



## Shelf Life 2.0

By Susan Smith • Aug 01, 2024

Smart Brevity® count: 5 mins...1385 words

I am happy to unveil the first edition of our new internal newsletter, Shelf Life! The name may sound familiar, but the format is not. This version of Shelf Life is designed with smart brevity in mind. It will keep you informed and engaged by getting straight to the point.

Thanks to everyone who took the internal communications survey. Here are the results:

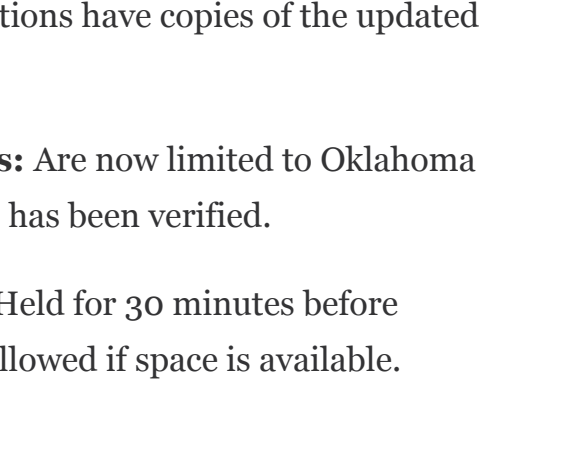
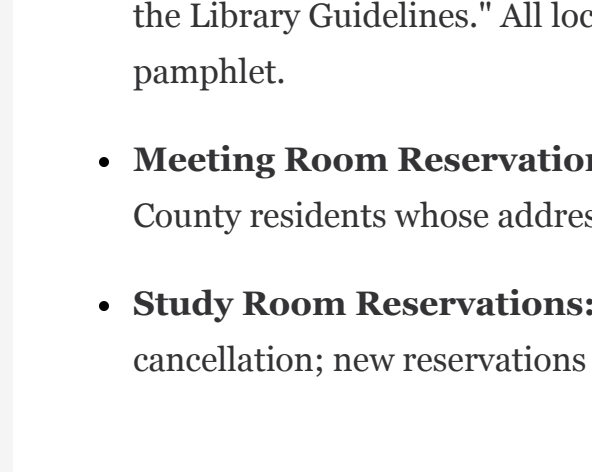
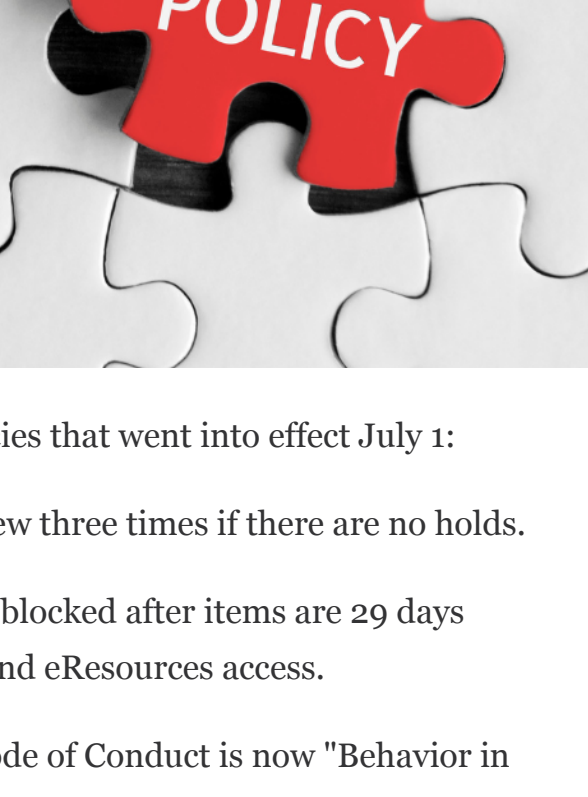
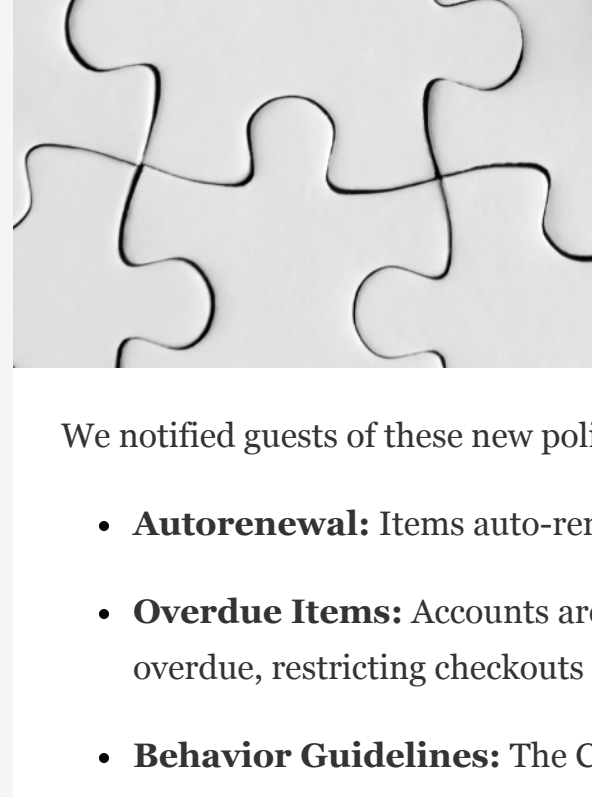
**Employees want** updates on systemwide initiatives, details from Advisory Council meetings, easier access to important information, and improved interdepartmental communication.

