



ShelfLife

STAFF NEWSLETTER OF THE METROPOLITAN LIBRARY SYSTEM

February 2008

Book Sale Right Around the Corner

It's hard to grasp but the 2007 Friends of the Metropolitan Library System Booksale took in over a quarter of a million dollars. If you think an event that raises that kind of money—when most books sell for well under one dollar—can be brought about by two people in a mini-van, think again.

And while you're thinking, we hope that you give serious consideration to volunteering to help out at the 2008 version of the event. Kidding aside, it takes thousands of

volunteer man-hours to mount a sale this size, and you know it's worth the time and trouble because the proceeds benefit a very worthy cause—us.

The 2008 sale will take place on Saturday and Sunday, February 23rd and 24th, from 9:00am to 5:30pm, but the presale and post sale arrangements are labor intensive, too. Items will be moved to the Oklahoma Expo Hall on the State Fair Grounds beginning on Feb. 17th and everything needs to be moved out on Feb. 25th.

Volunteer forms can be located on the MLS website (metrolibrary.org). Go to "Support Your Library" and click on the Friends name. If you want to talk to someone about the event, call the Friends Coordinator, Carol Gilbert, at 606-3763.



Executive Director Q & A

Last month, MLS executive director Donna Morris answered a question that dealt with the successfully passed Bond election and mentioned some capital improvement and new construction projects that are in varying stages of completion. This month's question is about another construction project currently under consideration.

Q: I've heard that the city of Edmond is asking for a second MLS library to be built there. Are we considering building another library in Edmond? Do they really need one? How far along are the plans?

A: The city of Edmond is interested in building a second library. The project is part of their long range plan for the city. The library system has had several preliminary meetings with Edmond officials and have indicated our willingness to pursue the idea. The current Edmond library has severe parking issues and the building and parking can not be expanded again at the current location.

The demographics of Edmond and the usage levels at the library indicate that another library is needed. As mentioned earlier, the meetings are at the preliminary stage only. The city will need to determine their funding priorities for all their capital project needs and also determine how these projects will be funded.

Once they make a decision, then a request will come to the library commission for their approval of the project and library staff will make a recommendation to the commission as to the library's portion of the funding needed. Only after all those pieces are in place, would actual design planning take place.

If you have a question for Donna, send it to ShelfLife and we will pass it on to her for an answer in the March issue.

In this issue:

Executive Director Q & A.....Page 1
BooksalePage 1
Metro University CoursesPage 2
Spotlight on HQ ManagerPage 3
Space Heaters in the Library.....Page 3

Sexual Harassment TrainingPage 3
Mystery Person.....Page 4
New Leadership Apps DuePage 4
Oxford Dictionaries Online TrialPage 5

Lending Library ReviewPage 5
Staff Profile.....Page 5
MLS EmployeesPage 6
B-Days & Hire DatesPages 7 & 8



ShelfLife



Metro University Courses Set for February 2008

Stacy Schrank, Employee Development Coordinator, and Kellie Bradford, Planning Services Specialist, have created some of the best continuing education classes for Metro University ever.

Here are the classes that will be offered this month:

System Thinking: Bringing the Big Picture Into Focus

What does it mean when we say our mission is to "Facilitate the free flow of information and ideas by providing access to materials, services, and programs to Oklahoma County's diverse community?" Or, what does it mean that we have a vision of being "An inviting, innovative link to the world?" These statements create the Big Picture for our organization. Ms. Dana Bickford, Metro U Consultant, leads participants through the process of bringing the Big Picture into focus and shows how to project these statements to our internal and external customers on a daily basis through our consistent words and actions.

•Thursday, February 7 - Bethany Library, 1:00-5:00pm

Microsoft Word (Just the Basics) - Limited to 10 Participants

Come spend an afternoon with **Kim Terry**, Metro U Faculty member and our own MLS Marketing Manager, learning the basics of Microsoft Word. Word is more than an authoring software—it can do much, much more. General computer knowledge is required; however, this course is designed for individuals who have little or no experience with the Word program. Come let Kim get you started on your Word experience.

