



ShelfLife

STAFF NEWSLETTER OF THE METROPOLITAN LIBRARY SYSTEM

March 2008

Daily Links and Service Principles

From Executive Director Donna Morris

"The entire team at Miramax who did a brilliant, brilliant job selling it. Thank you to all of them." Scott Ruden, producer

"There are too many people to thank for this." Joel Coen, director

"So many people to thank." Daniel Day-Lewis, actor

Oscar™ "thank you" speeches have become a cliché, and as is the case with most clichés, that's because there's truth at work. It does take a lot of people working together to make a movie. Each contributes in his/her own way and each has a legitimate claim to whatever success the film achieves, and if every member of the team doesn't deliver on service to their customers — both internal and external customers — the entire production hits the side of the mountain.

Sure, an emphasis on a culture of good service is important to an operation with a multi-million dollar budget—and don't forget that that's what MLS is—but it's also important on a smaller, personal level as well.

What is the MLS Service Culture? It's our vision statement to be an "inviting and innovative link to the world". At MLS, good service isn't the extra step or the first step.

It's the whole journey. At MLS, good service is considered a natural way of life.

In an attempt to measure our customer's opinions of our System, we are currently conducting telephone and online opinion polls. We will use the results of these polls as our baseline to which we will compare the results of other polls conducted throughout our Five-Year Strategic Plan. We will measure our success through increases in positive responses of the public in the survey. To do this, we all have to work on our individual responsibility in achieving the vision and the goals.

The concept of a Service Culture requires a unifying approach to defining expectations of service. To help establish that "expectation of service," every MLS team—every office, department, public service shift, etc.—will gather for a brief meeting called the "Daily Link". During this meeting, we will explore a different service principle for demonstrating good customer service. Leadership of the Daily Link will rotate between all members of each team. The entirety of MLS will focus on the same principle and then each employee is expected to practice that principle for the day.

The Daily Link is designed to create a unified focus by having each team review the same principle on the same day. Beginning Monday, March 3, 2008, each location and shift will participate in the Daily Link.

The entire organization will be reviewing the

Friendly Customer Service



same principle each day on a 20 day cycle.

The information about the principles and activities for the Daily Link will be on the Intranet very soon. Or, ask your supervisor for the information s/he discussed at the most recent X-Change meeting.

Each Department Head is accountable for ensuring that his/her location holds the Daily Link.

Every day, a different member of the team will lead the review of the principle of the day.

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Medical Emergencies

ShelfLife will occasionally ask MLS staff with significant expertise to write a guest article for us. This month, MLS Security Manager **Linda Hyams** has some terrific advice for us all on dealing with medical emergencies.

A medical emergency can be a scary situation, whether it involves a customer or a coworker. A few simple tips can make you better prepared.

WHEN TO CALL 911

Some folks are afraid to call 911 because they are unsure whether their medical condition or complaint rises to the level of an emergency. Calling a physician for advice is a good place to start, but physicians aren't always readily available and many will end up telling patients to call 911 anyway.

There are specific conditions that should not wait for a call back from the family doctor before calling 911. These medical conditions are time sensitive—waiting too long could have serious consequences, even death. Additionally, there are protocols in place to ease the transition from the ambulance to the hospital emergency department. A family physician will probably not have the tools necessary to treat life-threatening events in his or her office.

When experiencing one of the following conditions, call 911 immediately:

Anaphylaxis	Bloody diarrhea
Chest pain (see heart attack)	Coma (unresponsive victim)
Confusion	Dizziness
Drug overdose	Heart attack
Heat stroke	Rectal bleeding
Shortness of breath	Slurred speech
Stroke	Sudden blindness (see stroke)
Uncontrolled bleeding	Uncontrolled nose bleed
Vomiting blood	Weakness
Serious Burns	Bleeding that will not stop
Bleeding w/weakness (shock)	Broken bones visible through an open wound
Broken Leg	

This is certainly not an exhaustive list. It's important to understand that emergencies are defined by the victim; if you feel you are having a medical emergency, call 911 immediately.



How to Call 911

1. Stay calm... Stay with the victim if it's not you! It's important to take a deep breath and not get excited. Any situation that requires 911 is, by definition, an emergency. The 911 dispatcher knows that and will try to move things along quickly, but under control.