**Employees don't want** excessive all-staff emails, lengthy messages with numerous attachments or links, and especially coworkers using "reply all" just to say thank you.

**The bottom line:** A good internal communications plan is key to our success. Thanks for your ideas and patience as we start working on this new plan.

Please enjoy this first edition and let us know if you have any ideas for the next one. Comments can be sent to [communications@metrolibrary.org](mailto:communications@metrolibrary.org).

## Second Edmond Location Groundbreaking!

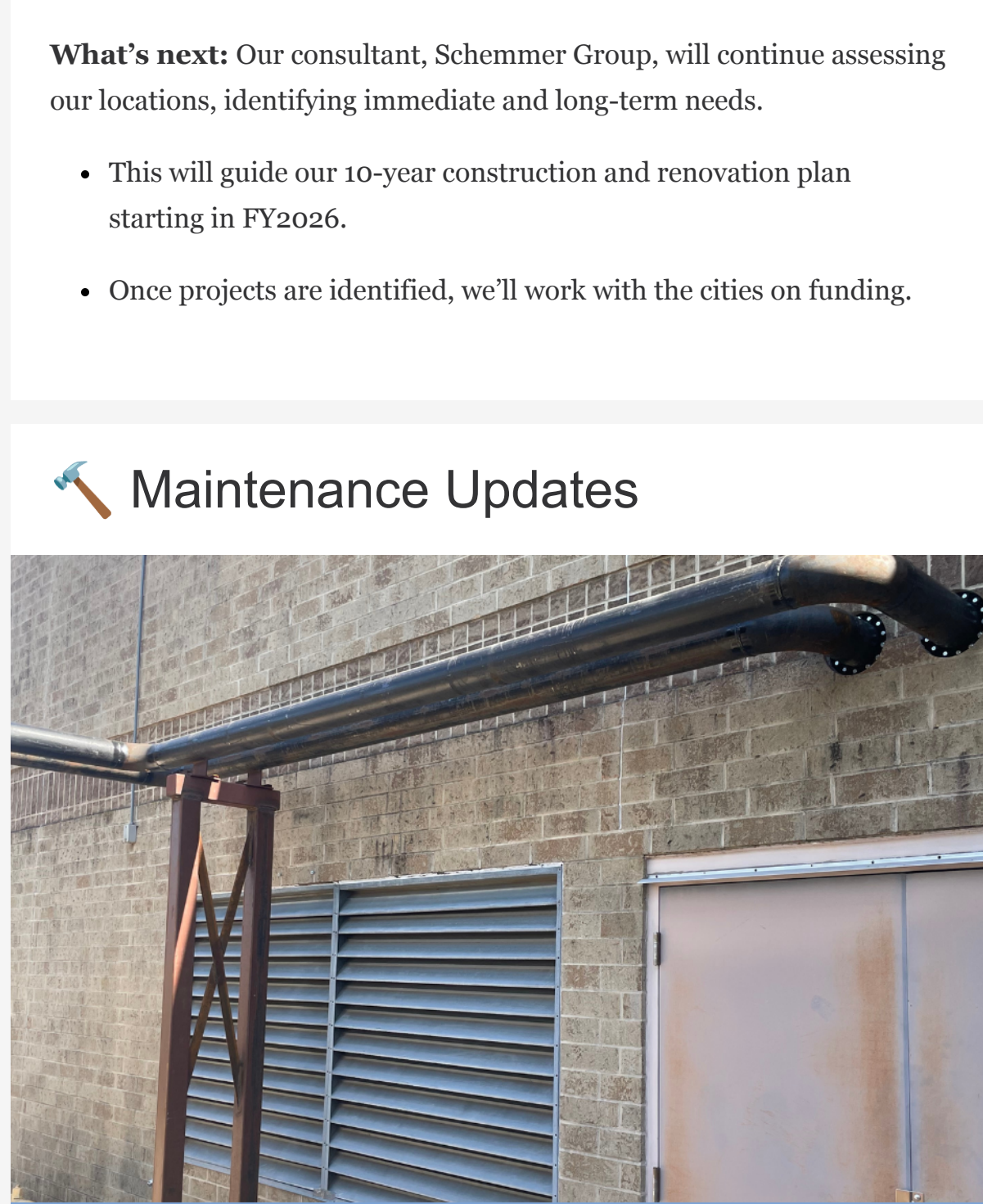