•Tuesday, Feb. 19 - Metro U Training Rm (DN)- 1:30-4:30pm

Generational Diversity

We are part of an unusual time - We have as many as four generations of people in the work force at the same time. While this is unique, it also creates some potential conflicts if we do not have a firm understanding of the background from which each of us is coming. Through a highly interactive presentation style, Dana Bickford, Metro U Consultant, allows participants to spend time exploring the unique characteristics of each generation and discovering how we can benefit from one another. Come ready to prove what your generation has to offer.

•Wednesday, Feb. 20 - Midwest City Library - 1:00-5:00pm

Weeding

Weeding in a library . . . What's that all about? Come spend a couple of hours with **Janet Brooks**, Material Selection Manager and Metro U Faculty member, as she highlights the importance of weeding the library collection, what guidelines are used, and how to successfully withdraw materials from the collection. No gardening gloves or kneeler required!

•Wednesday, Feb. 27 - Metro U Training Room (DN) - 2-4:00pm

"We are especially excited," Schrank said, "to announce our involvement with The Crisis Prevention Institute and their Prepare Training. This training is focused on maintaining a work place that is respectful, service-orientated, and safe."

Here's what it looks like:

Prepare: Respect, Service, and Safety at Work

Information in this course can be used with customers, co-workers, and others with whom you come in contact. Consisting of various modules, the training focuses on helping the participants learn how to: **a)** recognize the early warning signs of anger or hostility; **b)** use personal space, body language, and paraverbal communication to relieve tension and defuse hostility; **c)** foster respectful relationships and promote positive outcomes by using empathic listening skills, and **d)** apply the skills and strategies learned to realistic confrontational situations you may encounter in the work place. Tulsa City-County, Pioneer, the Oklahoma Department of Libraries, and MLS have instructors who are specifically trained in this program. It is very informative and beneficial.

•Session I: Thursday, February 21 - Belle Isle Library, 1:30-4:30pm

•Session II: Thursday, February 28 - Belle Isle Library, 1:30-4:30pm

Contact your supervisor to find out how you can enroll for any of these classes.

"As always," Stacy said, "we are continually looking for new courses to offer, so if there is something you would like to see offered - Let us know!"

Please see additional training on the next page.



What we do: Headquarters' Manager (HQM)

HQM

"Organizing is what you do before you do something, so that when you do it, it is not all mixed up." A.A. Milne

Candace McDaniel is an army of one. Well, one and a half. Conference Services Technician **Joshua Gerner** helps out evenings and weekends.

Candace is the MLS Headquarters Manager and she's in charge of the public areas in the Downtown Library, basically the Atrium and the meeting rooms. When a group or organization wants to use library space, Candace is the person they call.

"I've already made four bookings this morning," she said at 10 a.m. "We are really starting to get a lot of business from our downtown neighbors who want to use one of our spaces for meetings and training."

But Candace does more than organize room usage. She also arranges for catering (if needed); she oversees the re-arrangement of furniture (if needed), and she sets up audio/visual equipment, and even operates it (if needed).

"I wear a lot of hats," she added, "and do

whatever needs to be done in order to make a meeting at the library a success. I am here to serve the customer. I make sure everything looks good, is clean and safe, and, if something is coming in from outside the library, is here on time. The library has an image to maintain, and I'm a big part of that maintenance."

Candace came to MLS with a background in hotels. She worked for Marriott for 17 years, three in Dallas and 14 in Oklahoma City.

"My hotel training gives me an odd perspective on my job. I feel I am here for the customer and the spotlight should be on him. I believe I am doing my job best when I am least visible. It's all about serving the customer, not about standing out."

And yes, she is as organized at home as she is at work. "Well, my husband might disagree with that. He says I am the world's greatest procrastinator."

When more than one event is planned for the same time, Candace is constantly on the move around the building.

"No, it's not possible to be in two places at the same time," she admitted with a smile. "But it is possible to create that illusion."

Although Candace is not assigned to any library but DN at this time, she is more than happy to help the other libraries. If you need advice about caterers or the best places to buy event supplies, or anything else concerned with event planning, give her a call at 606-3728.

