

# Shelflife

Staff Newsletter of the Metropolitan Library System

February 2006

## Rewards & Recognition

Have you had a chance to read the results of the Rewards and Recognition survey yet? You ought to take a look at it:

[http://morris/GotInfo/report\\_stats/reports\\_statistics.htm](http://morris/GotInfo/report_stats/reports_statistics.htm)

Why? Well, for one thing, the response rate was way higher than the norm for surveys of this sort, which indicates that MLS staff is really interested in it.

What do we hear you saying? That, in addition to the formal annual Outstanding Service Award, the Staff Recognition Dinner, and job appraisals, staff would like a means of informal recognition as well. The report stated:

*"Informal recognition is viewed as a positive experience for all respondents.*

*Many staff reported that being told they do a good job or thank you at work motivates them to continue to work. They feel valued, appreciated, and proud of the job they are able to do when they receive these rewards/recognitions."*

With this in mind, Shelflife invites all of you to send us the good word about someone you work with, whether it's during the day-to-day routine, or on those special occasions. Keep in mind the MLS Core Values of respect, excellence, and integrity, and link them to those personal indefinables that make certain people a pleasure to be around.



Write a short note of appreciation and send it, by routing or email, to **Doug Bentin** in **MaC** for inclusion in a later issue of Shelflife. Don't worry, but we may have to do some editing—for example, Doug may substitute his name for the name of the person you actually put in your note (No he won't; I'll keep my eye on him. – Nancy).

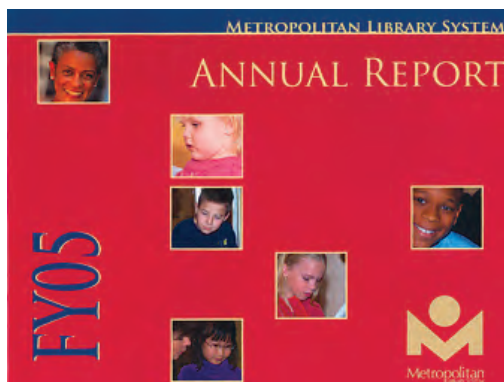
Space is at a premium so Shelflife reserves the right to print only the stories of staff who really demonstrate the best of MLS, or to shorten your text to make it fit the available space. Let us hear from you.

And thanks for everything you do.

## Annual Report: FY 2005

Remember that scene in *The Jerk* where Steve Martin was hopping from foot to foot with excitement because the new phone book had arrived? Well...

The new Annual Report's here, the new Annual Report's here!



Okay, it isn't quite as exciting as winning \$15,000,000 with a Powerball hit, but you have to admit that it comes close. (Hey, you

think this is easy? Work with me here, will ya?)

Honestly, the Annual Report is a good, concise way of informing staff and customers of where MLS has been over the past Fiscal Year and where we hope to go in the year ahead. Take a look at it if you haven't already.

### In this issue:

Rewards & Recognition..... Page 1  
Annual Report: 2004-2005 FY..... Page 1  
MLS Core Values.....Page 2

Viva Volunteers.....Page 2  
Summers is a'Comin' In.....Page 2  
How to Get Some Help.....Page 3

Heart Walk..... Page 3  
Staff Info.....Page 4  
Birthdays & Anniversaries..... Page 5



## A Life of Service

At their recent retreat, the Ad Team took a look at MLS' stated core values with the intention of finding a way to re-state them in a simplified way. After all, a multi-page document defining what MLS expects from every staff member is good to have—but it's impossible to memorize.

They wanted something brief but powerful, something easy to remember but all encompassing to reinforce quality service at every level of the organization and for every customer, internal and external.

Think of what they achieved as a really important exercise. R. I. E.

*Respect. Integrity. Excellence.*

These three words both describe and define MLS' interaction with everyone we serve, and a life of public service is among the most noble of lives. This realization made Shelflife wonder what

some famous people thought about service.

"I don't know what your destiny will be," wrote Albert Schweitzer, "but one thing I do know: the only ones among you who will be really happy are those who have sought and found how to serve."

And most recently, one of America's most respected women, Oprah Winfrey, said, "I've come to believe that each of us has a personal calling that's as unique as a fingerprint - and that the best way to succeed is to discover what you love and then find a way to offer it to others in the form of service."

It's just a reminder that we're all doing something fine and useful. Good for us.

