

ShelfLife

Newsletter of the Metropolitan Library System

NOV 2002

Ralph Ellison Library Named Literary Landmark By FOLIO

Ralph Ellison Library was named a national Literary Landmark October 2 in honor of native son and renowned author Ralph Ellison.

The official ceremony included speaking segments by Special Friends of Ralph Ellison Library President Erwin Mason, Friends of Libraries in Oklahoma President Julia Brady Ratliff, MLS Acting Executive Director Donna Morris and emcee Michael Wallis, Tulsa author.

A special pen-and-ink drawing by MLS graphic artist Wanda Scott was donated to the library with signed copies available for purchase. The copies of the print were donated by Scott as a fund-raiser benefiting the Special Friends of Ralph Ellison Library.



A reception was held after the ceremony.
*Photos from top right and left -
Mason and Denyvetta Davis
accept the pen-and-ink drawing by Scott, the Literary Land-
mark plaque, and the scene of the ceremony under a big-top
tent on Ralph Ellison Library grounds.*

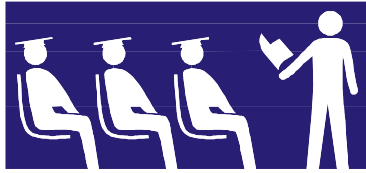
Why Contact Listening Skills Training and What are We Supposed to Get Out of It?

The following is a more extensive answer in response to questions asked at Staff Development Day about Contact Listening Skills training.

We strongly feel that Contact Listening Skills training will give staff the skills needed to provide better service to customers, to handle difficult customer interactions and minimize on-the-job stress.

The Interview models and the human interaction skills used in Contact Listening Skills training are excellent tools for interacting with customers in the libraries and with each other. The process is designed to maximize the comfort of both the customer and the library worker by providing an opportunity for us to learn about human behavior and to learn more about ourselves and how our own beliefs, values and feelings come into play when we interact with others.

This training has the potential to provide us with the tools to maintain our own confidence and calm and to treat customers with concern and courtesy at all times, even when they exhibit strong emotions such as anger and frustration. I say potential because the training only works if you embrace it and take



advantage of it. You have the choice to acquire these valuable skills that will help us toward our goal of providing excellent, professional, customer service to all who come in the MLS libraries.

We have decided that MLS staff will continue attending the standard Contact Listening Skills course as designed for Contact volunteers (phone listeners) for these basic reasons:

1. because it would be difficult to separate out the philosophies, methods, tools that are valuable to us in a library setting without significantly changing the course;
2. even though we will seldom encounter some of the scenarios and situations that are included in the course, we think that exposure to this part of the training is important in strengthening our helping, non-judgmental attitude toward others in the library setting.

We will continue to explore the possibility of customizing the training more for libraries including shortening the duration of the course, but that will require time and expense and also the availability of

Contact Listening Trainers to help us.

The goal is for all MLS staff to attend the training with the first priority being public service staff.

-- Judy Walden, MLS Deputy Director of Public Services

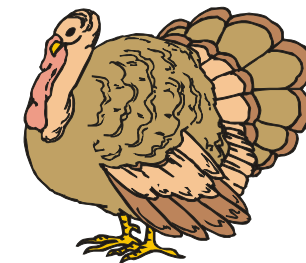


For Sale

1 large executive L-shaped corner desk, heavy, oak color, top is 60" x 30". Side unit is 72" long. \$75. OBO

1 entertainment center, 60" high, will fit a 27" TV. Glass Doors, shelves and storage underneath. \$75. OBO

Call Debbie Robertus, Belle Isle Library or at home, 949-1645 for more information on either item.



CONSTRUCTION ZONE

News from the Construction Dude: Todd Olberding

New Choctaw Library

After the first real shovel of dirt was turned August 19 (not counting the ground-breaking on July 2), the perimeter of the building, two months later, is now 70% complete.

Dry weather this fall increases the chances of a smooth progression of the building.

