

ShelfLife

Newsletter of the Metropolitan Library System

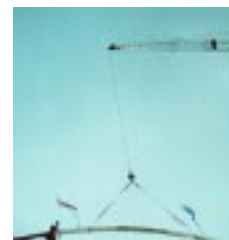
Nov. 2001

Topping-Out Ceremony: Another Step on the Road to Park Ave.



The library's steel frame.

The Downtown Library/Learning Center "Topping-Out Ceremony," on Monday, Nov. 5, saw Todd Olberding, director of construction management, lead four groups of library staff members to the site to sign the "final beam" before it was put in place.



Above, detail of the steel beam. Left, bringing the beam into place.

Photos by Evelyn Davis.



November Anniversaries

PAMELA K. KOSTED	11/4/75
DANA L. MORROW	11/5/79
RANDY E. WAYLAND	11/16/82
DENYVETTA DAVIS	11/22/82
JOYCE MCCAULEY-JOHNSON	11/1/84
PERRY A. WILSON	11/16/84
PAULINE B. RODRIGUEZ	11/4/85
DARLA J. MCGUINNESS	11/4/85
DEANNA L. BIDDLE	11/3/86
J. PRESTON BELL	11/25/86
TRACI N. JINKENS	11/30/92
SALLY K. PHILLIPS	11/21/95
DEBRA K. JACKSON	11/4/96
NICOLE J. MAXWELL	11/19/98
LOIS W. MCKENNA	11/23/98
CLAYTON J. WEBBER	11/1/99
ZIRONYA D. LEWIS	11/8/99
ROBERT H. BLANKENSHIP	11/6/00
AWNALEE	11/13/00
KELLEY L. RIHA	11/13/00
KARENE E. MITCHELL	11/13/00

Anniversaries...

THUY THI MAI NGUYEN	01/13/00
DARRIE J. BREATHWIT	11/20/00
ELIZABETH ANN KESSLER	11/20/00
CHRISTINE R. DETTLAFF	11/27/00
MARY L. STEPHENS	11/27/00
JEFFREY D. CLEMONS	11/28/00

November Birthdays

SELMA ZUHDI	11/01
KELLEY L. RIHA	11/04
DOROTHY D. KLEIN	11/05
LINDA J. HOLMBERG	11/05
SUSAN E. HALL	11/09
MARIE NICHOLS	11/10
MARGARET J. COLLINS	11/11
RENEE L. WAYLAND	11/12
ROY S. BALLOU	11/13
RANDY L. KNUTSON	11/13
KARYN J. MILLER	11/14
TERI L. REDENBAUGH	11/16
DONNA L. MORRIS	11/16
GWENDOLYN R. THOMPSON	11/16
SUSAN D. PALMER	11/18
JABARIA A. TOURE	11/20
JOAN WILLIAMS	11/21
ELIZABETH C. HOLSHOUSER	11/22
KRISTIN J. EPPERSON	11/23
PHYLLISA. DAVIDSON	11/26
DEBORAH A. ROSS	11/27
RAMON LIRA	11/27
DEANNA L. BIDDLE	11/29
J. PRESTON BELL	11/30

Welcome To

D. Diane Sharp	P-T Page, ED
Shelly Munguia	P-T Page, CT
Veneza Pablico	Library Asst, CH
Teri Redenbaugh	P-T Page, DC
Rosina Lansdale	Tech. Processor, TP
Charles Isaacs	H-T Computer Operator, AUTO
Todd Olberding	Dir. of Construction Mgt, SS
Krista Russell	P-T Page, MWC
Megan McClesky	P-T Page, MWC
Barbara Jones	PT Project Specialist, OUT
Christy O'Brien	Receiving Tech, TP
Gwen Dobbs	Asst. Library Manager, MC

Goodbye

Crystal Le	Page, BI
Melissa Lowry	Page, VI
Jessica Weatherby	P-T Technology Asst., SO
Theresa Korish	Page, VI

Moving Up

Cheryl Pernell, from circ, MC, to Library Assistant, RE.