Respect  
Excellence  
Integrity

## Viva Volunteers!

Feeling tired? Do you want to know why?

- Because, you glorious Good-Samaritan monkeys, you put in almost 40,000 hours (that's right—a 4 and 5 zeroes) of volunteer time for MLS and MLS
- sponsored projects in FY 2004-05.
- That's the equivalent of 20 full time employees, working 50 weeks a year, doing nothing but what you volunteered to do. That's a savings to MLS of over a half-million dollars! And, boy do we appreciate you.

- No wonder you're pooped. Sit down. Take a load off.
- You may not even have thought about the number of volunteer events we were involved in. The book passing and grand opening of the new DN Library. Blood drives;

books for soldiers; Denim day; the food drives; Warm Hands & Feet; booksale; Endowment Trust events; Commission meetings; Choctaw Library Guild events; Come Read With Me; tours of the DN Library;

Family Book Festival; genealogy instruction; Internet coaching; Primavera Festival; SeptemberFest; Summer Reading; technology coaching; community service, and just plain old miscellaneous.

Now are you tired?

Not too tired, we hope—this year's booksale is right around the corner, and you know how volunteer-intensive that event is.

So congratulations, and thanks, to everyone who found time to help out in so many ways during the last fiscal year. Here's looking at you, kids!



*The Staff Volunteer shirt for 2006.*

## Summer Volunteers

This winter has been so mild—so far—it's not hard to be thinking already about summer. And long-time library employees know that summer means Summer at the Library.

What that means for Heidi Port, MLS Volunteer Coordinator, is finding adults and teens who want to volunteer to assist library staff with the chores that Summer at the Library always creates. You need the help of the volunteers, and Heidi needs your help in recruiting them.



*These teen volunteers helped out at the DN Library for the 2004 summer at the library.*

If you know someone, perhaps a loyal customer, who has indicated a desire to aid in making sure our summer events run smoothly, let Heidi know about it. There are lots of people out there who'd love to work with their library friends, but just don't know how to go about it. Keep an eye out for them and find a way to connect them to Heidi.

She'll find a way to put them to work, and everyone will come out a winner.



# News ... News ... News ...

## How to Get Some Help - - *Maintenance is on the Way!*

In case you missed his email, **Patrick Williams**, MLS Facility Maintenance Director, sent out instructions on the most effective way to receive help from his crew. Here's what he had to say.

This is a reminder on how to receive service from the **maintenance department**.

When you have an emergency or an urgent request you can call **3536** or **606-3536**. This number will work for everyone 24 hours a day. Either you will talk

to someone immediately or you will hear a pager tone. Then enter

your extension for the libraries that have the new phone system. If you have the old phone system, enter your main number and the extension. You should receive a return call within five or ten minutes.

Please never rely on one try with a pager. Use the **3536** number several times if you feel that you should have had a response. That is the emergency process. If you have any questions or feed back, please call Patrick at **606-3535** or **3536**.

### **Maintenance Request order:**

You must fill out a maintenance

request order, found on the Intranet at <http://webinfo.mls.lib.ok.us/mlshelp/help.asp> to receive any maintenance help. Please no phone requests.



*Pete Roberson (inside the truck) helps unload boxes in 2004.*



*Bob Hurst and David Mack hang quilts for a display at the Choctaw Library in 2004.*

the number to be called back.

Please do not enter the main numbers to the libraries; enter

## ♥ Heart Walk

Have you heard about the American Heart Association's Heart Walk? It begins around 8:30 a.m. on Saturday, April 22, at the SWC Bricktown Ballpark.

Why talk about it now? It's one of those event for which each walker has to have at least one sponsor who pledges a certain amount of money to the American Heart Association for the walker's activity.

AHA's goal for the event is \$1,100,000, so we're informing you of the walk early.

MLS Administrative Specialist Fran Pendleton knows just what the funds raised will go to study.

"I was diagnosed with CHF (Congestive Heart Failure) in 1998," she told us. "See, I have a heart after all!"

"According to my doctor, heart failure does not mean that the heart failed. It simply means that the heart does not pump as powerfully as it used to, and is not working enough to meet the body's needs for oxygen rich blood.

"My symptoms were not what you would expect from a heart condition, but being the educated person that I am, diagnosed myself with asthma. The only symptom I had was



*Fran Pendleton*

shortage of breath but no pain.