These renderings of the Edmond Community Complex feature our second location in Edmond. We will share the space with the YMCA.

Join us for the groundbreaking of our second Edmond location on August 8 at 8 a.m.!

- The ceremony will take place in the south parking lot of Henderson Hills Baptist Church, located along East 15th Street just east of I-35.
- Click [here](#) to see more renderings of this beautiful facility.
- **What's next:** It is scheduled to open in early 2026.

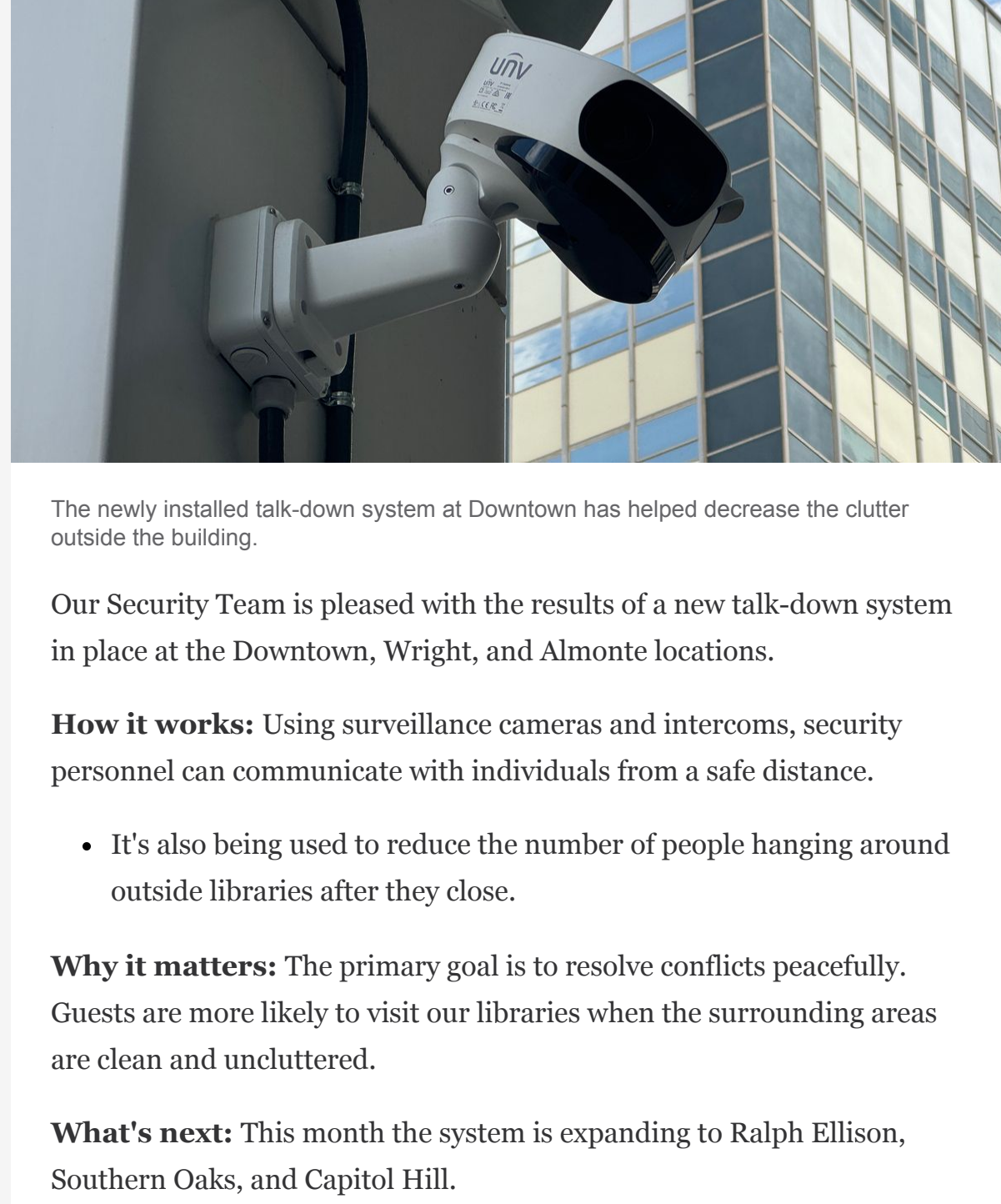
## New Policies and Procedures



We notified guests of these new policies that went into effect July 1:

- **Autorenewal:** Items auto-renew three times if there are no holds.
- **Overdue Items:** Accounts are blocked after items are 29 days overdue, restricting checkouts and eResources access.
- **Behavior Guidelines:** The Code of Conduct is now "Behavior in the Library Guidelines." All locations have copies of the updated pamphlet.
- **Meeting Room Reservations:** Are now limited to Oklahoma County residents whose address has been verified.
- **Study Room Reservations:** Held for 30 minutes before cancellation; new reservations allowed if space is available.

## Shaping the Future of our Libraries



We're developing a Facilities Master Plan to shape the future of our library system.

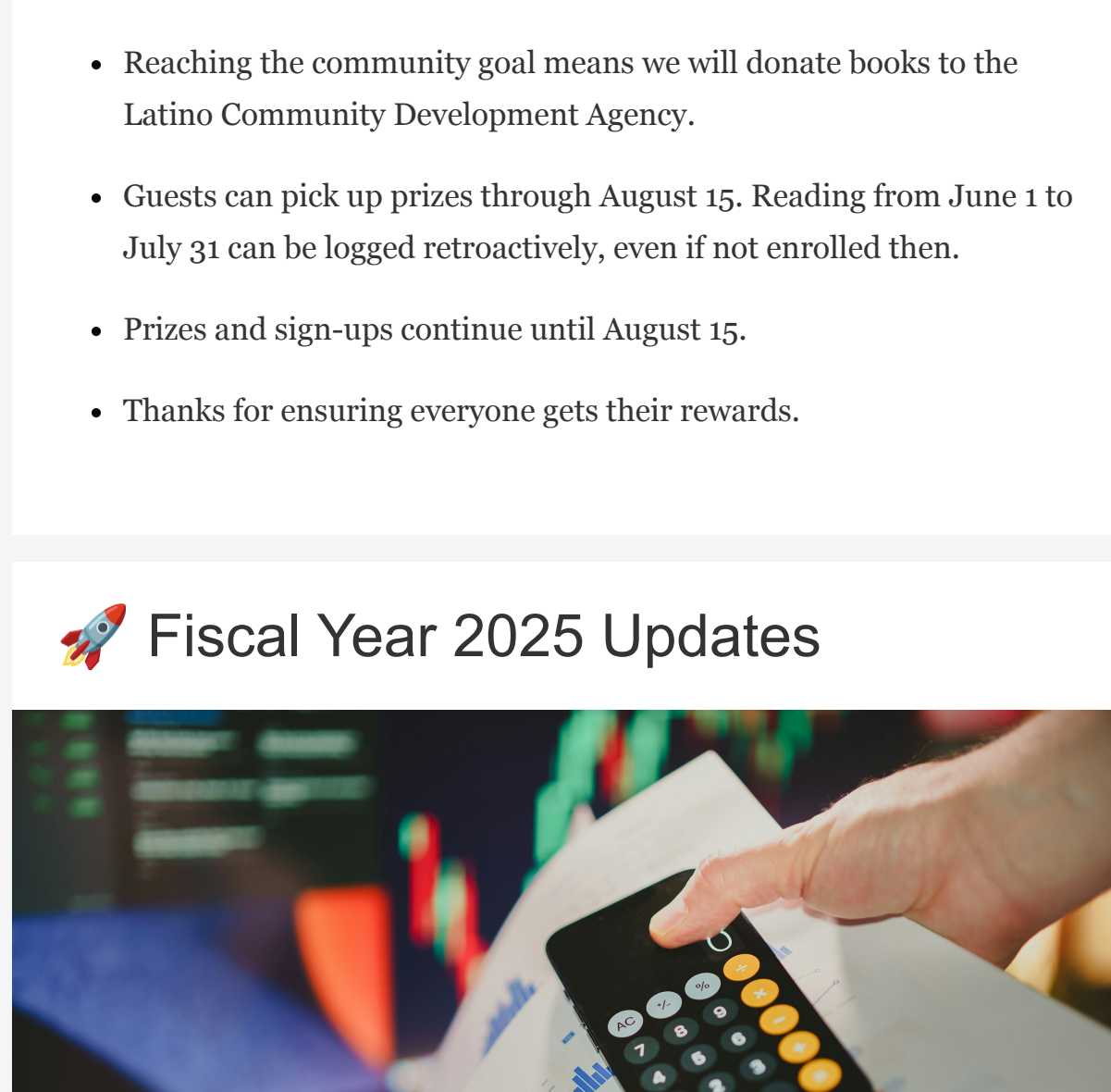
**Why it matters:** The plan will align our facilities with our vision and objectives, ensuring efficient resource use and accommodating future needs.

