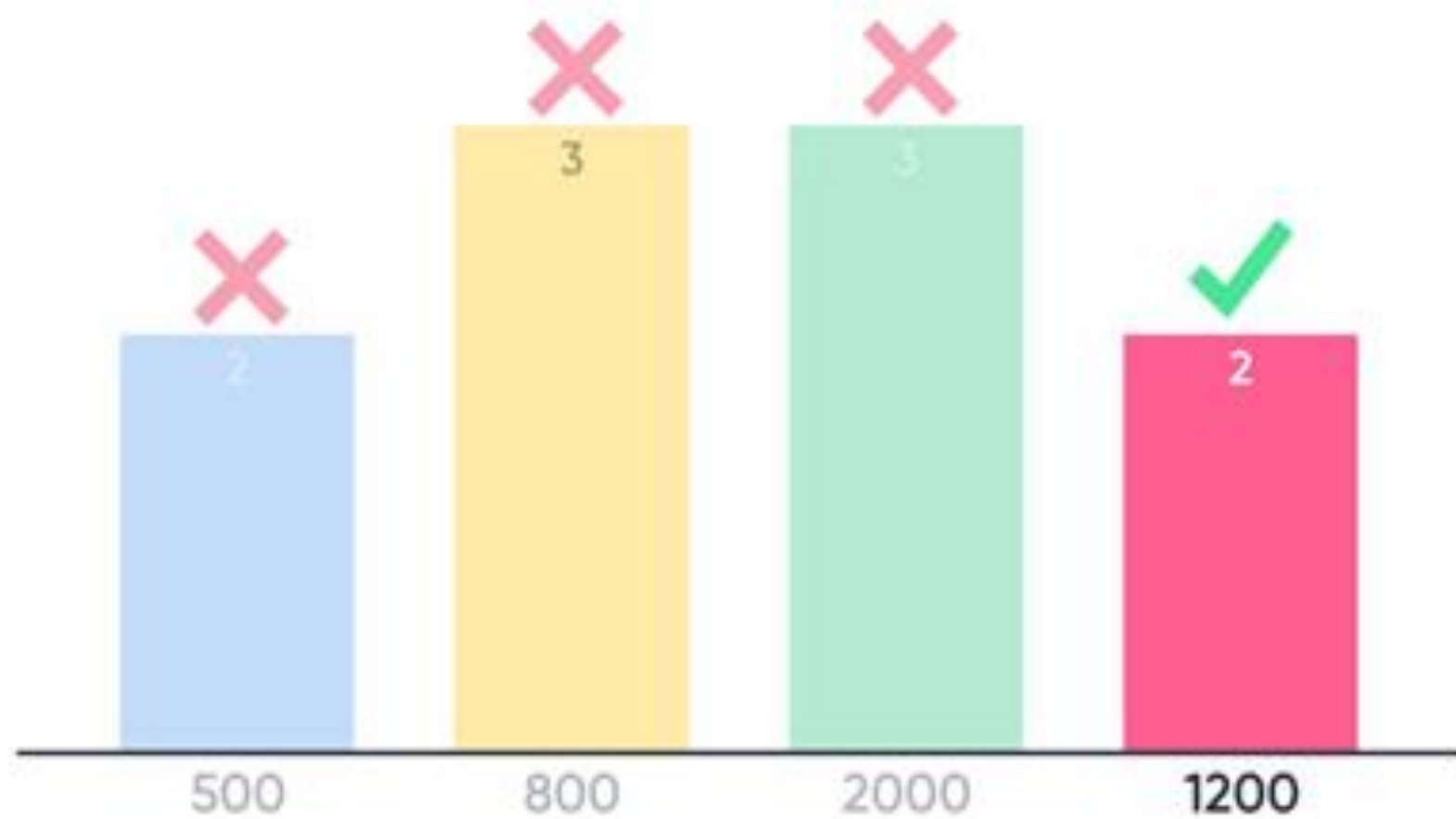
# What does Operations Mean to You?