Retiring

Carol Wolf, librarian, from Edmond Library.

People



On Staff Development Day, Oct. 8, all staff were pleasantly surprised to view the dos and don'ts of work time attire.

Ralph Ellison Library

Two part-time MLS pages have been honored by their schools. They include:

Jabari Toure was chosen as one of the students from Southeast High School to participate in a teleconference with students at Stuyvesant High School in NY. The school is located four blocks away from the World Trade Center. Students discussed the Sept. 11, 2001, attack on America.

A. Rose Nelson, a home-schooled student, has earned enough credits to earn a high school diploma at age 17.



Introducing Rhonda Read-A lot, AKA Marilyn Hudson, Ralph Ellison children's programmer. "I looove to read!" said Rhonda, who visits schools and holds story times for children.

ShelfLife

Newsletter of the Metropolitan Library System

ShelfLife, the official newsletter of the Metropolitan Library System, is published electronically each month by the **Public Relations Division**.

Written and graphic contributions are welcomed. Please forward all comments to: Nancy Lytle, editor.

Nancy Lytle

Editor

Wanda Scott

Graphic Design

For more information contact: Public Information at **405.231.8618**.

Downtown, Edmond, Automation & Development Win Customer Service Prizes

From Denyvetta Davis:

There were so many great ideas that we had a difficult time selecting winners for our first Customer Service (Appreciation) month contest... so we picked two libraries and two departments/offices. Special thanks to all of you for doing such a great job in such a short time. (Be sure to budget for Customer Service month next year.)

CONGRATULATIONS!

Pizza parties will be scheduled during the week of November 12.

The winners are:

DOWNTOWN LIBRARY

EDMOND LIBRARY

AUTOMATION DEPARTMENT

**DEVELOPMENT/VOLUNTEERS/
FRIENDS OFFICE**

Downtown Library

The Downtown Library put up signs with the slogan: MLS ♥'s U! saying:

CUSTOMER APPRECIATION MONTH Starts Monday!

The committee came up with a slogan for the month - Read vertically and that gives you the slogan for each week.



Week 1 - "Make DN library YOUR library"

Gift: Bookmark with image of new building

Week 2 - "The Downtown Library is where you are @"

Gift: Sticker with slogan "I was @ MY DN library"

Week 3 - "Service with a Smile"

Gift: Happy face sticker

Week 4 - "Love and Kisses from YOUR DN library staff"

Gift: A baggie with 3 Hershey's kisses

Week 5 - "U deserve the best from YOUR DN library"

The staff put up a suggestion box and passed out a survey asking for feedback to help improve services.

Edmond Library

Edmond gave each customer a sticker that said "You're One in a Million" and explained to customers that since reopening over a year ago, Edmond has circulated more than a million books.

They also put up posters in the library giving the same information.

And one Monday in October, Edmond hosted a UCO concert in which musicians serenaded customers.

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The Scoop

By Darlene Browsers, SA Chair
Oct/Nov 2001

The Staff Recognition Dinner was at 6:00 pm on Nov. 3 in Coles Gardens. This lovely annual event gave us the chance to stop and honor those employees who have given years of service to the Metropolitan Library System. The Friends of the Library, the administration and the Staff Association cooperated to make this happen.

Employees were presented with a pin for 5 years of service, and a ruby is added for each 5 years of service thereafter.

The MLS Library Commission also recognizes staff anniversaries with certificates of service at its monthly meeting.

A survey form has been distributed to all staff requesting your views about several questions. Many have completed and returned these. Send them to Darlene Browsers, PSA. This is one way

your concerns can be presented for consideration to the administration. If you have not received a form, please contact your site representative or Darlene Browsers at 231-8657. It is important that we have input from every staff member.

A more informal communication opportunity has been created this year. The SA Executive Council has invited MLS Director Norm Maas to attend several Council meetings throughout the year. This offers a setting where we can visit and brainstorm about problems or areas of concern. The first such roundtable discussion was held at the September 27 meeting. Your director and site representatives shared thoughts and opinions about a wide range of topics that covered questions from insurance benefits, to pages' benefits, to health issues related to mold control, to ideas concerning circulation management, increasing service to ethnic groups, purchasing procedures for new books, to clarifying the line of authority for those times when managers have to be absent.