Space Heaters in the Library: A Safety Issue

Many people use space heaters to warm up the air around their feet, and there's nothing wrong with this. You know the old saying, "When your toes are cold, your brain's on hold." Well, maybe you don't know it, but I bet someone does.

The problem arises with space heaters when they are left burning overnight. It's easy to forget about them when they do

their job, but the constant pull on power can result in extra work for the Maintenance Guys when they have to crawl around under desks to fix electrical problems, and more importantly, **it can be a fire hazard.**

So by all means, use a space heater if you need one, but please remember to be careful with it and turn it off at the end of the work day. And there is no need to heat the area under your desk if you're not there!

Employees' Responsibilities Re: Sexual Harassment*

As a follow-up to the supervisor training conducted at the X-Change meeting in October 2007, Mr. Adam Childers of Crowe & Dunlevy will be conducting multiple training sessions for staff across the system in the coming weeks on the topic of sexual harassment.

Note: Employees and supervisors who attended the training at X-Change in October are encouraged to attend this additional training.

Dates/Locations:

Thursday, February 7th - Downtown Library - 46th Star Auditorium(4th Fl.)

1:00-2:30p

3:00-4:30p



Tuesday, February 19th - Edmond Library

- Room B

1:00-2:30p

3:00-4:30p



Wednesday, March 5th - Midwest City Library - Forum Room

1:00-2:30p

3:00-4:30p



Wednesday, March 12th - Warr Acres Library - Meeting Room A

1:00-2:30p

3:00-4:30p



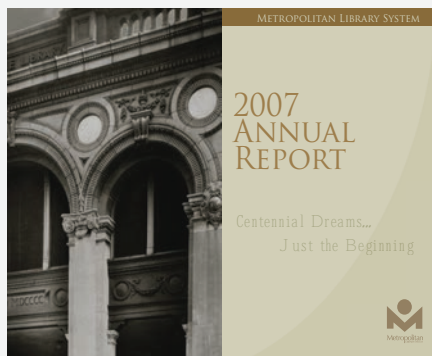
Supervisors will determine which location and time best meets the schedule of their library/departments. Staff members need attend only one of the eight sessions.

*** Prompt and complete attendance is required.**

Training will be available via the Intranet following the completion of the face-to-face sessions for all part-time staff who are unable to attend one of the face-to-face sessions. If there are any questions regarding the information, please contact **Stacy Shrank**, 606-3823.

Available Now

2007 Annual Report



Did you know that the 2007 Annual Report is now available? Take a look at it. It's easy to read with a minimum of jargon and with charts and graphs that make some of the statistical data more accessible for staff and

customers who are more visually oriented.

The report is available online as part of the last Commission Packet, which can be accessed at this address: http://www.metrolibrary.org/mls/mls_commission/packet/2008/mlc_2008-01.pdf

The Director's Office will be posting the Commission Packets online every month so you can take a look at them at your leisure.



• MYSTERY PERSON •

Another mystery person to identify.

Can you name him/her?

Here are the clues for this person's favorites:

Fav Music:	Piano instrumentals
Fav Sports:	Basketball and golf
Fav Vacation(s):	Road trip from Oklahoma to California and return.
Fav TV Show:	NCIS
Fav Food:	Homemade biscuits
Fav Season:	Winter
Fav Hobbie:	Farming
Fav Movie:	<i>Fried Green Tomatoes</i>
Fav Pets:	Rowdy, Nika, Missy, Andy, Bishop, Jack, MiMi, Luna

Skills: Because of the recent ice storm I am perfecting my tree cutting skills!

Wants to do before they die: Walk the Great Wall of China

See answer on page 6.

Leadership MLS Applications Due Soon

If you're interested in developing your leadership skills, you'll want to turn in an application for the next round of Leadership MLS sessions. The due date is February 15, 4:30 pm.

What is Leadership MLS? It's a program of training and practice sessions to help staff who want to improve leadership in their current jobs and help those who aspire to move up in the library system.

Those accepted into the program will be asked to make a commitment of 10-12 hours a month of compensatory time during which they will have the opportunity to work with and learn from established MLS leaders.

There's no age limit on applicants—you're not too young or too old to develop your leadership skills.