# What do you think is most important to our customers?

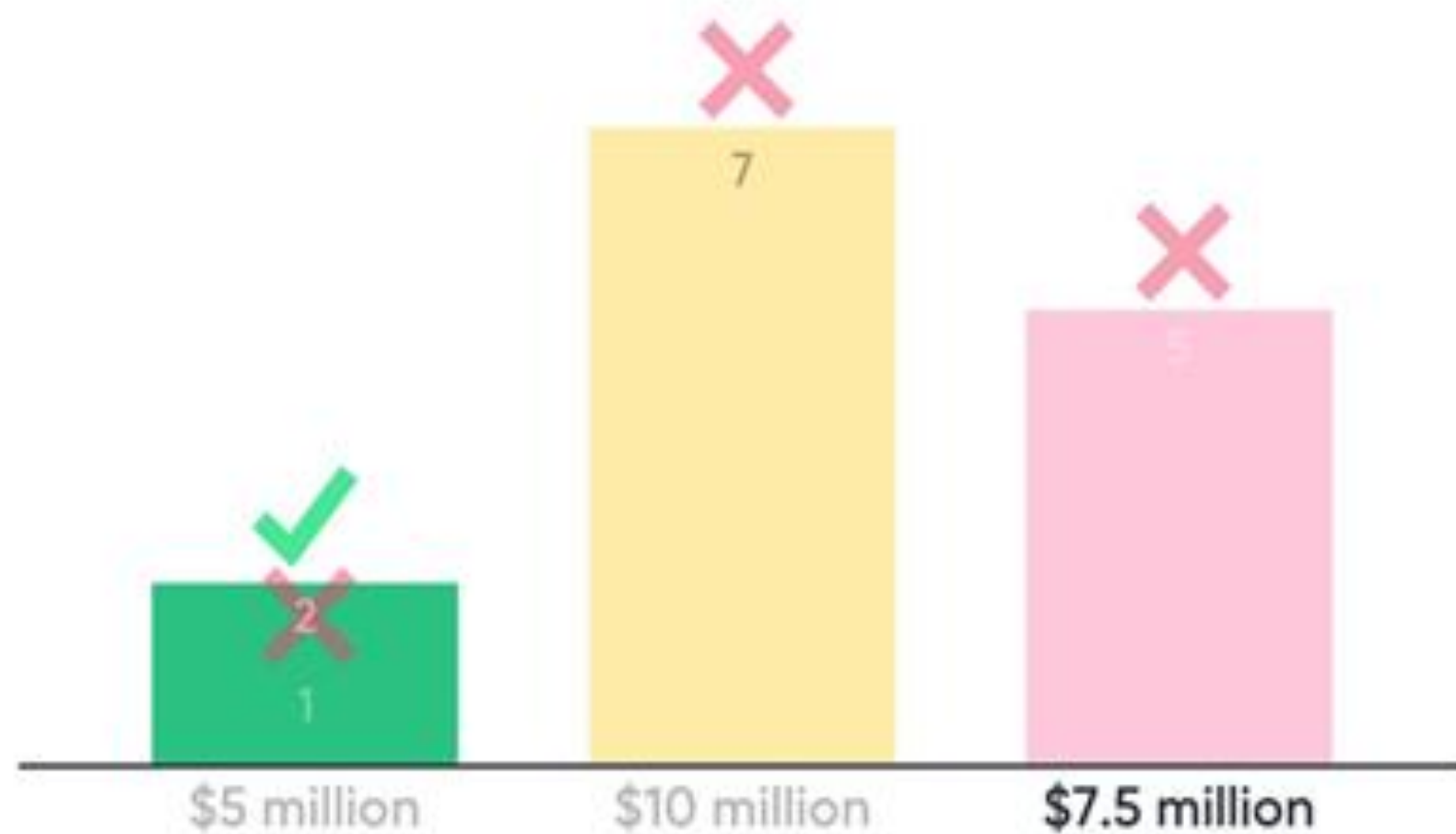


# How Many ROCV Reports Did the System Have in 2018 (calendar Year)?

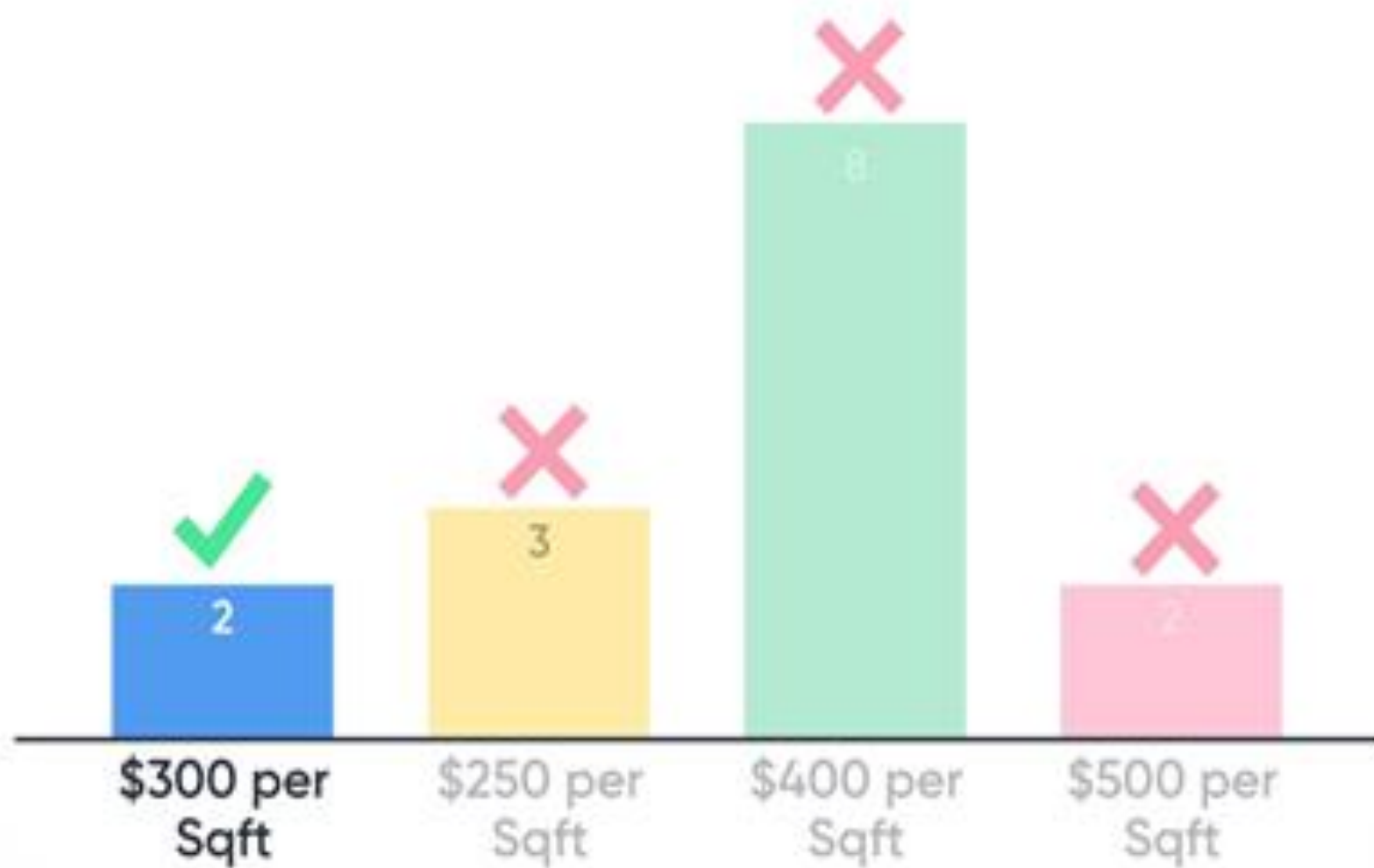




# What is the total appx. budget for Operations for FY20?



# How Much Does it Cost Per Square Feet to build/furnish a Metro Library?



# Operations Division Vision

Operational Excellence



# Operational Excellence

**Operational Excellence** is an element of organizational leadership and organizational intelligence that focuses on meeting customer expectation, all while stressing the application of a variety of principles, systems, and tools toward the sustainable improvement of key performance metrics.



# MLS Operations Division Vision





Operations Division Values

TRUST



# Operations Division Values

Teamwork

Responsiveness

Understand why

Service Excellence

Tact



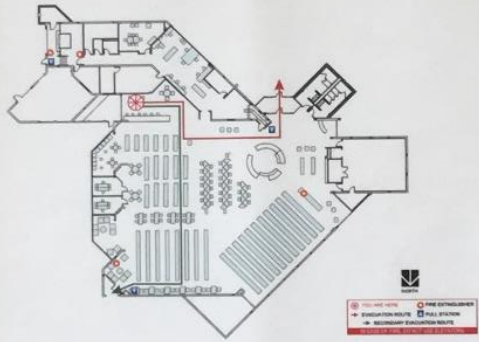
# Expectations

- Responsiveness
- People & Processes
- Policies & Procedures
- Monthly and/or Quarterly Departmental Meetings – Invite Me Periodically
- Monthly Department Dashboard – Past, Present, Future (Meaningful)
- Key Performance Indicators (KPIs)



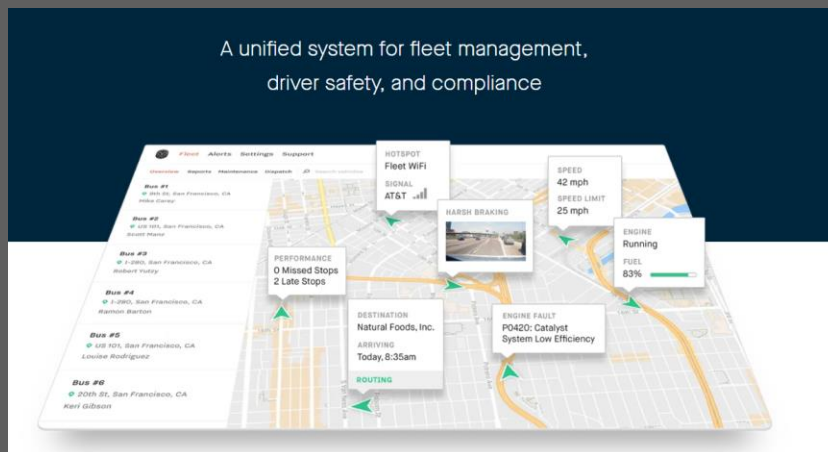
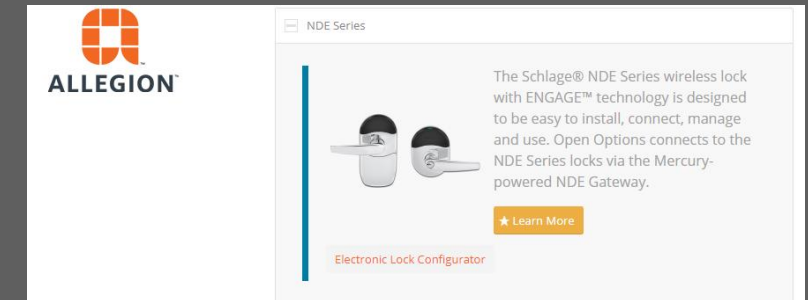
# Operations Initiatives/Projects