The underground mechanical and electrical work is under way and according to the current schedule, the builder, J. L. Walker, indicates the building will be substantially (a legal term for almost) complete by August 30, 2003. And, we expect the Choctaw community can start borrowing materials four to six weeks later.

Downtown Library

While we all have panels on the mind significant progress on the building is being made in several other areas. The interior wall construction is close to 70%

complete, and all trades are working toward the enclosure of the building so that the heat can be turned on by early November. This will allow the work to continue on the inside during the winter, regardless of the status of the exterior panels.

The contracts for new furniture and the steel shelving were awarded at the October MLS Commision meeting.

Del City Reference Desk

Creating a new reference desk for Del City Library is under way and is scheduled to be installed in early-to mid-November.

Please feel free to e-mail any building questions you would like addressed.

Until then, remember "measure twice, cut once."

**-- Todd Olberding, MLS Director of
Construction Management**



Happy Thanksgiving
From The PR Staff!

Our World Series Presents: Silk Road



Learn about the culture and influences of ancient China - a culture that is in danger of assimilation by Western pop culture and the music industry.

This interactive presentation

is led by virtuoso pipa player and Mandarin educator, Qiu Xia He.

The trio have been playing together for more than 10 years. Its repertoire includes Chinese folks songs played on ancient Chinese instruments including the erhu and the Chinese guitar.

Sunday, Nov. 10, 2:30 p.m. Belle Isle Library
Monday, Nov. 11, 10 a.m., Capitol Hill Library
Monday, Nov. 11, 1:30 p.m., Southern Oaks Library
Tuesday, Nov. 12, 1 p.m., Del City Library
Tuesday, Nov. 12, 7 p.m., Warr Acres Library
Wednesday, Nov. 13, 10 a.m., Choctaw Library
Thursday, Nov. 14, 10 a.m., The Village Library
Thursday, Nov. 14, 7 p.m., Midwest City Library
Friday, Nov. 15, 12:30 p.m., Downtown Library



FRIENDS OF THE METROPOLITAN LIBRARY SYSTEM



It's Coming! Applause 2002

**Staff Recognition
Saturday, November 9
6 - 9:30 p.m.
at The Centre
4325 N.W. 50th
Oklahoma City, OK**

This is your chance to get out those fancy duds, or dress casual, and come out to honor members of our staff.

In the past year, many changes have taken place.

Yet staff remain at the heart of MLS.

Let's Celebrate!!!!

Menu for the evening is:

Herb crusted chicken, sliced beef bordelaise, vinaigrette pasta primavera, oven roasted potatoes, medley of steamed vegetables, Centre cheese biscuits, apple waldorf, angel kir punch, sweet potato mousse and a selection of desserts.

To reserve your space, call Marie Nichols at Wright Library at 235-5035 or e-mail wright@mls.lib.ok.us.

People

Outstanding Service Award Recipients to be Announced Nov. 9

The following people have been nominated for Outstanding Service Award for 2002. With a sentence from their nomination:

Team Automation: "They truly work for the good of MLS."

Susan Beckett, WA: "is honest, ethical, trustworthy, a joy to work with."

Darrie Breathwit, SO: "She goes that extra mile".

Alma Brown, WA: "Consistently provides new and exciting juvenile programs for the Warr Acres Library."

Vickie Dixon, DN: "...always willing to share her knowledge to help fellow workers improve their skills."

Kristin Epperson, MWC: "For her hard work, innovation and devotion to her profession..."

Bob Hurst, MTC: "Takes his job seriously - true and trustworthy leader - thoughtful of others and always has a smile."

Elizabeth Kessler, MS: "quick, accurate and efficient, understanding, patient, and kind, supports her co-workers and helps them do their job better."

Galen Kurth, SO: "...cares about customers, exhibits positive traits for internal and external customers."

Sylvia Lawson, Auto: "...always a team player, no matter what department she has worked in."