Interested? Check out the MLS Intranet at:

\\Morris\gotinfo\training\leadershipmls-08.pdf

for more information and a copy of the application form, and then talk with your supervisor. If Leadership MLS is right for you, get that application in to **Kay Bauman** in the Planning Services Office.

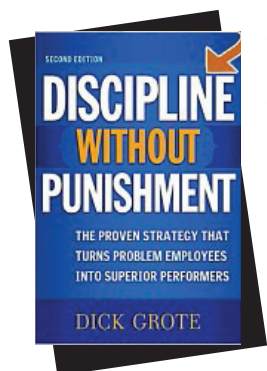




Lending Library Review:

Discipline Without Punishment

by Dick Grote



Most organizations use the “command and control” method of dealing with employees who fail to meet minimum work standards. First, an oral warning is issued, then a written one, then suspension, and finally termination. It’s a punitive system that escalates tension and unhappiness.

Grote, who was Manager of Training and Development for Frito-Lay, suggests that there is another way to handle these unpleasant situations. He calls his system “Decision Making Leave” because a significant step in the process is having the employee take a day off to think about his future goals with the organization. If

this sounds a little like being forced to take “time out,” it is.

Some benefits of Grote’s policy include:

- *It allows the demonstration of good faith.*
- *It transforms anger into guilt.*
- *It eliminates the need to ‘save face.’*
- *It makes it easier for the supervisor*
- *It reduces hostility and the risk of workplace violence.*
- *It increases defensibility if the employee is later terminated.*
- *It removes money as an issue.*

Take a look at *Discipline Without Punishment*. It’ll make you feel better to save an employee than to terminate one.



Fingerprints

STAFF PROFILE

Marie Nichols —Extension Specialist at Wright Library for 12 years.

Marie says she is very happy to be an MLS employee and that she has met some “very interesting” people at Wright. “I’m a highly social individual,” said Marie, “so I’m sure that helps me survive among my ‘very interesting’ customers.”

Marie is married with three grown sons and three grandkids.

The last book she read was *Home to Big Stone Gap*. She enjoys listening to audio books.

She also enjoys photography, collecting butterflies and step-dancing.

“My family says I should have been a lawyer because I’m very verbal and persistent. Is that a skill?”

I dabbled at guitar playing for a while, but never perfected it. Now I’m learning to crochet and I love it!

Some of my senior customers are helping me. But, I must admit, photography is more fun!” said Marie.

Marie plays Pokeno once a month with friends and is an active member of Corpus Christi Catholic Church.



Oxford Dictionaries Online—30 Day Trial

If you get a chance to check out the Oxford Language Dictionaries Online, please let **Susan Ryan**, in Materials Selection, know what you think of them. She’d like to know how this site compares to any other free sites you might have used.

What is it? It’s “an online file of bilingual Oxford dictionaries presently containing 1.2 millions words and phrases, with more than two million translations in French, German, Spanish, and Italian. In addition to the word entries, the file contains study materials (including information on customs and cultures in countries using the languages, proper grammar and idiomatic usage, pronunciation charts, verb tables, guidance for spelling and punctuation, and pronunciation software).

It also provides access to illustrative letters, e-mails, and résumés within each language, as well as citation information for entries.”

You can access the site at: <http://www.oxfordlanguage dictionaries.com/>

It all sounds very useful to anyone whose only foreign word is “cowabunga.”

(Lack of) Thought for the Day

“Well, anybody who knows me knows that I’m no fan of dictionaries or reference books. They’re elitist. Constantly telling us what is or isn’t true, or what did or didn’t happen. Who’s Britannica to tell me the Panama Canal was finished in 1914? If I wanna say it happened in 1941, that’s my right. I don’t trust books. They’re all fact, no heart.”

