



ShelfLife

STAFF NEWSLETTER OF THE METROPOLITAN LIBRARY SYSTEM

June 2008

Class of 2008 Congratulations!

Every Spring ShelfLife takes time to congratulate MLS staff who have recently graduated from high school, college, grad school, tech school, or some specialty school—"the school of hard knocks" excepted—for their 'sticktoitiveness' and academic achievement. So here is the graduating class of 2008.

Belle Isle

Debbie Robertus, BI, has more than enough reason to be proud of her husband Michael Robertus. Michael has completed a degree from Kaplan University in Paralegal Studies.

"I'm rather proud of him," Debbie told us, "to go back to school in his 50s while working a full-time job. He had completed an Associate's Degree after retiring from the Air Force in the 90s."

Bethany

Mary Daughterity, BE, sends her love to her son Michael Daughterity, who has just graduated with a PhD in nuclear physics, and to her niece Kelly Sunderland, who is a recent grad from med school. Michael earned his degree at the University of Texas at Austin, and Kelly got hers from Texas A&M.

Rebeckah Nicole Archer has just graduated from Broken Bow HS and her aunt **Regina Kirkham**, BE, wants to congratulate her for maintaining a 4.6 GPA.

Business Office

Our Business Guru **Lloyd Lovely**, who has been eager to participate in Graduation

Station for a couple of years, sends his love to Stephanie Lovely & Robin Kluck, his daughter and niece, who are graduates of OSU & SWOSU. "The champagne flowed freely for two weeks at my house!" Lloyd said.

Cataloging

Jill Vessels, CAT, sends her love to herself, and deservedly so. She is a new grad of Rose State, from the Library Technical Assistant program.

Downtown

Mary Sholly, DN, sends her love to her brother, Sam Sholly, who is a graduate of Bethany High School.

DN Page **Alysha Edwards** has graduated from the Classen School of Advanced Studies and is on her way to Rutgers. Also from DN and the Classen School, Page **Shayla Wright** is on her way to Trinity University.

Information Technology

Pam Buchanan, IT, is proud of her son Timothy Buchanan, who has just graduated from Carl Albert High School. Pam did not inform us as to his goofiness quotient.

Maintenance

Director of Facilities Maintenance **Patrick Williams** is proud of his son Dylan Williams on his graduation from Harrah High School.

Materials Selection

All the gang in Materials Selection sends their best to tech **Anna Todd** on her graduation from UCO.

Luther

Angie Paeltz at LU sends her best wishes and a pound of llama wool to Grant Yokley on his graduation from Luther HS and his acceptance by UCO.

Midwest City

Na'Votanei Lilly, a page at MC, has graduated from Midwest City High School. "She is very goofy, loves to make people laugh, and is a very helpful person," say her colleagues.

Sarah Kellum, from MC, congratulates her daughter LaVoya Kellum, who is a recent grad of Carl Albert HS.

Southern Oaks

John Hilbert and the rest of the SO staff are proud of pages **Jenny Keller**, of Westmoore HS, and **Miranda Marie Gutierrez**, of US Grant HS. Way to go, ladies! Wait—you want more from SO. Well, we've got more. **Nicole Dawn Chaney**, also from US Grant, and **Jennifer Kieu Nguyen**, from Westmoore, are also wearers of the gold tassel.

Warr Acres

WA staffer **Destanie Ellis** has graduated from PC High School and will be attending OCU in the fall.

Jonathan Shirley, also from WA, is a PC West grad and is going to OU in the fall as an Advanced Placement Scholar with Honor and a National Merit Commended Scholar.

And may all these graduates know that their entire MLS family is proud of them. May the next stage of their lives be successful and full of joy. Salud! my friends.

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What We Do—Security Manager

Linda Hyams, MLS Security Manager, isn't quite SuperCop, but she comes pretty close. She spent 20 years in the military, half of them as an investigator, and after her retirement she was a police officer in Chickasha.

Now she supervises all areas of security in all MLS agencies.

"I review hours of security tapes,"

Linda said,

"to see if the same challenging customers are moving between libraries. I study crime stats to see what the trends are in various parts of the metro area."

Linda advises library managers, but

"... my phone number is 606-3757."

the managers still have final say in their security needs. Linda and the managers are determined to keep our libraries safe for staff and customers. If any library has a repeated problem, staff should speak with the manager, who can then call on Linda if more help is needed.