Dave Mack, MTC: "...pleasant, cooperative, friendly and focused on the best way to complete the task..."

Karene Mitchell, CAT: "...exhibits positive traits to fellow staff members...positive, outgoing..."

Heidi D. Morgan, OUT: "...team player, leader, innovator ... innovative" ideas..pleasant to staff and customers"

Lanny Myers, MTC - "...is dependable, hardworking, reliable co-worker...patient, friendly, efficient - truly outstanding..."

Francie Pendleton, PSA: "...friendly, cooperative, works hard, eager to take on new tasks, not afraid of change..."

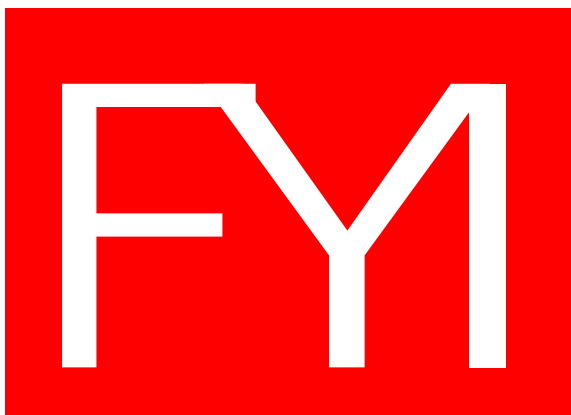
Geri Price, OUT: "...because of her planning, preparing and working with the community and MLS staff ... her kindness, diligence and caring..."

Kim Rickey, MS: "...pleasant and gracious to customers, real problem-solver, professional approach to her work, consistently dependable..."

Pauline Boyer Rodriguez, CAT - "...problem solver, an encouraging supervisor, versatile, flexible and easy to approach..."



Continued on page 5



Welcome To

Sarah Brockhaus	Circ Clerk, SO
Eric Do	Sys OP Tech, Auto
Susan Hutchins	Assoc.Lib, SO
David Calhoun	Page, BI
Nicole Campbell	Page, SO
Allison McBeth	Page, BI
Rachel Smoot	Page, SO
Linda Dobbs	Page, SO
Lee Heng-Hong	Tech Asst., MC

Goodbye To

Ellen Goodman	Page, BI
Darlene Brickly	Page, SO
Karen Davis	Page, BE

Rehired

Jabari Toure	Page, RE
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Transferring

Teresa Goggins	Webmaster, from Auto to Plan
Saisri Vongchanyakul	From half to FT Circ, ED

Sympathy To

Gwen Thompson, MC, whose mother-in-law died Oct. 17.

And to **Kathy Laugerman**, MC, whose mother-in-law also passed away Oct. 17.

Free Kittens to a Good Home

A really pretty stray, white cat has brought some of her kittens to my porch. They are ready to leave their mother and are eating solid food.

My husband is very allergic to cats. There seem to be two: a black and white one and a calico. They haven't been socialized much and need a good home with a loving, patient family. They are really cute!

My husband and I would be willing to defray some of the costs of adopting a new pet if someone would take one or both.

Also, if someone has a barn or a similar area, the mother cat could use a home with more shelter than the porch and whatever her usual haunts are. I would like to get her (I'm assuming it's a her because of the kittens although I haven't had visual confirmation) neutered to avoid future families, but I'd like to find a home for the kittens first before they get too wild and totally used to the outdoor life.

If you are interested please call or e-mail **Ann Meeks** at Belle Isle Library, 843-9601; and I will give you more details and try to talk you into it!

Recipients from page 4

Olivia Sammons, ED: "... seeks creative solutions, innovative and clever, a problem solver, models responsibility, great sense of humor..."

Julie Schofield, SO: "...always has a smile for the customer, no matter how hectic the circ desk is, a joy to be around..."

Susan Stinson, SO: "... pleasant to all customers, always patient with difficult customers, cares about doing a good job..."