## Evacuation Routes



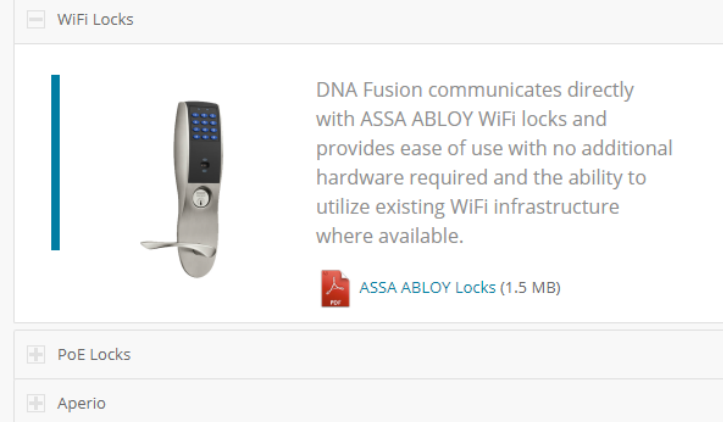
 Metropolitan Library Systems

- Emergency Signage
- Facility Access Control – Hardware/Software
- Delivery/Logistics Study
- Telematics/Fleet Maintenance Program



## ASSA ABLOY

The global leader in door opening solutions





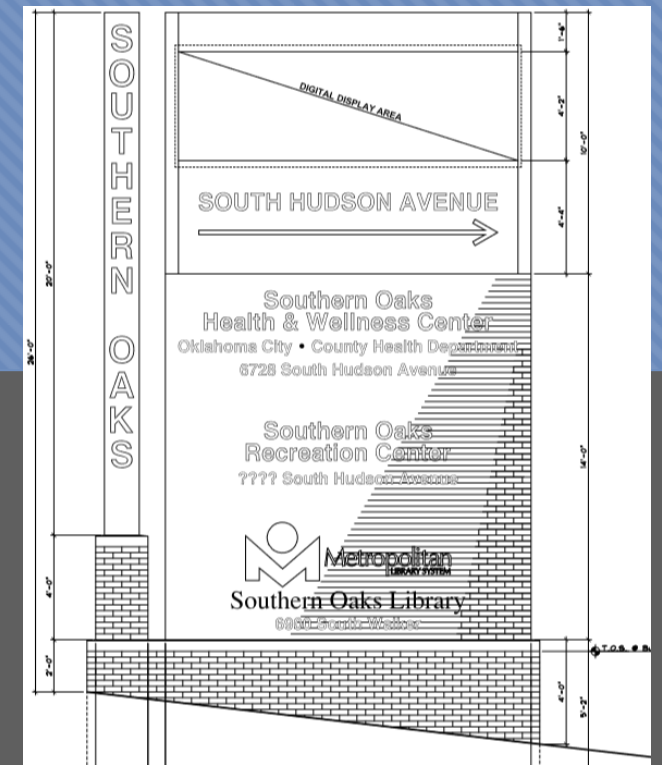
# Initiatives/Projects

- Oklahoma City Libraries Upgrades/Funding Support
- Belle Isle/Del City Projects
- Edmond HVAC
- Southern Oaks Wayfinding/City County-Health
- Customer Satisfaction/Departmental Surveys
- ePledge/United Way Campaign \$7,437





# Operations Initiatives/Projects



# Capital Projects

## BELLE ISLE LIBRARY



FUTURE EXPANSION & REMODEL

COMMUNITY MEETING

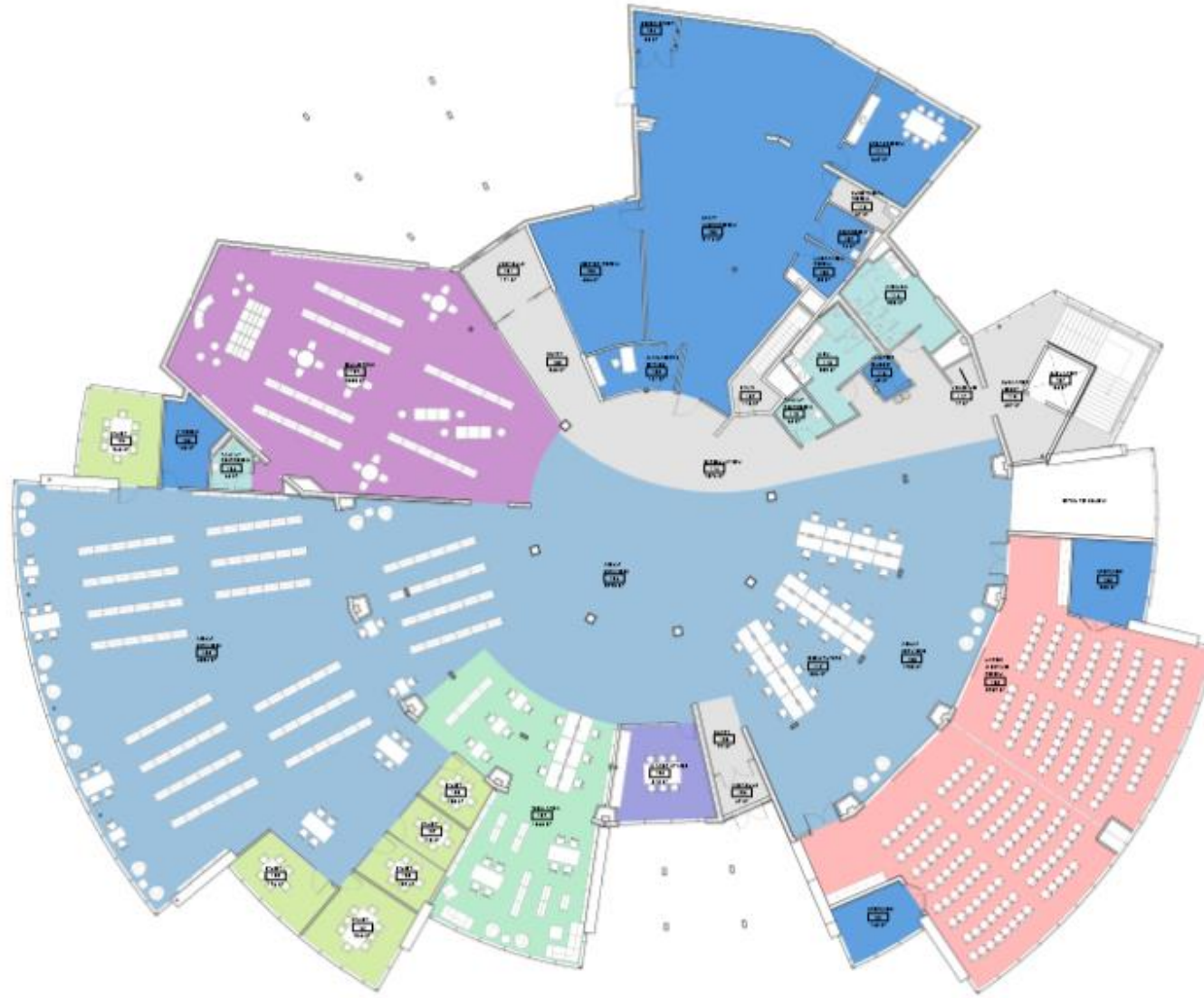


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Project: Belle Isle Library Expansion, Renovation and Remodeling  
Date: 10/10/2018  
By: ADG Architecture, Inc.