"It wasn't an all-the-time thing either; it only occurred late in the afternoon and only at the back alley of the old library.

The day it brought me to my knees, it got my attention. Since then I have found out that heart problems are totally different in men than in women. Heart conditions in women give symptoms of asthma, heartburn and various other conditions, but not the pain down the arm that we've all heard about.

"I have a great cardiologist, watch what I eat (that's a joke) and I love to walk. My doctor tells me that as long as I continue to take care of myself, a truck will kill me, but not CHF.

There is no cure, only control."

For more information, check out the webpage suggested by HUM's Linda Hyams at <http://www.okcheartwalk.org/> and watch for the March issue of Shelflife to get more information about how you can join other MLS employees and sign up to walk.





# People

## Hello To:

Paige A. Nifong.....	Page, HR
Barbara O'Dell .....	Ext. Spc., DN
Reagan Bockhold .....	Mat. Sel. Tech, MSL
Jonita Normore .....	Admin. Spc., LO
Lynda Olney Bahr .....	Proj. Coord., OUT
Jonathan Willis .....	IT Tech II, IT
Messica Michael.....	Page, ED

## Goodbye To:

Tara McMillan.....	Page, DN
Amelia Young .....	Page, ED
Miryam Demendez .....	Page, DN
Robert Roddy .....	Librarian, LO
Zironya Lewis.....	Page, RE
Corey Humphrey .....	Tech. Asst., RE
Jeanne Devlin .....	Asst. Mgr. of MAC, MAC
Jennifer Silvers .....	Librarian, SO

## Transfer

Jessica Isted-Murray ..... From Page, ED, to Page, SO

## Promotion

Charles "Steve" Isaacs ..... From Comp. Operato, to IT  
Tech II, IT

## Sympathy

Former MLS maintenance man Billy Loudermilk, died Jan. 22.

## New Staff Members



Paige Nifong



Barbara O'Dell



Jonita Normore



Lynda Bahr



Jonathan Willis

## Snow Story Irony



Barbara Johnson told Snow Stories to pre-kindergartners, Jan. 19. Photo by Debbie Robertus.

Debbie Robertus, **Belle Isle** Library's assistant manager, said the day Barbara told snow stories the temperature outside was almost 70 °.

## Congratulations Stacy!

Every year, the Central Oklahoma Chapter of the American Society for Training and Development hands out awards to those trainers who have done outstanding work during the previous year. It's the Oscars for professionals in that field.



Stacy Schrank

Year for 2005. Stacy says, "You will notice that I served on the awards committee, but the award I received was from the Executive Council -- I didn't vote on my own award!! This was my second year of serving on this committee.

This year, our own **Stacy Shrank**, MLS Employee Development Coordinator, received two honors from the organization. He was appointed to the seven-person committee that judges entries and awards the prizes, and he received an award himself as the ASTD Member of the

I also serve on the programming committee for the chapter as well. Last year, I was a recipient of an Award of Merit for a Training Package I designed on Motivation." Nice going, Stacy! We're proud of you.

## February Anniversaries

RIC REA 2/16/1982  
DENESA C. YOST 2/28/1986  
WANDA D. SCOTT 2/7/1990  
LINDA J. JAMESON 2/26/1990  
SARAH J. KELLUM 2/14/1994  
JASON E. EVANS 2/1/1996  
SUSAN M. MONROE 2/12/1996  
DARLENE S. BROWERS 2/12/1996  
DEBORAH A. KELLEY 2/1/1997  
ROY S. BALLOU 2/8/1999  
GEORGE M. MARSHALL 2/15/1999  
SHAHIN S. ASGHARI 2/16/1999  
SUSAN K. BECKETT 2/7/2000  
AMELIA E. YOUNG 2/9/2000  
TERI L. REDENBAUGH 2/16/2001  
KATHRYN M. DUNN 2/19/2001  
CAROL S. HUNTER 2/19/2001  
JANA L. EATMON 2/18/2002  
CHERYLL R. SMITH 2/3/2003  
GLORIA J. TURNER 2/2/2004  
TAMERAT ATLABACHEW 2/2/2004  
JESSICA ISTED-MURRAY 2/16/2004  
CHRIS CARROLL 2/17/2004  
LAWANA MORGAN 2/23/2004  
JAMES B. GORDON 2/2/2005  
ANDREW KEEPERS-PHILLIPS 2/22/2005