- Prioritizes areas for improvement.
- Better accommodates digital media, community programs, and collaborative spaces.
- Provides a roadmap for new technologies.

**What's next:** Our consultant, Schemmer Group, will continue assessing our locations, identifying immediate and long-term needs.

- This will guide our 10-year construction and renovation plan starting in FY2026.
- Once projects are identified, we'll work with the cities on funding.

## Maintenance Updates



### Midwest City

New chilled water piping and structures have been installed in anticipation of the new chiller delivery this Fall.

The Facilities Department plans to install a new chiller at Midwest City this Fall as temperatures cool. It's a much needed upgrade.

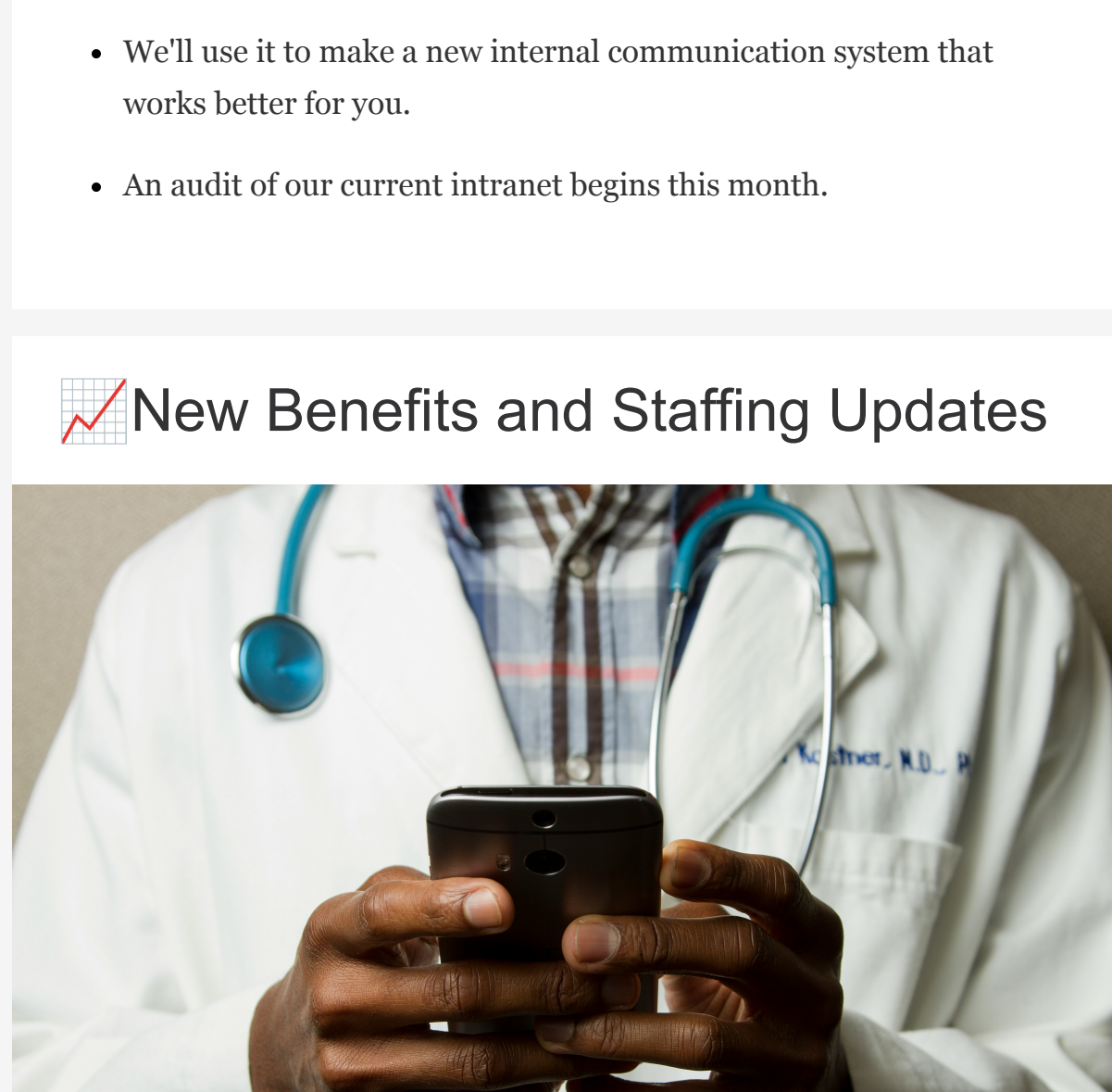
- Even with 50% of the chiller running, we have been able to maintain a comfortable environment.