"I want everyone to know," Linda added, "that if a real emergency arises, no matter where you are, call 911 first. When you have time, then you can call me. When you look me up on the MLS Who's Who page you see my phone number is 606-3757. If I'm not at my desk, the answering machine picks up after one ring and the recorded message

includes several other phone numbers you can reach me at."

Linda recently had to deal with a graffiti-minded customer who carved up a door in the Downtown Library's third floor men's room.

"I found him on the security tape and we got some pictures of him. DN Security Officer **Joe Poe** showed the man a picture and asked him who the guy was in the photo. The guy said it was himself, then he told us what his nickname is, and that was the name carved into the door.

"Talk about silly criminals. That guy should be on television."

Maintaining: The Maintenance Emergency Process

Just in case you didn't see the e-mail from **Patrick Williams**, MLS Director of Facilities Maintenance, or inadvertently deleted

it, this is a reminder on how to receive service from the Maintenance department.



This is the emergency process:

When you have an emergency or an urgent request, you can call Maintenance's **3536** internal phone or **606-3536** external phone number. This number will work for everyone 24 hours a day. You will speak with

someone immediately, receive voice mail instructions, or you will hear a pager tone.

At Pager Tone: Enter the number you wish to be reached at.

If you have the new Cisco phone system, enter your extension number only.

Please do not enter library main numbers without entering an extension.

If you have the old phone system, enter your main number and the extension number you can be reached at.

You should receive a return call within five or ten minutes. Please, never rely on one try with a pager. If you feel that you should have received a response, call the 3536 number several times.

It is very important to turn in a work order even if it is an emergency and you have successfully reached someone in Maintenance!

Routine work orders

–Turn in a work order for all repairs or request by clicking on the Maintenance Request link on the Intranet.

–No verbal request if at all possible.

–No matter what the issue's are, a work order is always necessary.

–Once a work order is received, the Maintenance tech will look into the matter and make the necessary repairs.

–If you have lock problems of any type call 3536 and turn in a work order. We will spear head the problem until rectified.

–If you have any questions or need feed back please call Patrick at 606-3535 or 3536. He urges everyone to test this system and become familiar with it.

The Maintenance department is working on being more reliable; therefore, following this procedure will help them to help you.



Survivor Tree Seedling Planted in Bethany

Congratulations to **Daniel Fields**, BE librarian, for putting together a program that was so successful, he managed a publicity quadruple whammy. The program was the planting of an elm seedling from the Survivor Tree by library customers. It took place on Saturday, May 17, 2008.



The Survivor Tree is an American elm that grows on the grounds of the Oklahoma City National Memorial. The tree is a gift to the library from Rahe Oldham who has made it his mission to gather seed and nurture offspring of this notable tree.

The whammies came when two television stations and two newspapers covered the event.

"We had Channel 25 and Channel 5 come out," Daniel said. "*The Oklahoman* sent a photographer and *The Bethany Tribune* ran the news release on the Thursday prior to the event.

"I saw the spot on channel 5. They wanted to talk to a parent and they picked my wife since our son was helping with the planting. She appeared on camera along with some scenes of the planting. This ran twice on the early Saturday evening news.

"Channel 25 also ran a story on their 9 pm newscast. One of our former pages at Bethany works for Channel 25 and he told me he edited the piece on the tree planting."

When Marketing sends out press releases, we have no control over whether or not the information will be publicized by the media, but Daniel has proven that if the program is strong enough, the media will pay attention.



Another mystery person to identify.

Here are the clues of this person's favorites:

Fave Music:	Most pop music: Michael Buble, Eagles, Journey, Eric Clapton, Dave Matthews, Maroon 5
Fave Sports:	Likes to watch most Sports—especially Football; swims, boats, snorkels, & snow skis
Fave Vacation(s):	beach, mountains, any place will do
Fave Movie:	Too many to list
Fave TV Show:	Boston Legal
Fave Food:	Mexican, steak and chocolate
Fave Season:	Fall - football season
Fave Hobby:	Working in the yard-planting flowers, traveling, cooking
Fave Food:	Mexican, steak and chocolate
Family:	Married, 2 sons
Fave Pets:	Dogs
Special Skills:	None

Wants to do before they die: Continue to live life to the fullest; have fun and be happy.

Answer on page 5.



Fingerprints STAFF PROFILE

Denesa Bennett—Denesa has worked for MLS 22 years. She's been in the revolving door of MLS jobs. First as a page at WA, then bookmobile clerk, then time off for maternity leave. She came back as a circ clerk at WA and has been there for the past 18 years.