1 MAIN LEVEL DEPARTMENT PLAN - OPTION 3



#### DEPARTMENT PLAN LEGEND

- ADULT SERVICES
- CHILDRENS
- CIRCULATION
- COMPUTERS
- ELECTRICAL ROOM
- LARGE MEETING ROOM
- MAKER SPACE
- RESTROOM
- STUDY ROOM
- SUPPORT/BACK OF HOUSE
- TEEN AREA

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#### BELLE ISLE LIBRARY EXPANSION, RENOVATION AND REMODELING

PROJECT NO. - MB-1336  
SCHEMATIC DESIGN

DEPARTMENT PLAN  
- MAIN LEVEL -  
OPTION 3

DATE: 10/10/2018  
BY: ADG  
REVISION:

D3





# Capital Projects



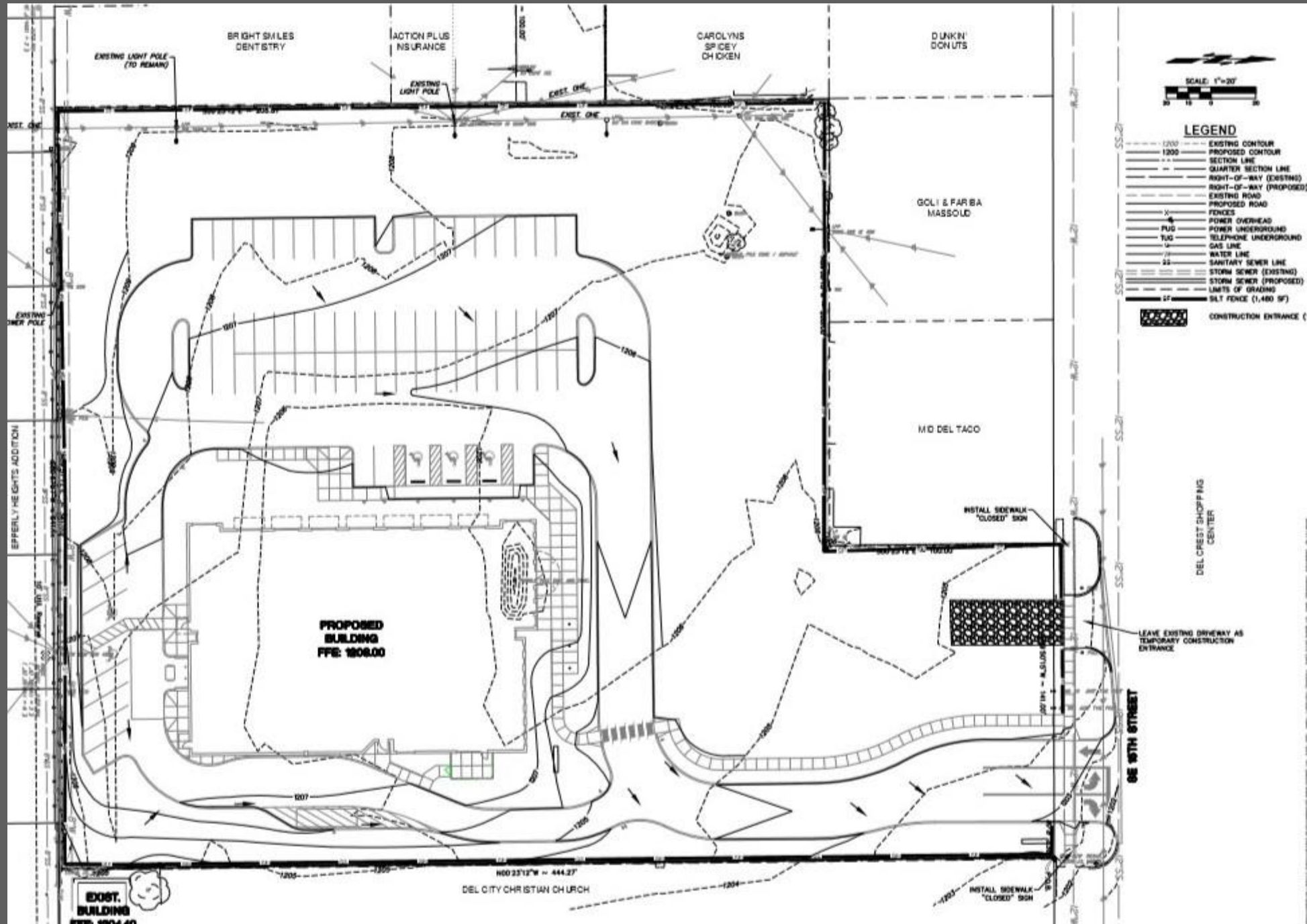


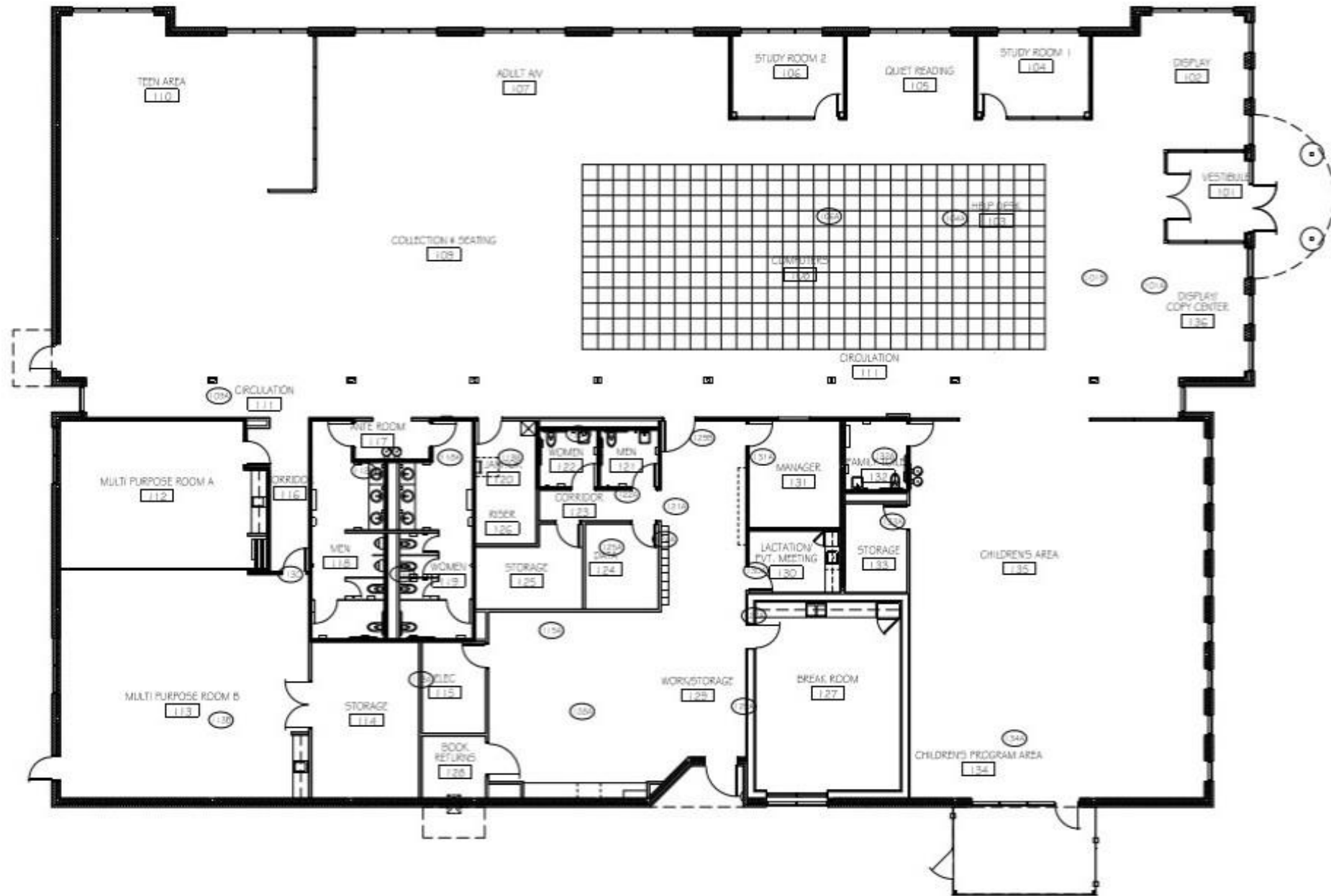
## Introducing the new Del City Library

- New address – 4330 SE 15<sup>th</sup> Street
- Bigger and better – 15,528 sq ft
- Anticipated ground-breaking – late fall 2019













View of service desk, public computers, study rooms







View of East side of children's area



# Strategic Planning and Projects Department Overview



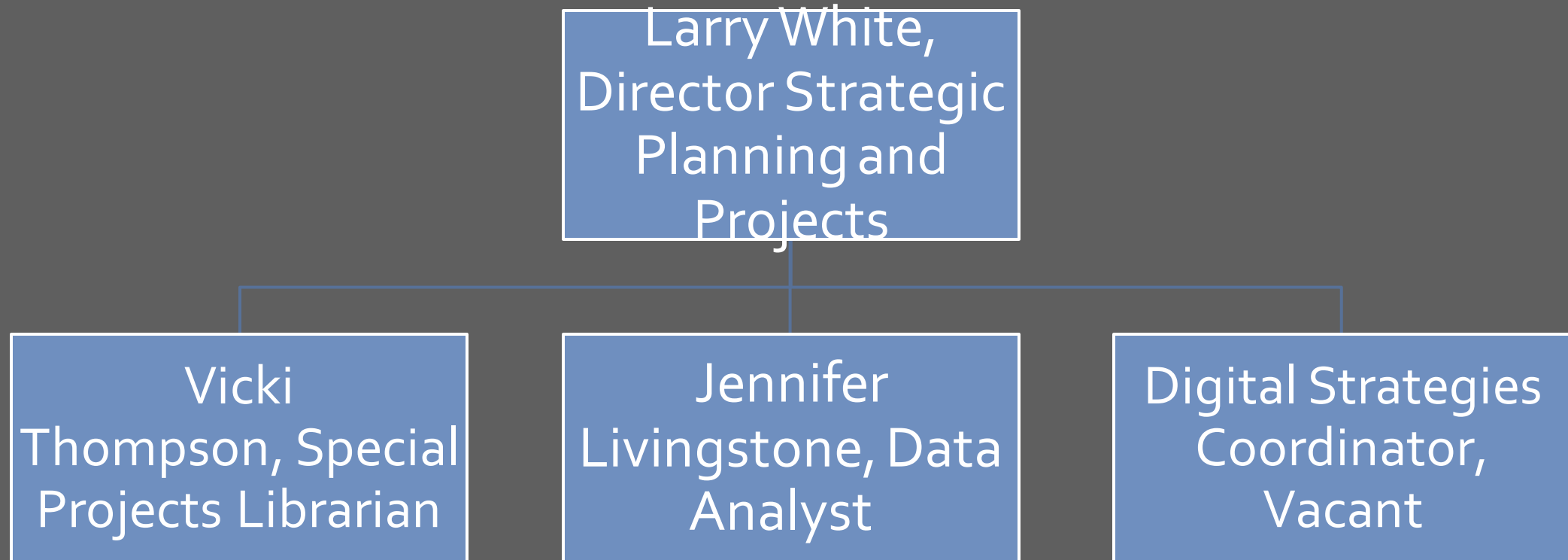
# Strategic Planning and Projects

## Department Mission & Vision

- **Our Mission is:** using structured problem-solving and analytics, we provide a framework for planning and assessing MLS's programs, services, resources, initiatives, and organizational performance.
- **Our Vision is:** to be the central hub for planning and assessment at MLS - resulting in effective services, streamlined processes, and a culture of collaboration and partnership in support of customer service excellence.



# Our Team



# Our Primary Services

- System-wide and Unit Level Strategic Planning
- **System-wide Project Planning and Management**
- Organizational Performance Assessment and Data Reporting
- **Operations Research and Analysis**
- Research and Data Related Consultation Services



# FY 2019-20 Top 3 Proposed Departmental Initiatives

## Supporting Operational Excellence by:

- Clearly Defining Organizational Needs
  - Conducting an Organizational Needs Assessment
- Provide a More Effective Understanding of MLS
  - Developing and Conducting Organizational and Operational Research
- Standardize Assessment Methods and Practices
  - Supporting Evidence-based Decision Making