**Why it matters:** These upgrades ensure a comfortable and efficient environment for our guests and staff.

**What's next:** New shelves and furniture are coming to Ralph Ellison Library.

**Don't forget:** Maintenance requests can now be submitted through the new service portal found [here](#).

## New Tech Aids in Peaceful De-escalation



The newly installed talk-down system at Downtown has helped decrease the clutter outside the building.

Our Security Team is pleased with the results of a new talk-down system in place at the Downtown, Wright, and Almonte locations.

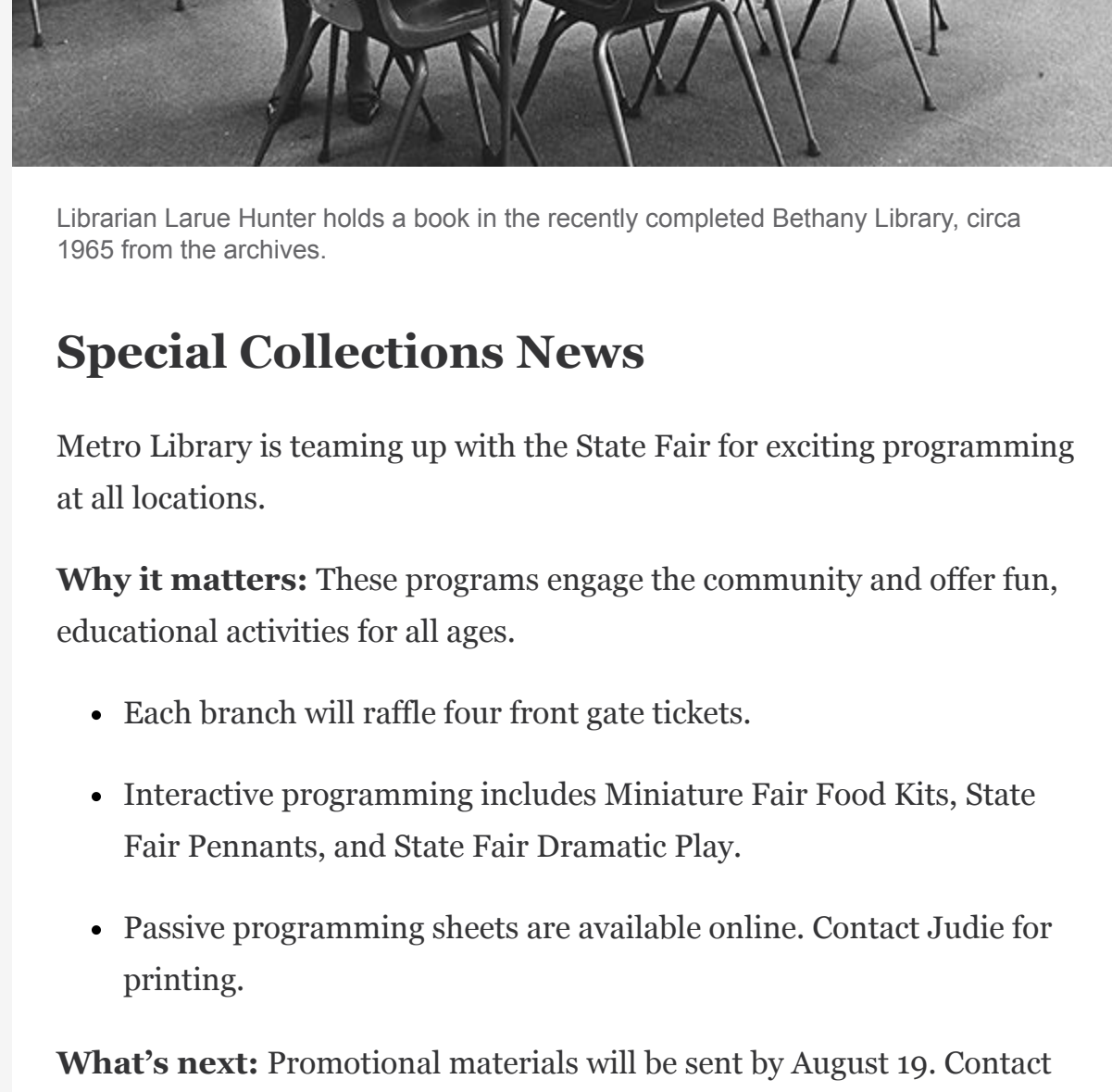
**How it works:** Using surveillance cameras and intercoms, security personnel can communicate with individuals from a safe distance.