She says "the wonderful and lasting relationships" she has made through the years at the library is

her stand-out top reason she likes working at MLS.

"I have become very dear friends with many of my coworkers, as well as customers. I even met my husband while working for MLS." Denesa is married to Greg Bennett, Serials Technician at DN.

Her pastime activities include knitting, playing board games, card games, and dominoes. "Game nights are awesome fun," she says.

Denesa also enjoys the alternative music of Jack Johnson and Concrete Blonde.

After seeing the movies *No Country for Old Men* and *There Will Be Blood*, she said they were "too bleak" for her taste.

No wonder—Denesa is a very up-beat person: "I love to laugh," said Denesa. "And I can find laughter in the little things!"



Lending Library Review: 1001 Ways to Energize Employees

by Bob Nelson

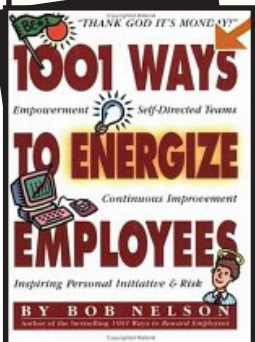
In this volume in his 1001 Ways series of books, Bob Nelson reveals what real companies across America are doing to get the very best out of their employees—and why it's the key to their success.

What are the basic ways of encouraging employees to take possession of their jobs? Listen to them. Form a community of partners. Reward risk-taking but don't punish those who fall short of risky goals. For example, Hershey Foods gives out The Exalted Order of the Extended Neck Award.

With case studies, examples, techniques, research highlights, and quotes from business leaders, *1001 Ways to Energize Employees* is invaluable for managers seeking to increase employee enthusiasm and involvement.

Reviewers of the book wrote: "When does this book come in handy? If you are seeking quick ideas to energize your team, and are short on inspiration: that is where

it's a very comprehensive source," and "If you have even heard ONE murmur about low morale at your office, try Nelson's books. He shows what successful companies know...that good employees deserve care and reward."



Ask Donna!

This month's question concerns the Daily Link, and Donna has stepped aside to let MLS Deputy Executive Director for Library Operations **Kay Bauman** address it. The question is: What has been staff reaction to Daily Link, and does it seem to be making a difference? Kay responded:

"The truth is that the reaction to Daily Link is a mixed bag. Some people are excited by it and some are resistant. And some agencies or offices have a hard time finding time for it.

"But there have been some wonderful benefits. Many places do their Link discussion and then make time as a team to discuss topics that need to be discussed. They combine the Link with staff meetings.

"MLS is an organization that is all about interactions. If all we do when we see each other is grunt 'good morning,' how can we expect that we'll do much better with external customers? We need to investigate those principles that lead to better communication. The Link also provides a system-wide common point of interest for the day. But from what I've seen, people seem to be more friendly, although it's too soon to tell if there will be a lasting effect.

"Some people are concerned with revisiting the Links every few weeks, but you're missing the point if every time you go over the same concepts, you do it in the same way and with the same terms. You have to dissect the concept, even if you do it by going over it word by word. You need to look for the small ideas imbedded in the large ones.

"Basically, like so many things in life, it is what you make of it."



First Time Library Card Holder- Age 90

Evelyn: Look, I... I may not be an explorer, or an adventurer, or a treasure-seeker, or a gunfighter, Mr. O'Connell, but I am proud of what I am.

Rick: And what is that?

Evelyn: I... am a librarian.

The Mummy (1999)

Here's an anecdote from The Village Library that is guaranteed to make you proud of what you do for a living, too. Circ Clerk **Lisa Myers** sent this along for everyone to enjoy:

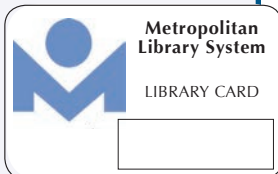
Something priceless happened a couple of Saturdays ago, and I thought I'd pass it along to you.

Two women came up to the Circulation Desk. The younger of the two asked, "What do you need to get a library card?" I explained that she needed to show identification that verified her address in Oklahoma County. "Oh, my mother just lives right around the corner," she said, "and the card is for her." After they filled out the application, they brought it back up to me. The daughter handed it to me with a huge smile. "My mother is 90 years old, and she has NEVER had a library card. She's a reader, too—she has always bought books or borrowed them from her friends. I didn't want her to die without ever having a library card."