Mary Strasner, DN: "... font of creativity, displaying high energy, an organizer, hard worker, actor, puppeteer, cheerful co-worker, caring friend..."

Patricia Uselton, WA: "... positive, cooperative attitude, shows respect to all people, patient, courteous, polite..."

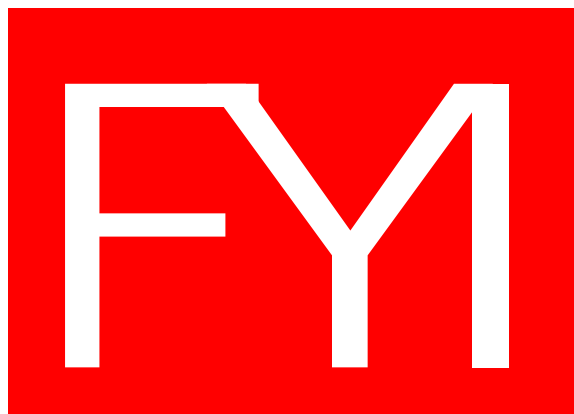
Jill Vessels, CAT: "... one of the happiest people I know, respects everyone, works very hard..."

Lisa Walker, BO: "... always cheerful and upbeat, creates a pleasant atmosphere for the Business Office, always goes the extra mile to communicate with staff, prompt, conscientious..."

Lisa Wood, WA: "... extremely positive, upbeat person, smiles a lot..., provides above and beyond customer service..."

Congratulations to all the nominees - unfortunately only three will receive a BIG CHECK.

But remember - There's always next year to re-nominate them!



November Birthdays

SELMA ZUHDI	11/01
YVONNE M. DYESS	11/02
KELLEY L. RIHA	11/04
LINDA J. HOLMBERG	11/05
SUSAN E. HALL	11/09
LOVINIA M. NICHOLS	11/10
BETTY A. WYRICK	11/11
MATTHEW E. EVANS	11/11
MARGARET J. COLLINS	11/11
SHARON DAVIS JORSKI	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
GWEN THOMPSON	11/16
SAMUEL SCOVILL	11/17
SUSAN D. PALMER	11/18
JABARIA. TOURE	11/20
JEFFERY ROBERTSON	11/21
LIBBY HOLSHOUSER	11/22
KRISTIN J. EPPERSON	11/23
PHYLLIS A. DAVIDSON	11/26
DEBORAH ANN KELLEY	11/27

RAMON LIRA	11/27
RACHEL MOSMAN	11/27
DEANNA L. BIDDLE	11/29
J. PRESTON BELL	11/30

November Anniversaries

PAMELA K. KOSTED	11/04/75
DANA L. MORROW	11/05/79
RANDY E. WAYLAND	11/16/82
DENYVETTA DAVIS	11/22/82
JOYCE McCAULEY-JOHNSON	11/01/84
PERRY A. WILSON	11/16/84
PAULINE B. RODRIGUEZ	11/04/85
DEANNA L. BIDDLE	11/03/86
J. PRESTON BELL	11/25/86
TRACI N. JINKENS	11/30/92
KATHRYN A. WILLIAMS	11/17/95
SALLY K. PHILLIPS	11/21/95
DEBRA K. JACKSON	11/04/96
NICOLE J. MAXWELL	11/19/98
LOIS W. MCKENNA	11/23/98
ZIRONYA D. LEWIS	11/08/99
ROBERT BLANKENSHIP	11/06/00
AWNALEE	11/13/00
KELLEY L. RIHA	11/13/00
KARENE E. MITCHELL	11/13/00
THUY THI MAI NGUYEN	11/13/00
DARRIE J. BREATHWIT	11/20/00
ELIZABETH KESSLER	11/20/00
MARY L. STEPHENS	11/27/00
JABARIA. TOURE	11/06/01
DAVID WILLIAM FRENCH	11/15/01

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 Relations at **405.231.8618**.



Happy Thanksgiving
from the MLSA Administrative Staff