2. If the victim is unable to call, the caller should be someone with the victim. If you have security, have someone notify security of the emergency. They will help route the emergency responders to the appropriate place. Do not call security first! This will only delay the response time. Security will not have the necessary information to share with the 911 dispatcher.

3. Start by telling 911 what kind of emergency you have. Be descriptive and give as much information as possible. If a law enforcement center has answered the call, they will need to transfer calls for fires and medical emergencies to the appropriate center. You will hear clicking - do not hang up!

4. Wait for the dispatcher to ask questions, and then answer clearly and calmly. Even though many 911 centers have enhanced capabilities - meaning they are able to see your location on the computer screen - they are still required to confirm the information. Bear with this line of questioning; you don't want the ambulance to respond to the wrong location.

5. If you are in danger of assault, the 911 dispatcher will still need you to answer quietly, mostly "yes" and "no" questions.

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Medical Emergencies

continued

6. If you reach a recording, listen to what it says. If the recording says your call cannot be completed, hang up and try again. If the recording says all 911 operators are busy, wait! When the next 911 dispatcher is available to take the call, it will transfer you.

7. Let 911 guide the conversation. He or she is typing the information into a computer and may seem to be taking forever. There's a good chance, however, that emergency services are already being sent while you are still on the line.

8. In some cases, 911 will give you directions. Listen carefully, follow each step exactly, and ask for clarification if you don't understand.

9. Keep your eyes open. You may be asked to describe victims, suspects, vehicles, or other parts of the scene.

10. Do not hang up the call until directed to do so by 911.

Final Tips:

1. No matter what happens - Stay Calm.
2. Take a deep breath.
3. Know where you are.
4. Make sure your emergency contact information is updated. If not, notify HUM with the corrections.

Time to Apply for FOL Grants

What does MLS staff like to think about? Good customer service, yes. Good times had with colleagues, sure. Free food, naturally.

And, of course, money.

And it's that money time of the year—time when the Friends of the Library are accepting Grant Request Forms for the grant cycle including programs or needs from June 1, 2008 through May 31, 2009.

"If you don't ask for something," says FOL coordinator **Carol Gilbert**, "we can't give it to you!"

So if you have something in mind for which a Friends grant would be useful, talk it over with your supervisor and if you have any questions give Carol a call at 606-3763.

And here's the approximate approval schedule:

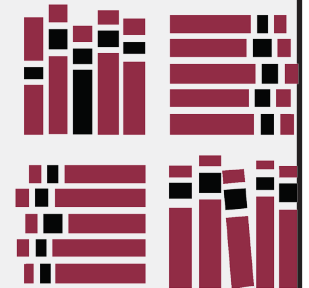
March 21 - Reviewed/signed grants due to Friends office - grants must

have been reviewed by supervisor and Ad Team member before forwarding to Friends' office.

March 28 - Friends' office provides grants to Ad Team review committee - Executive Director signs approval.

April 10-21 - Friends' Grant Committee reviews grant requests and makes recommendations to Friends' Board of Directors.

May 20 - Grant approvals are announced.



The Way to MLS' Heart—Food

Sooner or later, almost everyone who works for MLS has to come to the Downtown Library for a meeting or training session. One of the curses of coming downtown for one of these early morning hootenannies is the lack of nearby eateries that serve breakfast.

Well, fear no more. Our own 1st Edition Café has, in addition to lowering prices for items on the lunch menu, also begun serving breakfast sandwiches. You can now grab a sausage and cheese, sausage/egg and cheese, or bacon/egg and cheese croissant—and, of course, the various kinds of coffee and teas that have been 1st Edition specialties from the beginning.

Here's hoping we see you Downtown soon.



Interpreting the “CAT”

Ever wondered about titles that are on Order? Have you had any of the following questions running through your head?

What does it mean when it says “Order Pending” on a bib record?

Why are some title entries on the catalog in capital letters and some aren’t?

What does it mean when it says “Order Canceled” on a bib record?

How can I tell if a title is on order for my library?

Well, here are some answers for you.

Q: Why are some title entries on the catalog in capital letters and some aren’t?

A: The capital letters indicate that there is a title on order, has an order pending, or was purchased as an uncataloged paperback. To find out more about the capitalized title, click on the icon to the left of the title. In the “Holdings” field it will tell you if a title is On Order, if an Order is pending, or if it is a paperback.

Q: What does it mean when it says “Order Pending” on a bib record?