- It's also being used to reduce the number of people hanging around outside libraries after they close.

**Why it matters:** The primary goal is to resolve conflicts peacefully. Guests are more likely to visit our libraries when the surrounding areas are clean and uncluttered.

**What's next:** This month the system is expanding to Ralph Ellison, Southern Oaks, and Capitol Hill.

## Network Infrastructure Upgrade Underway



IT upgrades will speed up internet service for guests and employees.

IT is installing new switches, routers, and wireless access points across the system. Available bandwidth was increased at the larger locations last month.

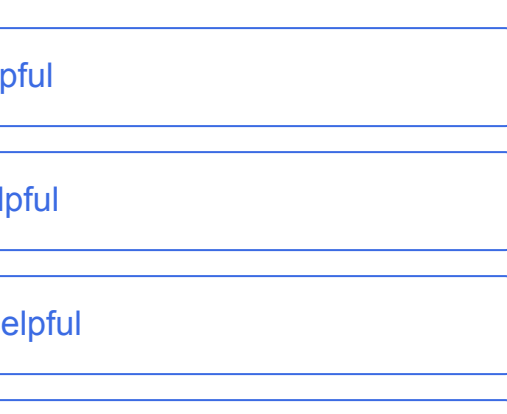
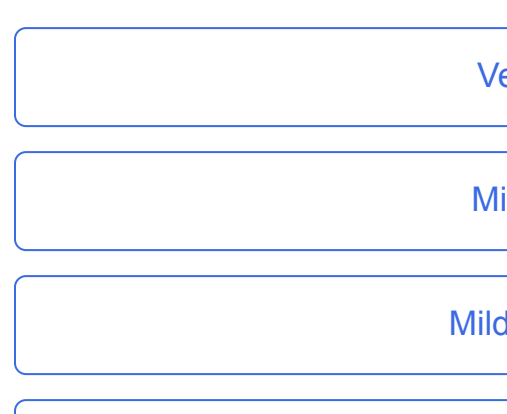
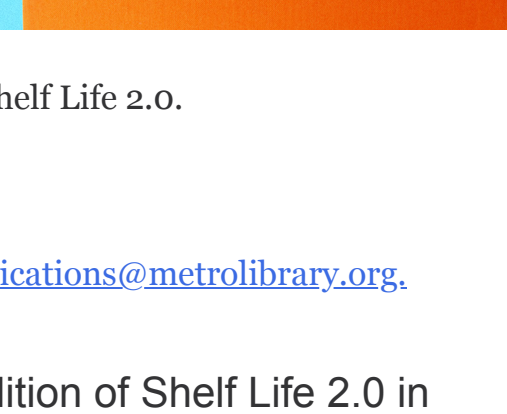
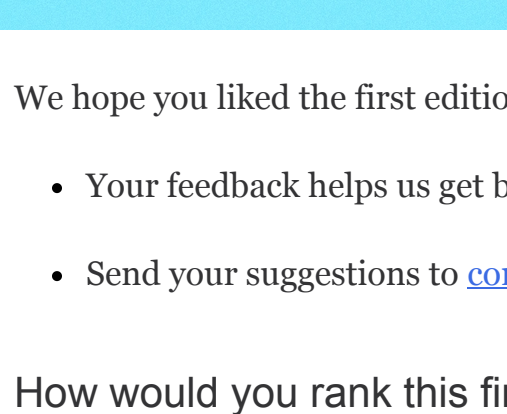
**Why it matters:** The upgrades enhance performance, security, and reliability. Benefits include:

- Faster data transfer rates.
- Better performance during busy periods.
- Updated security features.

**The main point:** This upgrade includes new tech, better management tools, and helps the network grow. It also fixes old problems with continuous support and updates, making sure the network runs smoothly and efficiently.