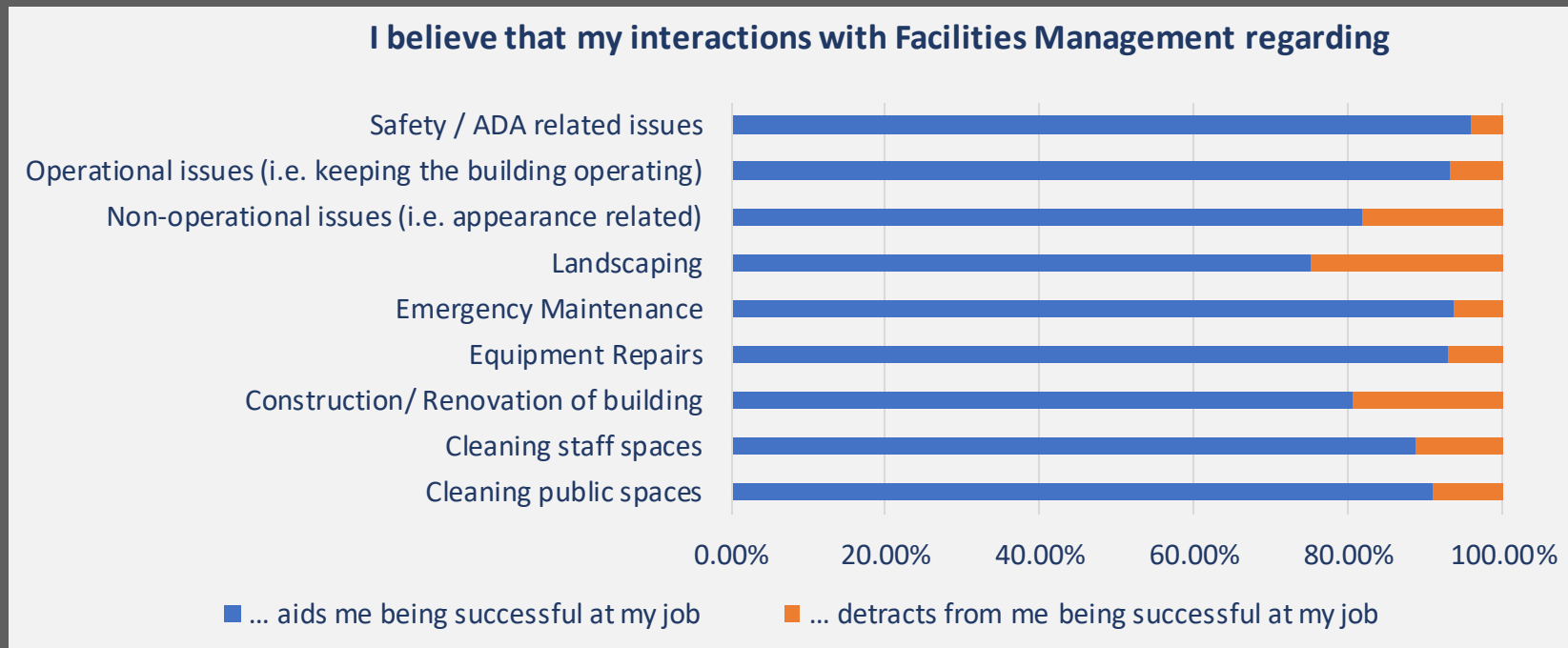
# Facilities Survey Results

- 200 Survey responses from almost every department and location
- **Areas with most positive feedback** (>85% Very Satisfying or Satisfying)
  - Maintenance Staff Qualities
  - Emergency Maintenance Response
  - Cleanliness of Staff Areas
  - Maintenance's resolution to my problem or issue
  - Frequency of custodial services
  - ADA Access provided to customers
- **Areas with most negative feedback** (>20% Very Unsatisfying or Unsatisfying)
  - Temperature of Building
  - Reliability of Utilities
  - Clarity of Facilities Management communicating when it will deliver its services
  - Quality of Pest control
  - Appearance of Parking Lot



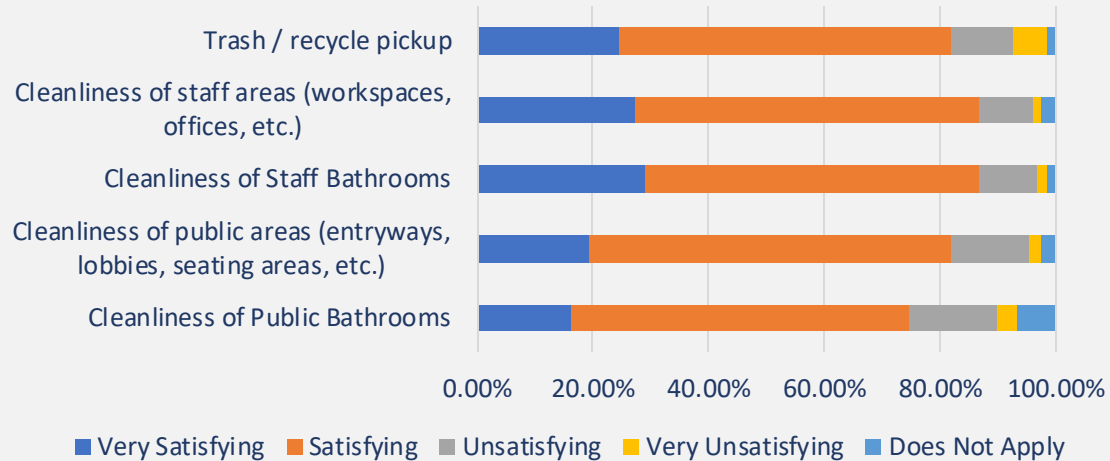


# Facilities Survey Results



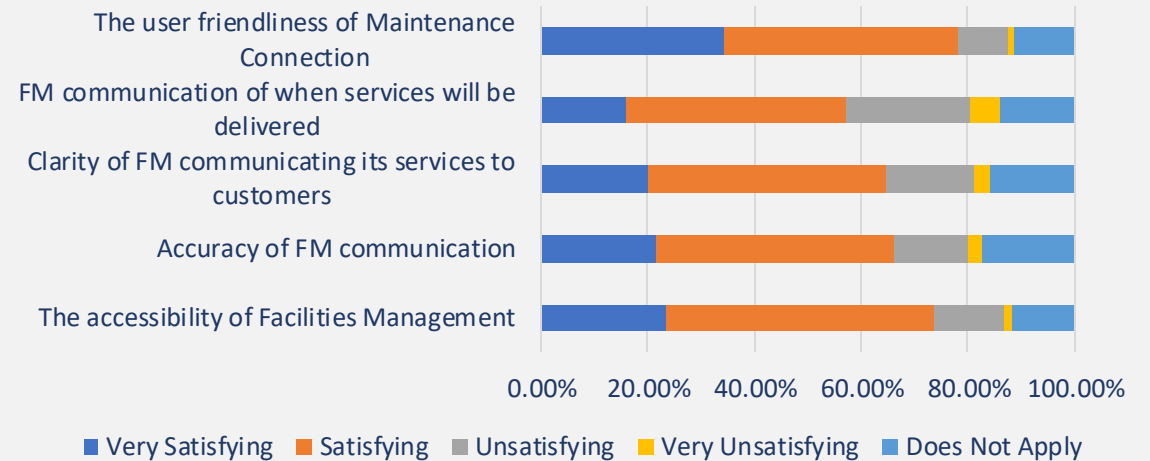
# Facilities Survey Results

## Cleanliness of Facilities



- Staff areas are perceived as being more cleanly than public areas
- Cleanliness of public bathrooms received the lowest score

## Communications by Facilities Management Units

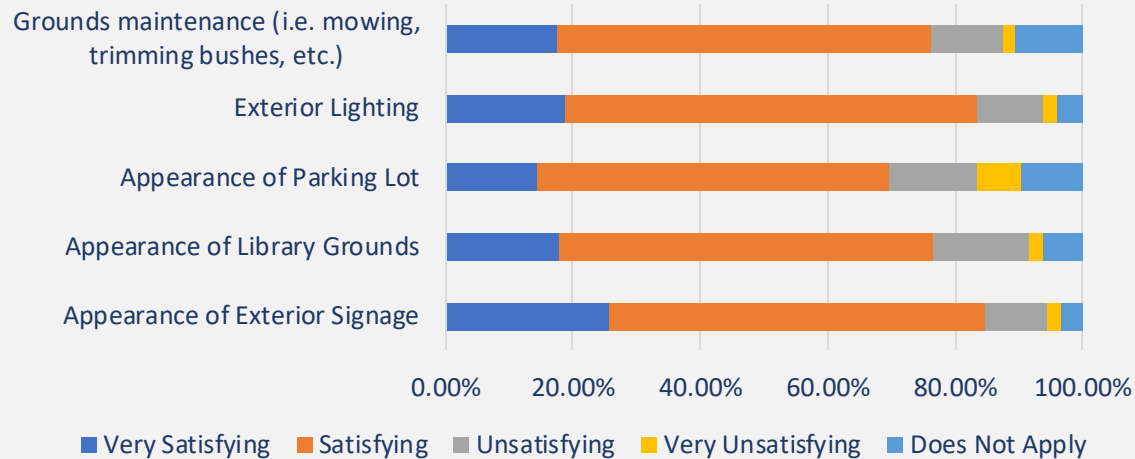


- Staff expressed frustration with current communication on the status of work orders. Staff would like to receive confirmation of requests, receive regular updates, and receive an estimated timeline of when the request will be completed.