A: “Order Pending” means that the selectors have decided that the title meets the needs of the community and the selection criteria. An order has been placed into the system, but a purchase order has not gone out yet for that title. Purchase orders are generally run

on Thursday nights. By Friday morning, this notice should change to “Copies on Order” and reserves can be placed on the title.

Occasionally, titles may be entered, but the purchases orders may not go out until the next week. You’ll just need to check the following Friday.

Q: What does it mean when it says “Order Canceled” on a bib record?

A: When we order titles, we are basing the availability on the information a vendor has supplied us. Sometimes after we have placed an order, the stock availability changes. Some common reasons why an order cancels include: the title goes out of print (OP) or the publisher runs out of stock (POS). Sometimes the publisher delays the publication of the book, so an order may be cancelled because it’s not yet published (NYP). If an order has not been filled within 6 months, our system will cancel the order (Expired) to give us an opportunity to find another resource to fill the order or not. If you click on the “PO Info” button in the staff catalog below the bib record, a copy of the purchase order will appear. You’ll find the reason for the cancellation in the far right hand corner.

Q: How can I tell if a title is on order for my library?

A: If you click on the “PO Info” button below the bib record, you will be able to tell if a copy of a title was ordered for your library.

If you have other questions about orders, feel free to call the Materials Selection Department.

Daily Links and Service Principles

continued

Because team gathering and interaction is essential, it is crucial that this meeting take place in person and as verbal communication.

This time must include reading verbatim the principle of the day and a motivational comment(s) to encourage others to practice that principle for the day. During this time, create awareness among the staff of events, happenings, meetings, etc. While the principles must remain consistent throughout our organization, add your creativity in how you present the principle when it is your turn to conduct the Daily Link.

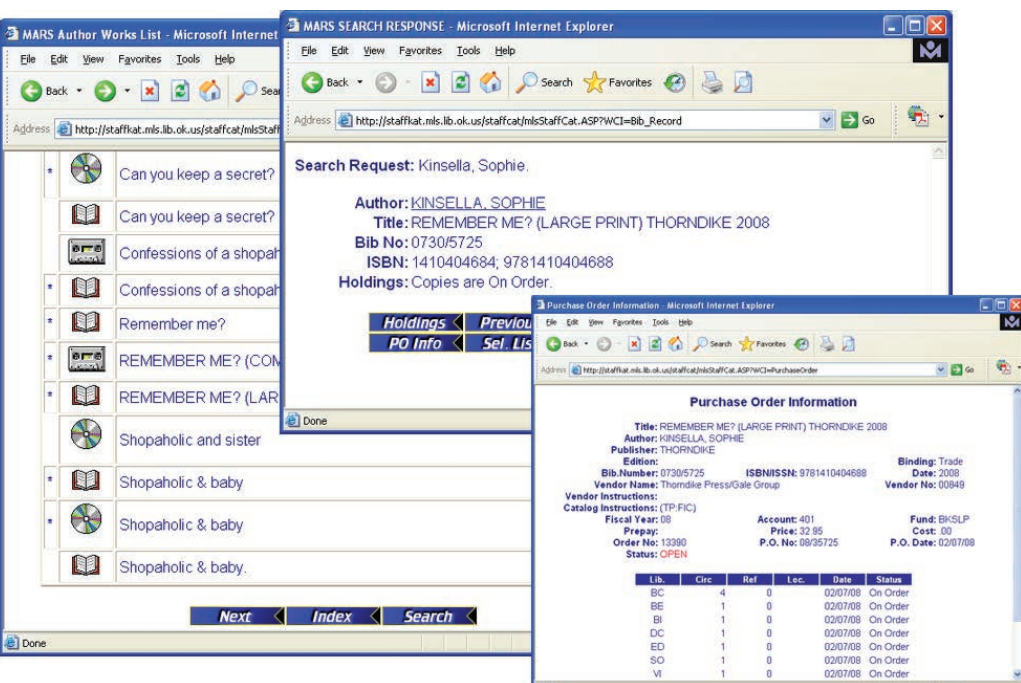
This entire process will take no more than 15 minutes and may be as short as 5 minutes.

If we’re good providing the basic customer service principles, customers will tolerate almost anything else. Mess up on the principles and nothing else matters. Customers won’t return. Period.

By practicing a principle each day, staff will improve their ability to make a difference. Each day that you practice the principles, actively participate in the daily link meeting, and share stories that help others learn. By practicing these every day, you will improve your customer service and enable MLS to come closer to achieving its vision and mission.