Steven Colbert, The Colbert Report



HELLO TO

Shelley Ashmon	Page, ED
Geraldine Adams	Librarian, SO
Jennifer Canham	Circ Clerk, ED
Helen Hoepfner	Circ Clerk, ED
Jerry Nance (rehire)	Sec. Officer, DN

PROMOTION

Kimberly Ventrella	From Assoc. Librarian, to Librarian, RE
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TRANSFER

Brittany Barber	From Page, MC, to Mat. Serv. Div. Tech, CAT
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RETIREMENT

Collette Hankins	Admin. Receptionist, DIR
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GOODBYE TO

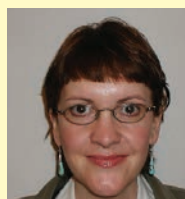
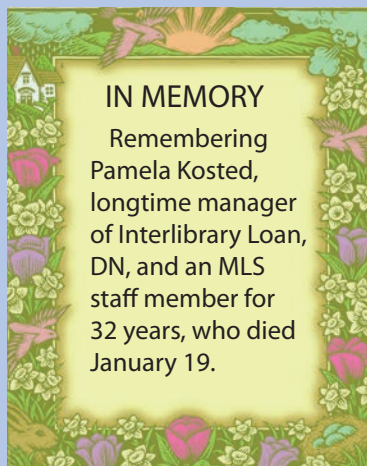
Chelsea Rabe	Page, DC
Jessica Flores	Page, CH
Brittany Clack	Page, ED
Kathryn Williams	Page, SO
Barbara Peevyhouse	Tech Asst., MC
Tierra Isbell	Page, RE
Jacquelyn Taylor	Librarian, ED

SYMPATHY

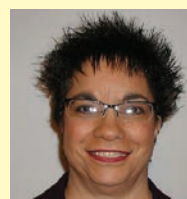
To Mary McElroy, BI, whose mother passed away December 31.

Sympathy also to Susan Ryan, Mat. Sel., whose grandmother died January 2.

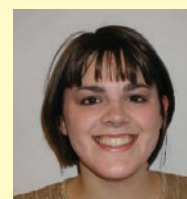
And to Joyce McCauley-Johnson, DN, whose sister died January 6.



Shelley Ashmon



Geraldine Adams



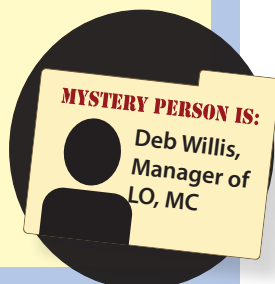
Jennifer Canham



Helen Hoepfner



Jerry Nance



THOUGHTS WHILE TRAVELING

While traveling in December, I came across a full page advertisement for the new SONY eBook in an airline magazine with the following caption: "Sexier than a librarian (yours may vary.)"

So now librarians have to be sexy too in order to attract attention in the paperless world we live in? Well of course, it's the books themselves that are sexy! It's the sheer pleasure of holding a book that keeps bringing people back to libraries!
—Christine Bassett, BE

For more on the SONY Sexy librarian story go to:
<http://news.sel.sony.com/electronicblog/?p=23#more-23>



CONGRATULATIONS!

Jana Hausburg, CAT, wrote in to report about a couple of things concerning her two sons, Sullivan and Brennan: Sullivan was nominated to attend a National Young Leadership Conference (NYLSC) in September, representing Western Oaks Middle School. The conference was sponsored by the Congressional Youth Leadership Council. NYLSC accepts outstanding 8th and 9th grade students who demonstrate maturity, academic excellence and leadership potential. Students are selected to attend NYLSC by teachers and mentors within their community.

And Brennan spent the summer writing a piece of music (with a little help from his piano teacher and her computer program) and submitted it to the Music Teachers National Association (MTNA). Titled "Friday Night Boogie," the piece was selected as the winner for the elementary level for the state of Oklahoma and will go on to compete in regional's.