**What's next:** We have ordered new PCs and laptops to replace the older ones used by employees and guests.

## Community Reading Goal Achieved!



**Summer Reading:** Summer Reading has ended, and we have reached our community goal of 12 million points!

- Reaching the community goal means we will donate books to the Latino Community Development Agency.
- Guests can pick up prizes through August 15. Reading from June 1 to July 31 can be logged retroactively, even if not enrolled then.
- Prizes and sign-ups continue until August 15.
- Thanks for ensuring everyone gets their rewards.

## Fiscal Year 2025 Updates



Welcome to Fiscal Year 2025!

- The new fiscal year began on July 1. Remember to use your special funds this year.
- Department Heads and Library Managers should regularly review their dashboards in Intacct.

## Important Updates Restored for Guests



Some guests who unsubscribed from marketing emails also stopped receiving important updates about holds and closures. The issue has been fixed.

**Why it matters:** Ensuring guests receive all necessary updates is crucial for maintaining effective communication and service.

### Communications Highlights

- The FY2023 MLS [Annual Report](#) is now available on our website.
  - We transitioned from MAC to COM about a year ago. Reach us at [communications@metrolibrary.org](mailto:communications@metrolibrary.org).
- What's next:** A new intranet is coming in early 2025.
- Thank you for your survey feedback.
  - We'll use it to make a new internal communication system that works better for you.
  - An audit of our current intranet begins this month.

## New Benefits and Staffing Updates



Our medical plan is now administered by UMR, a subsidiary of UnitedHealthCare®. Our new provider network is UHC Choice Plus, and our new pharmacy benefit manager is HealthSmartRX.

**Why it matters:** These changes aim to enhance healthcare benefits and ensure better service for plan participants.

- Connect Benefit is replacing MyDecision.
- Preferred Lab is replacing the LabCard program.
- Teladoc offers 24/7 virtual care for general and mental health. Re-register under UMR. It's \$20 for PPO participants and \$54 for HDHP participants.
- Check your benefit deductions in Paycom to confirm that your choices are correctly reflected.

### Staffing updates:

- Ashley Milinkovich joined as the new Library Manager I at Ralph Ellison on July 22.
- Tracie Randolph was promoted to Regional Director effective August 5.
- For a full list of July's new employees, promotions, and retirements, [click here](#).

## State Fair Partnership



Librarian Larue Hunter holds a book in the recently completed Bethany Library, circa 1965 from the archives.

## Special Collections News

Metro Library is teaming up with the State Fair for exciting programming at all locations.

**Why it matters:** These programs engage the community and offer fun, educational activities for all ages.

- Each branch will raffle four front gate tickets.
  - Interactive programming includes Miniature Fair Food Kits, State Fair Pennants, and State Fair Dramatic Play.
  - Passive programming sheets are available online. Contact Judie for printing.
- What's next:** Promotional materials will be sent by August 19. Contact the COM team for extras.

### A guide to the Oklahoma Room

Not sure how to handle special collections inquiries? The Special Collections and Research Department has a short video to guide you.

[Watch the Video!](#)

**The bottom line:** If a customer does not want to come Downtown, then ILL is always the best option.

**Any visit** to the Oklahoma Room is always a better experience when it starts with an email or call to SCR first (x3738; [special.collections@metrolibrary.org](mailto:special.collections@metrolibrary.org))

## Staff Development Day 2024



**Date:** Monday, October 14, 2024, 8:00 AM – 4:00 PM

**Location:** Embassy Suites Oklahoma City Downtown Medical Center

Explore the relevance of artificial intelligence (AI) and the latest tech trends for libraries at this year's Staff Development Day.

**Why it matters:** This event focuses on technology and community engagement, featuring keynote speakers, interactive breakout sessions, vendor connections, networking opportunities, flu shots, and therapy dogs.

**Details:** Full-time employees are required to attend. Part-time employees are welcome and encouraged.

## We Want your Feedback!



We hope you liked the first edition of Shelf Life 2.0.

- Your feedback helps us get better.
- Send your suggestions to [communications@metrolibrary.org](mailto:communications@metrolibrary.org).

How would you rank this first edition of Shelf Life 2.0 in getting you the information relevant to your position?

[Very helpful](#)

[Mildly helpful](#)

[Mildly unhelpful](#)

[Very unhelpful](#)

Your response is anonymous

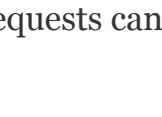
## That's a wrap!

Don't forget the Library is closed Sept. 1 and 2 for Labor Day. Please use the closed signage available on the intranet. An email will be sent to Library Managers closer to the date.

### Feedback

Please share your thoughts on this edition.

Was this edition useful?



☐ Leave feedback

Your responses are anonymous



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