Public libraries are public service institutions. Learn and practice the principles. Know them – Show them—Live them!

If you have a question for Donna, send it to ShelfLife (dbentin@metrolibrary.org) and we will pass it on to her for an answer in the April issue.



The image shows three overlapping screenshots of the MARS library system interface. The top-left screenshot shows a search results page with a list of titles, including "Can you keep a secret?", "Confessions of a shopaholic", "Remember me?", "REMEMBER ME? (COM)", "REMEMBER ME? (LAR)", "Shopaholic and sister", "Shopaholic & baby", and "Shopaholic & baby.". The top-right screenshot shows a search results page for the title "REMEMBER ME? (LARGE PRINT) THORNDIKE 2008" by Kinsella, Sophie. It displays the title, author, publisher, and ISBN. The bottom screenshot shows the "Purchase Order Information" page for the same title, displaying details such as the title, author, publisher, ISBN, order number, and status.



Lending Library Review: *Getting Things Done When You Are Not in Charge*

by Geoffrey M. Bellman

Written for support professionals, this book provides practical suggestions for initiating change. These suggestions are grounded in a model for change that supports the leadership efforts of managers, administrators, and supervisors who do not possess positional power. Bellman challenges support staff to take the lead in making contributions that benefit not only the organization but themselves. Included also is a list of self-assessment ques-

tions for determining the role of work in one's life. The author places particular emphasis on the relationship between support professionals and their internal customers as a means of effecting change.



• MYSTERY PERSON •

Another mystery person to identify.

Can you name him/her?

Here are the clues of this person's favorites:

Fav Music:	Live, Ian Anderson, and Boru's Ghost
Fav Sports:	Football, & ferret legging
Fav Vacation(s):	Park Cabins
Fav TV Show:	Bill Moyer's Journal
Fav Food:	I'm the pickle king of the Southside, according to Susan
Fav Season:	Season . . . of the witch
Fav Hobby:	Mountain biking & photography
Cell Ringtone:	John Cleese
Fav Pets:	Princess Kitty
Fav Movie:	<i>Bambi Meets Godzilla</i> (1969)
Skills:	Slacking

Wants to do before they die: "...we are here on Earth to fart around" Kurt Vonnegut

See answer on page 7.



Fingerprints STAFF PROFILE

Tindle Arnold —Tindle is a circ clerk at Choctaw and loves the opportunity to see the "never ending influx of new and varied materials" she is exposed to every day.

Tindle's family includes husband and elementary-aged daughter.

As for pets, she has a cat and a dog, "I favor the cat. It's not the dog's fault

though. The cat is just smarter and he's such a charmer."

Tindle's latest read is *The Sharing Knife: Beguilement* by Lois Bujold.

Tindle also likes gardening, cooking, shooting and "giving TLC to our collection of old cars—old being defined as anything older than me!"

Tindle received her 10 year pin last

November for library service and says, "It's pretty cool knowing I work at a place that gives away free stuff all day long."



Photo by Fariba Williams

WHAT'S NEW FROM THE LEGISLATURE?

State Librarian Susan McVey began our year with some very good news from the 2008 Oklahoma Legislature, which began officially on Monday, February 3. House Bill 3202 would set aside some extra money for public libraries.

"As Introduced. An Act relating to the Oklahoma Department of Libraries; making an appropriation; stating purpose; providing an effective date; and declaring an emergency.

"Be it enacted by the people of the state of Oklahoma:

"**Section 1.** There is hereby appropriated to the Oklahoma Department of Libraries from any monies not otherwise appropriated from the General Revenue fund of the State Treasury for the fiscal year ending June 30, 2009, the sum of Seven Million

Seventy-five Thousand Dollars (\$7,075,000) for the purpose of increasing state grants to public libraries.

"**Section 2.** This act shall become effective July 1, 2008."

Good news indeed. Susan promises to keep us up to date on legislative news.



Don't forget!-
HeartWalk 2008,
April 19

History's Greatest Mysteries

Recently, the Live Science website presented its Top Ten list of "History's Most Overlooked Mysteries." Since trivia questions along those lines pop up every so often, you might want to check it out at http://www.livescience.com/mysteries/top10_history_mysteries-1.html

Our favorites include the vanished city of Helike, which might very well have been the inspiration for the story of Atlantis—only we know Helike really existed.