February Birthdays

KAELI M. DUNN	2/1
FRANK C. RAY	2/1
MELISSA S. O'NEIL	2/2
JOANNE SCHNEIDER	2/3
MARY PATTON	2/4
JENNIFER NGUYEN	2/6
LEE MATA	2/6
CAROL L. ROBERTS	2/9
KAREN L. LITTERAL	2/9
ANN L. MEEKS	2/9
CHARLA AUCONE	2/15
ERIC G. KING	2/18
CAROL S. HUNTER	2/18
KATHLEEN LAUGERMAN	2/20
DEBORAH J. WILLIS	2/20
DANIEL E. FIELDS	2/20
GENE E. CHAPPELL	2/22
JULIANNA LOUISE LINK	2/23
LARRY G. JOHNSON	2/24
JOAN D. PORTER	2/25
ERNESTINE F. CLARK	2/28

Employee's Date-of-Hire for February

RIC REA	2/16/1982
DENESA C. YOST	2/28/1986
LINDA J. JAMESON	2/26/1990
SARAH J. KELLUM	2/14/1994
SUSAN M. MONROE	2/12/1996
DARLENE S. BROWERS	2/12/1996
ROY S. BALLOU	2/8/1999
GEORGE M. MARSHALL	2/15/1999
SHAHIN S. ASGHARI	2/16/1999
SUSAN K. BECKETT	2/7/2000
TERI L. REDENBAUGH	2/16/2001
KATHRYN M. DUNN	2/19/2001
CAROL S. HUNTER	2/19/2001
CHERYLL R. SMITH	2/3/2003
GLORIA J. TURNER	2/2/2004
TAMERAT ATLABACHEW	2/2/2004
CHRISTOPHER CARROLL	2/17/2004
LAWANA MORGAN	2/23/2004
JAMES B. GORDON	2/2/2005
RIKKI D. MARTIN	2/5/2007
LOGAN J. RIGGS	2/26/2007
KERRY LYNN BURROWS	2/26/2007



March Birthdays

GRANT E. YOKLEY	3/1
REAGAN KLOIBER	3/2
NA'VOTANEI J. LILLY	3/3
EDWARD MARAND	3/5
BENJAMIN D. MOUNT	3/5
SARAH J. KELLUM	3/6
KERRY L. BURROWS	3/7
PATSY A. GLOVER	3/8
JULIA ANN BALLOU	3/9
NANCY J. LYTLE	3/9
CHARLES S. ISAACS	3/12
SERINA L. GARCIA	3/14
JUANITA M. MENDOZA	3/14
ALLEGRA D. SEALS	3/16
CHRISTOPHER CADE	3/17
BARBARA M. PARR	3/17
AMY UPCHURCH	3/19
DIANNA L. RUPP	3/19
FARIBA WILLIAMS	3/21
MARY J. SHOLLY	3/22
RUSSELL L. PIERCE	3/22
KATHRYN F. HATFIELD	3/22
EBRAHIM EJTEHADI	3/23
SHARON JANE TAYLOR	3/23
SHAHIN S. ASGHARI	3/25
HEATHER LE KITCHEN	3/26
KIM L. COBB	3/26
PAMELA S. BUCHANAN	3/27
MARY L. STEPHENS	3/27
KAYLAH MCNEAL	3/28
PATRICIA RIVAS	3/30
APRIL L. ZIMMERMAN	3/30
SHEILA D. FIXEL	3/31
JANA C. HAUSBURG	3/31

Employee's Date-of-Hire for March

DARCUS D. SMITH	3/28/1986
KIMBERLY L. WADE	3/31/1986
DENISE A. COURTS	3/16/1987
JILL L. VESSELS	3/19/1987
JOE J. POE	3/21/1987
TRACY C. STONE	3/17/1988
MARY L. STRASNER	3/6/1989
BEVERLY K. PHILLIPS	3/22/1993
HECTOR L. MATA	3/15/1994
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 ESCOBAR	3/4/2002
BETTY HEPLER SCOTT	3/11/2002
SIMONA LONG	3/17/2003
BRENDA HAMMONS	3/29/2004
MARGARET ANGELES	3/29/2004
KAREN J. DAVIS	3/23/2005
JESSICA L. MINTER	3/23/2005
JULIET M. ALAVICHEH	3/28/2005
KENDRA WILLIAMS	3/27/2006
ROBERT L. WRIGHT	3/12/2007
JEFFREY FREDERICKS	3/13/2007
BEVERLY CUNNINGHAM	3/26/2007
ALYSHA N. EDWARDS	3/26/2007
DENISE D. RYAN	3/26/2007
JULIE GATHRIGHT	3/27/2007
REBECCA F MASON	3/27/2007