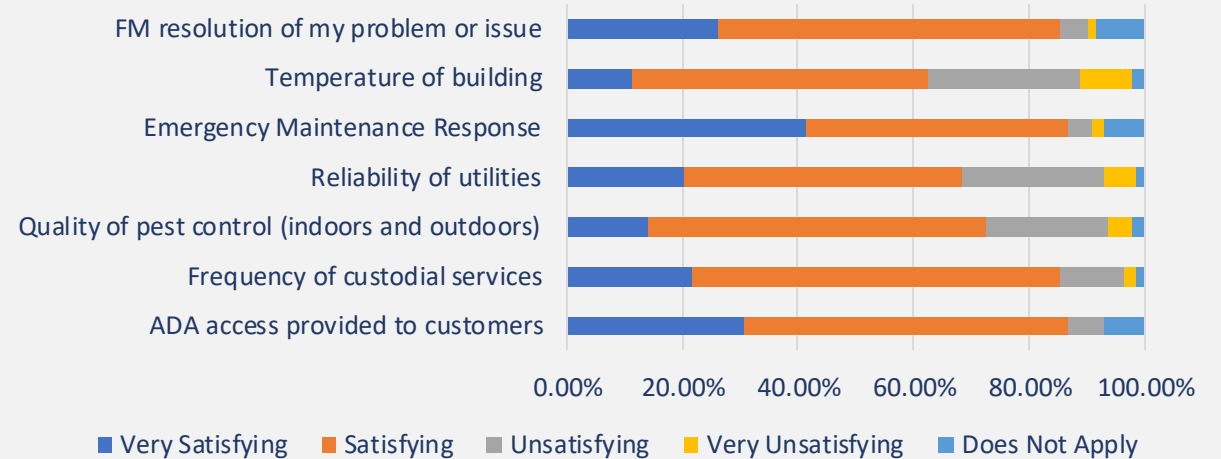
# Facilities Survey Results

## Exterior of Facilities



- The condition of the parking lot and landscaping were the two largest complaints, both in satisfaction scores and in open ended responses.

## Facilities Maintenance – General Issues

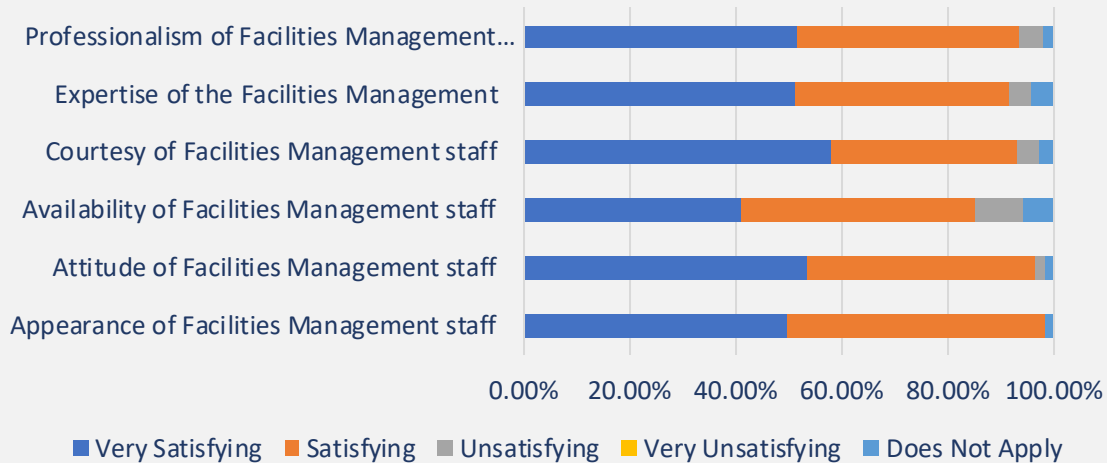


- Staff expressed frustration with the temperature of the building and in some cases, not being able to control the temperature themselves
- Staff were frustrated that while emergencies are handled quickly, it can take a very long time for non-emergencies to be addressed.



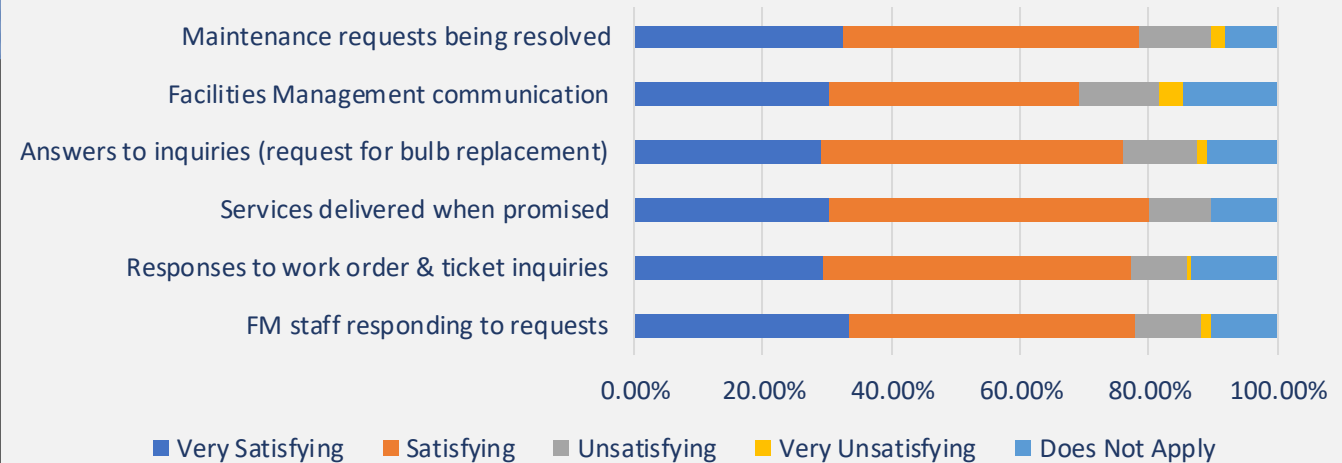
# Facilities Survey Results

## Staff Qualities



- **Maintenance Staff were very highly praised:**
  - “Everyone is always lovely to work with, regardless of what we need”
  - “They are always positive and go above and beyond to fix problems”
  - “I appreciate (we appreciate) this group of MLS employees so much. I view them as superheroes who can fix anything.”