An example of excellent internal customer service was also shared. On



very short notice, our Outreach Department was able to provide additional resources and materials to Southern Oaks Librarian, Darrie Breathwit when she was presenting a program on library use to an alternative class for young women.

Darrie spoke of her appreciation for this support of her program.

Thanks to all of you who have helped with our Warm Hands and Feet collection. The Salvation Army will distribute these items to those in need.

The next Border's Discount weekend for Staff Association members will be Nov 30 and Dec 1-2. Make your Christmas shopping plans for that weekend.

Contact your site representative or Darrie Breathwit, SA membership secretary, at SO if you have questions about SA membership.

Your next Staff Association Executive Council meeting will be three o'clock Nov. 8 at Belle Isle Library.

Your Staff Association has been active since 1985 in helping to create the annual Staff Recognition event.

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Edmond also sent out e-mail to staff reminding them what good customer qualities are.

Example of the e-mails:

1. Customers who feel they are treated well, even if they do not leave the library with what they want, will be more satisfied with the customer service they receive than the customer who finds the information they want but feel the library staff member is rude or indifferent.

-- Pat Wagner

2. David Lewis, The Secret of Language Success

Can anyone guess what percentage of your message is transmitted through words?

How about your voice?

And through your body language?

Words=7%

Voice=38%

Body language=55%

Automation

Automation invited all staff for a tour of the automation department from 9 a.m. to 4 p.m. one day. They served snacks, including homemade muffins and cookies, throughout the day.

Staff from Automation also delivered and served Halloween treat bags of candy to every single staff member.

Development & Volunteer Services

Development did several things.

One was to have a traveling open house. We took information about our department—what we do—plus a bag of candy to all library sites.

Another: We put hand-lotion in each bathroom of the Downtown Library to “smooth your day.”

We invited people to come “trick or treat” (for a treat) at DVS on Hallowe’en.

And finally, we had the “DVS Cafe” [remember the purple tulle?] where staff brought potluck stuff.

It was great fun, a good idea, and KUDOS to Denyveta for thinking this up!

Notices and E-Mails

Human Resources sent e-mail to all staff saying:

“The Human Resources staff wants to thank each and every one of you for doing an outstanding job.

You are our #1 customer.

Keep up the great work and Happy Holidays!!!”

Outreach E-Mail

SWEET REWARDS

WANTED: all MLS staff

Turn yourself in at Outreach for a cookie and a cup of cider in appreciation of all the excellent service we receive from you.

Tuesday, October 30th

9:00-4:00

1364 NE 3rd.

Luther Library

Luther had two pizza days for customers, and we have given out goodie bags with library hours, candy, bookmarks and key rings.

The Village Library

The first week of the month we provided coffee, hot tea, cocoa and donuts each morning, along with some bookmarks we created with non-fiction and fiction book lists of coffee-and -tea related books.

The second and third weeks of the month, every customer who came to the Circulation Desk received bookmarks on specific topics, fiction and non-fiction, with little related candy bars attached. For example, we attached little Milky Way bars to two different bookmarks: non-fiction Space Travel and Science Fiction. Also, we created both adult and juvenile

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lists of Funny titles (Snickers), Scary titles (Skittles) and Classics (3 Musketeers).

We really had only planned to do the bookmarks/candy bars for 2 weeks, but they've been so popular that we've just continued that through this week as well. Also, Julie Mock created a wonderful sign that we've put up around the building to let our customers know what we're doing and why.

Southern Oaks Library

Southern Oaks participated by having a week of treats and coffee for our customers the 9th through the 13th. We served homemade muffins, cookies and donut holes.

During the Food for Fines week, Homeland donated food for us to have on hand for customers who may have had fines but didn't bring a food item with them. We also are having a drawing for prizes donated by surrounding businesses. We have also extended the fines theme with cards that allow a customer to clear one fine up to \$6 until the end of the year.