I entered the information into the computer

and presented the woman with her very first library card. She was so proud and happy! Her daughter and I both teared up. "Now I can check books out from the library?" she asked. "You most certainly can," I replied. "We hope you'll be back again and again."

It was just one of those moments that made me realize why I love my job so much.





HELLO TO

Darien Goldman Tech Asst., WA
 Nancy Slusar Page, BI
 Eric Knudsen Page, BE
 Isabel Burns Page, ED
 Vickie Ross Page, ED
 Parker Mullins Page, ED
 Jerry O'Hare Circ Clerk, BE
 Suzette Felton Circ Clerk, BI
 Monica Martinez Page, BE
 (Monica's pic in the May ShelfLife was incorrect
 Here is the correct picture. Apologies to Monica.)
 Steven Streetman Mat. Ser. Div.
 Tech, CAT
 Jonathan Tolle Circ Clerk, CH

GOODBYE TO

Darlene Quinn Library Asst., DN
 Candelaria Nunez Page, BE
 Deborah Leal Circ Clerk, LO

RETIREMENT

Mary Patton, Manager of Library Operations II, at the Downtown Library, has retired. But she is still in commission - never say never Mary! -until ?

SYMPATHY

Remembering Wimpy Martin, former security officer at DN, who died May 9.



Darien Goldman



Nancy Slusar



Eric Knudsen



Isabel Burns



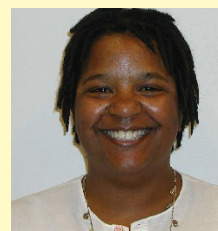
Vickie Ross



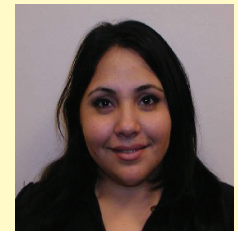
Parker Mullins



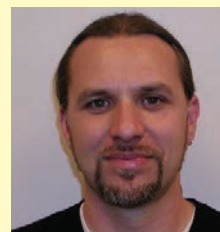
Jerry O'Hare



Suzette Felton



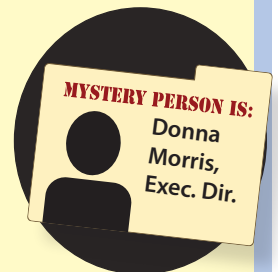
Monica Martinez



Steven Streetman



Jonathan Tolle



Brush Strokes

Congratulations to BI associate librarian **Deanna Biddle** whose daughter-in-law Trish was the official artist of the Kentucky Derby. The event was held on May 3 and Big Brown wasn't the only winner.

Trish describes her work for the Derby as being equal parts Art Deco, elegance, sophistication and simplicity. Although retro vintage in style, she uses bright colors and modern twists in her figurative paintings. There's more than a hint of homage to Thomas Hart Benton in her paintings.



"She has also been chosen as featured artist for the Westminster Kennel Club dog show in February, 2009," Deanna said. "Trish and her husband, Bryan, live outside Dallas with their

two children Chloe and Claire."
 You can see more of Trish Biddle's work at her Web site, trishbiddle.com.



Employee's Date-of-Hire for June

CONRAD J. DOTY	6/1/1968
DONNA L. MORRIS	6/1/1969
CHERYL A. MANN	6/21/1973
BARBARA J. WILLIAMS	6/3/1974
LAURIE MACK-CLARK	6/9/1975
SELMA ZUHDI	6/17/1977
SUSAN A. STINSON	6/25/1980
EBRAHIM EJTEHADI	6/24/1982
SHEILA D. FIXEL	6/7/1983
ANN G. ALIOTTA	6/4/1984
DEBORAH MONTGOMERY	6/2/1986
LANNY B. MYERS	6/8/1987
RANDY L. KNUTSON	6/25/1990
JULIE A. SCHOFIELD	6/24/1991
ABOLGHASEM SIAVASHI	6/27/1994
PHYLLIS A. DAVIDSON	6/27/1995
JEAN E. JOHNSON	6/10/1996
CHARLEEN K. MILLER	6/23/1997
KIMBERLY A. EDWARDS	6/14/1999
STACY G. SCHRANK	6/7/2004
DANIELLE D. WALKER	6/8/2004
TERI LYNN WOOLEY	6/10/2004
CHARLA RENE AUCONE	6/21/2004
CRYSTAL DAWN ROPER	6/28/2004
KIMBERLY ANN TERRY	6/20/2005
BRANDI E. GAY	6/27/2005
CANDACE LEE MCDANIEL	6/26/2006
JOAN D. PORTER	6/4/2007
JENNIFER MARIE KELLER	6/4/2007
SHANELLE J. JACKSON	6/5/2007
CAROL ELAINE OVERTON	6/5/2007
DESTAVIE S. ELLIS	6/5/2007
ANNE OLIVIA MOTLEY	6/18/2007
ELIZABETH E. FISCHER	6/19/2007
MIRANDA GUTIERREZ	6/19/2007