"The Achaean league capital was a worship center devoted to God of the sea, Poseidon. No trace of the legendary society existed outside of ancient Greek texts until 1861 when an archeologist found Helike loot—a bronze coin with the unmistakable head of Poseidon."

We could also get into the search for the real life inspiration for the tales of Robin Hood.

"The hunt for the real-life Robin Hood has turned up entire scrolls of suspects. For example, candidates include a fugitive in Yorkshire by the name of Robert Hod, who went by Hobbehod as well as a Robert Hood of Wakefield. The growing list of names is further complicated as the name 'Robin Hood' soon became synonymous with being an outlaw."

Check it out.

Book Sale 2008 —Another Success!

FOL Coordinator **Carol Gilbert** is pretty darn happy. Her first FOL Booksale is now behind her, everything went well, and the event scored big again.

How big? \$239,000.00, that's how big.

"We couldn't do it," Carol said, "without the hundreds of volunteer hours from the Booksale Volunteers, MLS Staff, Sort Site Volunteers, the Booksale Committee, the Friends Board of Directors and Advisory Board, and the people who

donate money and time and supplies to ensure the success of this event."

As always, the funds will come back to MLS through the FOL grants, so don't hesitate to turn in a grant application. The ShelfLife staff is applying for a grant that will pay us to move to London for a year to study European newsletter editing techniques. We'll report back at FOCUS 2009.



HELLO TO

Deborah Austin-Munden	Page, VI
Adelaida Madison	Page, DC
Michelle Merriman	Page, CH
Linda Morphis	Circ Clerk, MC
Jeanie Austin	Mat.Serv.Div. Tech, MSL
Jennifer Peery	Page, SO
David Rushing	Page, MC
Linda Williams	Page, VI
Darren Cook	MTC. Tech II, MTC
Dan Holman	Facility Proj. Mgr., Bus.Ofc.
Janet Engstrand (rehire).....	Librarian, RE

PROMOTION

Ajax Delvecki.....	From Circ Clerk, to Assoc. Librarian, DN
--------------------	---------------------------------------------

TRANSFER

Rondia Banks.....	From Asst. MGR of LO, BI to Librarian, WA
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GOODBYE TO

Anetra Alexander.....	Page, BI
Rebecca Peters	Ext. Spc., LU
Susan Hall.....	Librarian, BI
Alice Maddox	Page, DN
Natalie Garner.....	Page, WA
Justin Magdellini	Page, BI
Kay Samaripa	PT Coord., Friends of MLS



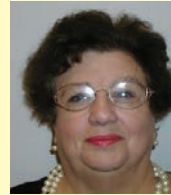
Deb Austin-Munden



Adelaida Madison



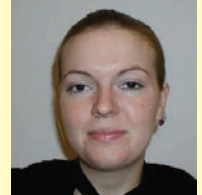
Michelle Merriman



Linda Morphis



Jeanie Austin



Jennifer Peery



David Rushing



Linda Williams



Darren Cook



Dan Holman



Janet Engstrand

MYSTERY PERSON IS:
John
Hilbert, SO



Something For Baby...

There's going to be a double event at Del City Library on Monday, March 24. It's a come and go baby shower for a pair of DC staffers—Teen Services Librarian **Simona Long** and Circulation Clerk **Crystal Roper**, both of whom are expecting girls. Crystal is expecting on April 22 and Simona is due on May 4.

The double shower will last from 11:00am to 2:00pm. Library Manager **Melissa Weathers** assures us that everyone is welcome to drop by for cake and finger foods. Vegans, of course, don't have to eat the fingers.

No, Melissa is not responsible for that joke. Odd, but no one seems to know who is ...

Happy Birthday to **Buddy Johnson**, Downtown! Here is a birthday card given to him by his seven-year-old daughter Nell.