## Timing



- Staff would like to be better updated on the status of requests and see documentation when tasks have been completed
- Staff felt that the timeline for non-urgent requests was too long





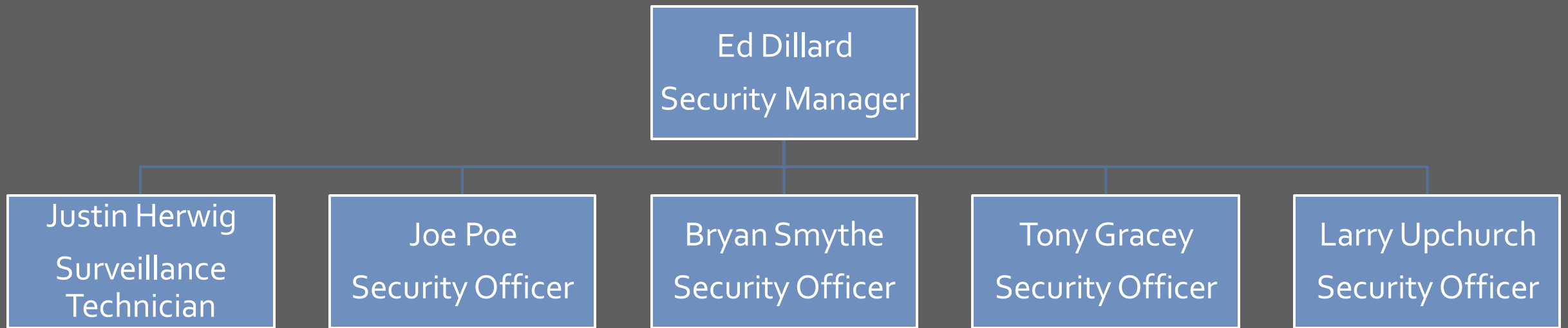
# Security Department Overview

# Security Vision & Mission

- Our Vision is to provide an environment where our officers set the standard for protection and security services through training, leadership, professionalism, and adhering to code of conduct guidelines, and to ensure that all who we serve are treated with dignity and respect.
- Our Mission is to collaborate with library staff, members, and stakeholders, and by partnering with other groups and organizations in the community, to provide services in a professional and courteous manner.



# Security Team



# Our Primary Services

- Security Management for the Metropolitan Library System
- Installing and Servicing CCTV Cameras and Equipment
- Providing Armed and Unarmed Security Officers at 8-libraries
- Providing Security Related Training to library staff and managers





# FY 2019-2020 Top 3 Proposed Security Department Initiatives

- Implement and monitor the new Incident Reporting System
- Continued upgrade our CCTV system by working with IT to complete the camera upgrade to and IP based system
- Identify a location, and establish a Library EOC (Emergency Operations Center)
- Provide new and recurrent training regarding Active Shooter and Situational Awareness to managers and staff in all metro libraries



# Facilities Maintenance & Fleet Operations Department Overview



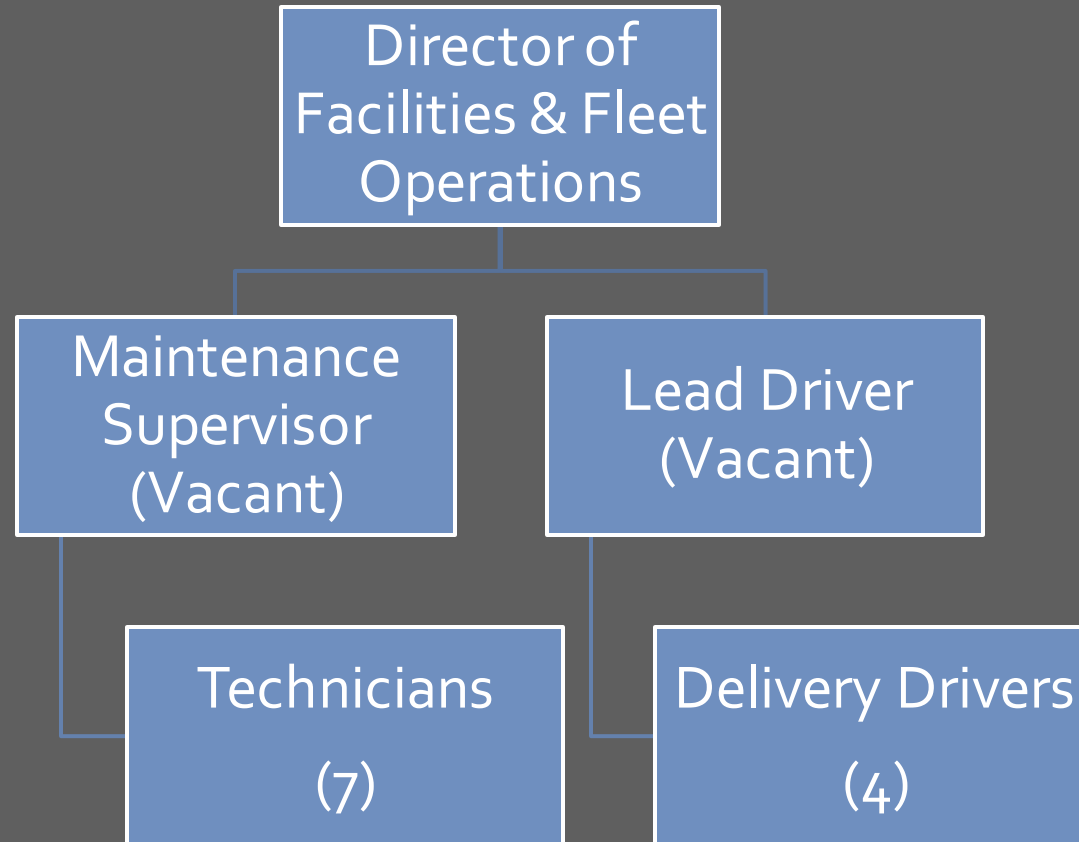
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# Maintenance Vision & Mission

- Our Vision is to make the libraries a more inviting and comfortable place to gather.
- Our Mission is to maintain the curb appeal at each of our locations. This includes the parking lot maintenance, Landscape of the grounds, exterior lighting and overall maintenance and look of the facilities. Once our members enter the building we want it to be a clean safe environment for them to enjoy. The maintenance department is responsible for the overall cleanliness of the facility which includes the janitorial activities and the carpet and floor cleaning. We are also responsible for keeping the building at a comfortable temperature and free of any unwanted bugs.



# My Maintenance Team





# Our Primary Services

- Maintenance of the buildings and grounds.
- Delivery of reserve books and general supplies.
- Oversee new construction and renovation projects.
- Oversee several annual contracts for services like landscape, carpet cleaning, extermination and janitorial.



# FY 2019-2020 Top 2 Proposed Departmental Initiatives

- \$50,000 for LED Lighting Upgrades – Village, Midwest City, TBD.
- HVAC Controls Upgrades – Midwest City
- \$100,000 for public restroom renovations at Midwest City Library.



# Marketing & Communications Department Overview

# Marketing & Communications Department Vision & Mission

- Our Vision is create and deliver the story that will ensure the residents of Oklahoma County think of the Metropolitan Library System as the first stop for educational, business, and creative resources and activities.
- Our Mission is to build usage, awareness and loyalty of Library materials, services and programs to the households of Oklahoma County.



# My Team - Current





# Our Primary Services

- Community and Media Relations: Write and send press releases; Pitch story ideas to media; Social media; Brand management and reinforcement
- Marketing & Creative Services: Creative campaign development; Organizational communications strategies; Email & messaging campaigns; Graphic design; Production; Project coordination; Advertising of system services



# FY 2019-2020 Top 4 Proposed Departmental Initiatives

- Create a Crisis Communication plan.
- Develop wayfinding standards for all libraries.
- Develop a 3-tiered system of project guidelines.
- Develop a brand and identity guide that allows us to consistently communicate our brand tone and voice to increase engagement.



# FY20: TV and Radio Ads

- MLS Online Resources, :30second spot
- MLS Services and Resources, :30second spot
- MLS Animated Hobbies and Skills, :15second spot
- MLS Online Resources, Spanish, :30s spot