Business Office

The Business Office designed a stamp

to put on each employee's payroll envelope. This idea was the "brainchild" of Debbie Ross who so diligently stamped 352 payroll envelopes with a "money"-colored green happy face that states, "Have a nice day, Business Office."

Debbie thought everybody deserved a smile, especially on payday. Also, to keep up with the idea of keeping a smile on everybody's face the Business Office handed out free pens and mechanical pencils.

Lisa Walker was very grateful that Jeannie Hitchcock of Boise Cascade Office Products helped by donating these for our Customer Service Appreciation month.

Also, payroll-related web sites were sent to staff via e-mail.

Choctaw Library

Choctaw has offered balloons, bookmarks and surprise small toys to all children who would like them. We had additional book displays and put the Book Page in the bags of customers as they checked out.

Outreach

We served cookies to every customer in our offices on Tuesday, October 30th. We chose this day because we knew the

Friends of the Library would be around, and we wanted to include them.

Capitol Hill Library

The Capitol Hill Library posted a sign on our book bin and tied that in with the "Food for Fines" project. We stated that October is Customer Appreciation Month and that we would remove fines if canned items are brought in.

Also, since October is a preliminary to our 50th Anniversary, I included a phrase about Customer Appreciation Month in letters sent to customers inviting them to attend our celebrations in November.

Tech Processing

TP sent a letter to every library with materials processed that day. All Tech Processing staff signed the letter which read:

"Thanks for the great job in serving the people of Oklahoma County.

In order to serve you better and assist you in continuing to provide excellent customer service...

... Technical Processing is devoting our energies exclusively to rapid delivery of new materials.

This is our commitment to customer service.

Your Technical Processing crew. "

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Ralph Ellison Library

Ralph Ellison's staff opted to celebrate our customers through weekly drawings, entertainment, and give-aways.

We adopted "Cruisin' With Our Customers", a ship cruise theme, and supplied book lists featuring adventures, mysteries and humor in exotic locations. We saw ourselves as their cruise directors...

Each Thursday evening we drew names and gave away such items as: An Evening of Entertainment (video and bags of popcorn); candle sets; table decor; decorative towels; books; etc. One of our pages acquired some donations from local restaurants (coupons) and mall stores.

During Teen Read Week, a special drawing for teens and pre-teens awarded basketballs, beauty products, books, stuffed animals, coupons and other items.

During the week, and randomly, we also went through the library giving away the food coupons to customers in the library or at check out as a special "thanks for coming to the library today."

We've had musicians, storytellers and special music played over the intercom to

celebrate our theme of "Cruisin' With Our Customers"....as they journey off to adventure through books....we are their cruise directors making it a little more special as a way of saying "Thanks!"

Materials Selection

When we purchase a title that customers have sent us, we have sent them a postcard that tells them that their input was helpful. We also plan to use the postcard year round both for external and internal customers.

Warr Acres Library

WA gave mints to customers as they checked out materials. Thank yous and smiles were given, too.

Del City Library

Del City did the following for Customer Service Month:

We inaugurated our new Customer Comment Box by inviting customers to write their names and phone numbers on the customer comment forms and any comments that they would like to impart. They were asked to place these in the box for a chance to win one of five MLS T-shirts that we are giving away at the end of the month.

Staff who choose to can play a Customer Service Board Game in which

they complete customer service worksheets in exchange for game pieces to piece together an image of a section of the MLS Customer Service Philosophy.

Prizes will be given when all pieces are fitted on the board to complete the image.

Each day a customer service "Thought for the Day" was placed on the chalk board in the staff lounge. Any staff member who wrote down all the thoughts and submitted them to me at the end of the month received a prize.

All staff are reminded that we must SMILE, SMILE, SMILE!

Midwest City Library

Midwest City Customer Service Activities

October 9-12: Customer Appreciation Days

Join us in the morning for a cup of coffee in our magazines and periodicals area. Start your day off by perusing a favorite magazine or newspaper, and enjoy a cup of coffee...it's on us!!