June Birthdays

RAMINA GOLSHANI	6/2
SALLY A. GRAY	6/6
TERRIE LUCILLE THOMAS	6/10
GALEN R KURTH	6/11
CLYDE D. HERROD	6/11
SHAYLA DAWN WRIGHT	6/11
JEAN E. JOHNSON	6/11
MATTHEW G. COTTER	6/16
MARILYN E. BACKUS	6/17
STORMY DAWN LEE	6/17
CONRAD J. DOTY	6/19
DANA L. MORROW	6/20
CANDELARIA NUNEZ	6/23
PAULA A. HANNAPEL	6/25
DAVID L. CALHOUN	6/25
CHRISTINE R. BASSETT	6/25
DARCUS D. SMITH	6/25
TAMERAT ATLABACHEW	6/28
JIMMY C. WELCH	6/28
D. DIANE SHARP	6/28
MONICA MARTINEZ	6/28



Employee's Date-of-Hire for July

JANET E. BROOKS	7/1/1980
URSULA A. WARD	7/1/1982
RONNA C. DAVIS	7/19/1982
FRANCES V. HARBERT	7/8/1985
ANITA F. ROESLER	7/28/1985
KAREN R. BRAY	7/7/1986
DAVID L. MACK	7/2/1990
ANGELA M. PAELTZ	7/15/1992
PAT WHISENHUNT	7/25/1994
MARY L. DAUGHERITY	7/28/1994
DAGMAR M. PEERY	7/7/1997
CAROL MOODY	7/28/1997
PAULA A. HANNAPEL	7/26/1999
KIMBERLY A. RICKEY	7/10/2000
RUSSELL L. PIERCE	7/17/2000
JOHN LEROY HILBERT	7/16/2001
LISA M. WOOD	7/16/2001
MARIA E. WATKINS	7/21/2003
REAGAN KLOIBER	7/6/2004
AARON G. KILLOUGH	7/18/2005
ROSE ANNE KIRBY	7/6/2006
KAYHAN N. YAZDANI	7/17/2006
MICHELLE HINDMAN	7/17/2006
APRIL ZIMMERMAN	7/17/2006
SHIRLEY ANN WOLF	7/18/2006
RACHEL A. HUDSON	7/31/2006
BRYAN SMYTHE	7/3/2007
STEVEN J. STREETMAN	7/7/2007
TIMOTHY HAMMOND	7/30/2007
RONALD HARRISON	7/30/2007
RICK SAMUEL GEORGE	7/30/2007
RAMINA GOLSHANI	7/30/2007

July Birthdays

SAISRI MCCORMICK	7/1
LOIS W. MCKENNA	7/2
SIMONA LONG	7/7
BEVERLY CUNNINGHAM	7/8
NATHAN I. CLYMER	7/8
CYNTHIA SELINGER	7/9
DOYLE K. WILCOX	7/10
ELIZABETH KESSLER	7/10
SUZETTE FELTON	7/11
ALMA LOUISE BROWN	7/12
CAROL C. COOK	7/13
AARON J. STEWART	7/13
LINDA M. WILLIAMS	7/14
DENISE MORGAN	7/14
KELLEY E. HOFFMAN	7/15
KIMBERLY ANN TERRY	7/16
DENISE A. COURTS	7/19
JEFFREY E. FREDERICKS	7/20
ROBERT L. WRIGHT	7/20
HARRY DUY HOANG	7/21
CORY MIZE	7/22
ERIKA M. SALINAS	7/22
MICHELLE HINDMAN	7/23
LENA C. LOPER	7/23
SHIRLEY J. HENDERSON	7/23
DIANE RICE	7/24
JANET E. BROOKS	7/24
ROSE ANNE KIRBY	7/26
GLORIA J. TURNER	7/26
DENYVETTA DAVIS	7/26
JEANIE LYNN AUSTIN	7/27
DENESA C. BENNETT	7/28