## February Birthdays

FRANK C. RAY 2/1  
ANDREW KEEPERS-PHILLIPS 2/2  
JOANNE SCHNEIDER 2/3  
MARY J. PATTON 2/4  
HECTOR L. MATA 2/6  
LAURA ANN WYLIE 2/9  
KAREN L. LITTERAL 2/9  
ANN L. MEEKS 2/9  
DEVON D. MCDANIEL 2/10  
VIRGIL K. KOSKIE 2/11  
ROBERT A. HURST 2/15  
CHARLA RENE LUCERO 2/15  
ERIC G. KING 2/18  
CAROL S. HUNTER 2/18  
KATHLEEN LAUGERMAN 2/20  
DEBORAH J. WILLIS 2/20  
HOLLIE A. HIRE 2/20  
JESSICA FAWN LOTHROP 2/20  
DANIEL E. FIELDS 2/20  
GENE E. CHAPPELL 2/22  
JULIANNA LOUISE LINK 2/23  
LARRY G. JOHNSON 2/24  
ERNESTINE F. CLARK 2/28



## March Anniversaries

DARCUS D. SMITH 3/28/1986  
KIMBERLY L. WADE 3/31/1986  
HELEN F. HARRELL 3/2/1987  
DENISE A. COURTS 3/16/1987  
JILL L. VESSELS 3/19/1987  
JOE J. POE 3/21/1987  
MARY A. MAHAN 3/15/1988  
TRACY C. STONE 3/17/1988  
MARY L. STRASNER 3/6/1989  
BEVERLY K. PHILLIPS 3/22/1993  
LEE MATA 3/15/1994  
MICHAEL A. BAUGHMAN 3/22/1999  
MARGARET J. COLLINS 3/27/2000  
KATHY S. MARQUIS 3/5/2001  
VINCENT D. ARMIJO 3/26/2001  
TONDA FAME KELLY 3/4/2002  
VERONICA BERNAL 3/4/2002  
KRISTEN T. KEYSER 3/5/2002  
BETTY ANN HEPLER SCOTT 3/11/2002  
PAMELA E. WISER 3/3/2003  
SIMONA LONG 3/17/2003  
DEBORAH MARTINEZ-THOMPSON 3/8/2004  
BRENDA ANN HAMMONS 3/29/2004  
MATTHEW R. MCSPADDEN 3/29/2004  
MARGARET DIANA ANGELES 3/29/2004  
JESSICA L. LANDRY-GATERS 3/2/2005  
SANDRA KAY EFFINGER 3/14/2005  
KAREN J. DAVIS 3/23/2005  
JULIET M. ALAVICHEH 3/28/2005

## March Birthdays

SUZANNE TAYLOR ANDERSON 3/1  
DAVID J. BLAILOCK 3/2  
JESSICA REAGAN KLOIBER 3/2  
BENJAMIN B. JACOB 3/3  
AIMEE C. OKAMURO 3/3  
EDWARD AHAD MARAND 3/5  
SARAH J. KELLUM 3/6  
PATSY A. GLOVER 3/8  
NANCY J. LYTLE 3/9  
JULIA ANN BALLOU 3/9  
CHARLES S. ISAACS 3/12  
DEREK J. CASH 3/13  
SERINA L. GARCIA 3/14  
JUANITA M. MENDOZA 3/14

ROBERT M. FERGUSON 3/15  
BARBARA M. PARR 3/17  
AMY KATHRYN UPCHURCH 3/19  
DIANNA L. RUPP 3/19  
FARIBA WILLIAMS 3/21  
TREVOR L. DAILEY 3/21  
MARY J. SHOLLY 3/22  
MARIAN JANE LECRONE 3/22  
MATTHEW MCSPADDEN 3/22  
RUSSELL L. PIERCE 3/22  
KATHRYN F. HATFIELD 3/22  
EBRAHIM EJTEHADI 3/23  
SHAHIN S. ASGHARI 3/25  
KIM L. COBB 3/26

PAMELA S. BUCHANAN 3/27  
MARY L. STEPHENS 3/27  
PATRICIA RIVAS 3/30  
SHEILA D. FIXEL 3/31  
JANA C. HAUSBURG 3/31