October 15-21: Great Customer Service Experiences

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Help us celebrate Midwest City Library's employees by telling us about a great customer service experience you had at the library!

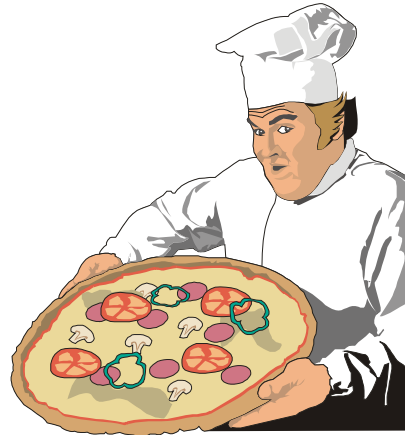
October 21-27: May We Serve You Better!

This is your library, and we want to know how to make it even better for you. Complete a feedback form, and we'll enter you in our Customer Service Month drawing!

Cataloging

Cataloging delivered laminated bookmarks to all staff members. Because staff are our primary customers. The bookmarks were designed and made in Cataloging, and say "Cataloging salutes MLS staff, the TOP CATS of the library world."

Each bookmark had a picture of a cat.



Bethany Library

Librarian Barbara Beasley had her staff write down when they witnessed another staff person giving good customer service to the public or another staffer. They the notes and put them in a box on Barbara's desk.

The person who gets the most notes and the person who writes the most notes gets lunch on Barbara.

Military Connections

With many staff members having family in the military, we wanted to recognize them but without putting anyone in harm's way.



Some staff chose not to give the names of their loved ones, because as one staff member said, "This is a different kind of war, and you don't know who your neighbor is."

So we made the decision not to print the location of their military base or foreign country or the type of work they do. **Randy Knutson** said his son's commander has asked "If someone starts asking too many questions, we want to know about it." And we want them protected as well.

Debbie Ross's (BO) son, Justin, is with the U.S. Coast Guard.

Randy Knutson's son is in the Army National Guard. Randy's brother-in-law is in the Air National Guard, along with his nephew and neice.

Worth Noting

The Public Relations Office will publish a special issue of ShelfLife with photos from the Staff Recognition event.

Jill Vessels's son, **Sgt. Robert Nicholas (Nick) Smith**, is in the Army.

Pam Buchanan's (Auto) brother is in the Army Reserves.

Elizabeth Kessler's, (Mat Sel) husband, **Michael Kessler**, is retired Air Force but could be recalled to active duty at any time during the next three years.

Karene Mitchell (cataloging) has a brother, **Captain Troy Edward Dunn**, in the Air Force. Karene's finance, **Robert W. Adkins**, is in the Army National Guard.

Priscilla Doss (BI) has a nephew in the army.

Lance Myers, 19-year-old son of **Lanny Myers**, is in the United States Air Force.

Marie Nichols's (Wright) youngest son, **Demetrius**, is in the Air Force Reserves.

Michael Mahan, son of **Mary Mahan** (NP,) is in the Air Force.

Jane Carvajal's (Planning) husband **Loren** is in the Air National Guard.

Ursula Ward (Cat) has a cousin in the Army.



The first annual Teen Summit rocked Belle Isle Library with music, art and lively discussion October 24 in Oklahoma City. Hosted by Heidi Daniel of MLS's Outreach Services, the day brought teens together with artists, librarians, college students, a radio disc jockey and musicians. Above, Oklahoma artist-in-residence Victor Rook leads a morning music workshop for the teens. Rook's music session focused on working on the keyboard and working together, says Daniel. The day culminated in the teens hand painting a mural. **Photo by Kelley Riha**

Crystal Giles's (RE) husband is in the Army National Guard.

Denyveta Davis's (PSA) son **Melvin** is in the Army.

Marilyn Hudson (RE) has a nephew and nephew-in-law in the Air Force, and her oldest son is in the USAF Reserves.

www.metrolibrary.org