It reads:

Library Dos and Don'ts

Do: be as classy you can

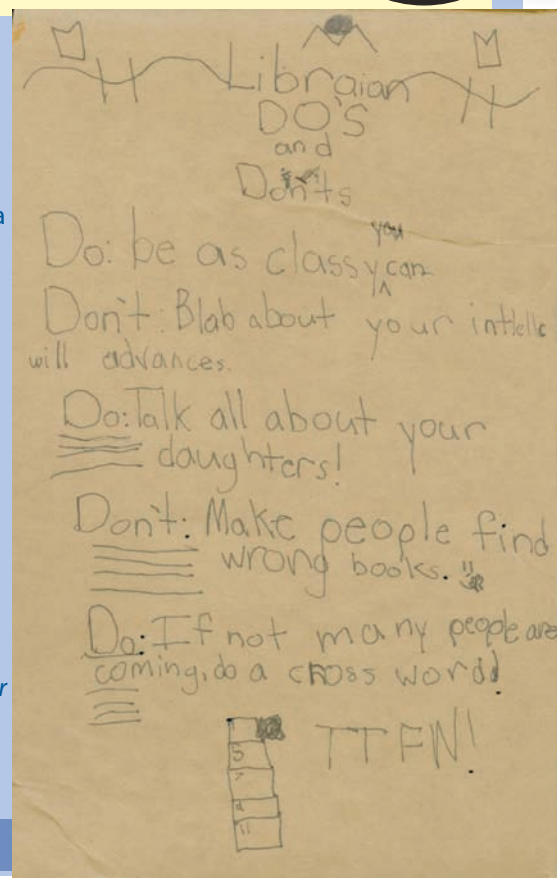
Don't: Blab about your intellectwill advances.

Do: Talk all about your daughters!

Don't: Make people find wrong books.

Do: If not many people are coming, do a cross word!.

Thanks Buddy for sharing your cute card!





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



April Birthdays

KEVIN R. SENDALL	4/1
ANGELA K. RUPEL	4/2
JEANETTE C. MIRLL	4/2
DARLENE S. BROWERS	4/3
JOHN D. WOOD	4/4
EMILY R. WILLIAMS	4/7
CRYSTAL L. SUPPES	4/7
BREANNE L. FORD	4/8
KAREN J. DAVIS	4/9
KAYHAN N. YAZDANI	4/10
FRANCES V. HARBERT	4/10
LISA L. WALKER	4/14
ADELAIDA H. MADISON	4/16
KAREN L. BAYS	4/16
GERALD W. HICKMAN	4/17
ALESA MARIE CLYMER	4/17
KERI L. CLOUD	4/18
GREGORY W. BENNETT	4/18
STEPHEN SHENOLD	4/18
HEIDI M. JOHNSON	4/19
JOHN C. R. UTLEY	4/19
SHARON L. MAINE	4/20
MARK DANIEL VANCE	4/21
PATRICK D. WILLIAMS	4/21
JULIE A. SCHOFIELD	4/21
BRANDI E. GAY	4/22
MELISSA K. WEATHERS	4/22
DAVID L. MACK	4/24
JANET E. BOWEN	4/24
SANDRA LEA LANHAM	4/25
PAIGE ALLYSON NIFONG	4/26
SUSAN A. STINSON	4/26
JULIET M. ALAVICHEH	4/27
STUART H. WILLIAMSON	4/27
JOYCE L. TALLANT	4/27
CHRISTY M. O'BRIEN	4/28
MARIA E. WATKINS	4/28
TIMOTHY D. HANNA	4/28
THOMAS P. GALLAGHER	4/30

Employee's Date-of-Hire for April

ERNESTINE F. CLARK	4/22/1976
LAVETTA KINSEY DENT	4/27/1979
HEIDI M. JOHNSON	4/30/1979
ANNE G. FISCHER	4/3/1981
CLYDE D. HERROD	4/13/1982
JEAN M. WILBURN	4/6/1992
LORETTA G. FRANTZ	4/25/1994
DANIEL E. FIELDS	4/2/2001
MARY R. MCELROY	4/5/2001
JUANITA M. MENDOZA	4/30/2001
KERI L. CLOUD	4/29/2002
KERRY STEWART HUBBS	4/12/2004
MELANIE DIANE LEVICK	4/26/2004
LINDA A. TEMPLE	4/25/2005
JULIANNA LOUISE LINK	4/25/2005
LANDON D. HOLMAN	4/3/2006
SANDRA LEA LANHAM	4/3/2006
BRADLEY S. MCCOY	4/10/2006
CORY JACK MIZE	4/17/2006
JOANNE E. HENRICKSON	4/24/2006
DOYLE K. WILCOX	4/24/2006
SHAYLA DAWN WRIGHT	4/2/2007
BENJAMIN D. MOUNT	4/5/2007
KEVIN R. SENDALL	4/9/2007
JEANETTE C. MIRLL	4/23/2007
HEATHER LE KITCHEN	4/30/2007