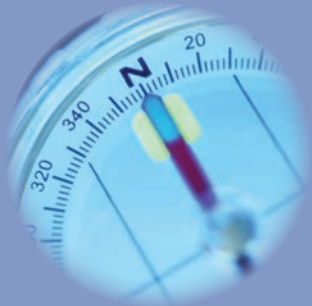




# ShelfLife

STAFF NEWSLETTER OF THE METROPOLITAN LIBRARY SYSTEM

December 2008



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## *Outstanding Service Awards Go To:*



**Ursula Ward, CAT**



**Josh Lewis, CT**



**Daniel Fields, BE**

See story on page 2.

# A Pat on the Back: Staff Recognition Night

November 15 was the date of the annual Staff Appreciation festivities and, once again, the event was well-attended. So well-attended, in fact, each table seated eight or nine people. Now that's togetherness.

"It was a glorious evening," said DN circ clerk **Mary Sholly**, "and all (okay, just some) of the library employees were decked out in their fanciest clothes in honor and celebration of, well, themselves."

The dinner consisted of fruit, salad, pot roast rolls, chicken, bow-tie noodles, and veggies. "But we cannot forget the best part of the food . . . the dessert," Mary added. "For dessert you had your choice of Chocolate Mousse Pie (YUM!), Choco-

late Mousse Pie, individual Dutch Apple Pie, Cheesecake with Pears, or Chocolate Mousse Pie. (Did I mention the Chocolate Mousse Pie was really good?)"

Staff received service pins. Periods of service ranged from five years (**Spoticus** received his five year pin) to forty, the honors going to Conrad Doty of BE, who has been with MLS for 40 years.

Retiring WA and then DN manager **Mary Patton** was honored, and ILL Tech, the late **Pamela Kosted** was recognized.

The evening concluded with the presentation of the Outstanding Service Award winners. The OSAs went to **Daniel Fields** of BE, **Josh Lewis** of CT, and **Ursula Ward** in CAT.

"All of our OSA winners and nominees have done an outstanding job this year," Mary said, "and we all should give a great big THANK YOU to Rondia Banks (DN) for spearheading this whole operation."

ShelfLife wants to congratulate Daniel, Josh and Ursula for representing the good work we all do every day for the public and each other.

Now, is there just a tiny slice of that Chocolate Mousse Pie left . . . ?

## Welcome Home and Congratulations!"

"Welcome home" may seem like a weird thing to say to someone who's lived here all her life, but we think the phrase may have

special meaning for Cataloging Technician **Veronica Escobar**. Veronica was born in Juarez, Mexico, and became a US citizen this year. Veronica, who has been a legal resident since she was 18, moved with her family to El

Paso when she was six months

old. When she was 10 years old, the family moved to Oklahoma City, where Veronica has remained for 14 years. She became a page at Capitol Hill in 2002, and the following year went to work in Cataloging.

"I am the only one out of my brothers and sisters who was born in Mexico," Veronica told us. "I was illegal here in the U.S. until I turned 18. My mother had to become a US Citizen in order to get my status legal. It took one year after my mother became a Citizen for me to become a Resident. Then I had to wait 5 years after I received my resident card to be able to apply to become an American Citizen. I did not waste any time—the same month that my five years as a resident was due, with the help of my wonderful co-workers, I applied to become an American Citizen. I passed my test on Sept. 2007, and I just received my appointment for the Naturalization Oath Ceremony, which will take place on December 5th."



Veronica said that she wanted to become an American citizen because she has lived in this country all her life. "I feel that this is where I belong."

I grew up here and I went to school here. Everything I know is because I learned it here. I am very excited and proud to become an American Citizen. With my Citizenship my vote will count."

It's nice to know that as of December 5, 2008, America is richer by one person who has chosen to be here. Welcome home, Veronica. And good luck.



Veronica Escobar



## STAFF PROFILE

### Fingerprints

**Kim Ventrella**—Is a librarian at the Ralph Ellison Library.

If you ever need something translated from French to English—Kim is the person to see.

Before working at MLS, Kim was a French instructor at OU. She was also on night staff at a women's shelter, and was a lifeguard, "very briefly, Thank God!" Kim said.

She has a bachelors degree in French from Tulane University and received her MLIS at OU in Dec. 2007.

Kim writes fantasy and Sci-fi stories for fun, and writes book reviews for The Oklahoman.

Currently she is reading *Standard Hero Behavior* and most recent movie she's seen was *Twilight*.

At Ralph Ellison, Kim likes "meeting awesome people and playing Guitar Hero."

And if you haven't seen Kim lately— she is sporting blue hair!



## What's Cookin'?

Did you know that the Choctaw Library Guild Cookbooks have arrived? You may remember that the CLG solicited recipes from the people of Choctaw and MLS earlier this year. The plan was to collect the best recipes into a book and sell it to raise money for the Guild.

"They garnered over 500 recipes," said Choctaw Library Manager of LO **Rosemary Czarski**. "If you would like one of the cookbooks for yourself—and they make excellent gifts for others—they cost \$10.00 per book."

You can send your money with your orders to the Choctaw Library, attn: **Susie (Beasley)** or Rosemary, or contact a Guild member.

For more information please call or e-mail Rosemary and she will do her best to help answer any questions. Her phone number is 606-3255.



## Lending Library Review:

### *Managing to Keep the Customer: How to Achieve and Maintain Superior Customer Service Throughout the Organization*

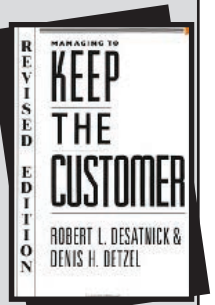
by Robert L. Desatnick and Denis H. Detzel

We all know what happens when a company manufactures a less than stellar product and then prices it too high—customers start buying Kias.

But there's another way to drive customers to a competitor, a way that's less obvious than turning out a mundane product and is therefore more insidious, and that's through lousy customer service.

Authors Robert L. Desatnick and Denis H. Detzel have taken a look at the training and management practices of 17 companies that are noted for good customer service-- including AT&T, Citicorp, Delta, Hewlett-Packard, McDonald's, and Walt Disney--and drawn some often-times surprising conclusions. What makes their book even more valuable to libraries is the fact that they have also examined the workings of some not-for-profits. The authors have actual practical experience in over 500 organizations. They are not making this stuff up as they go along.

The key, the authors assert, is that customer relations mirror employee relations. To achieve that end, they reveal how to recruit and maintain a motivated, high-quality work force that builds loyalty and keeps customers coming back. They describe how management, by establishing the highest standards of excellence, can create an organization that truly serves the customer.







# Leading Questions-MLS Leadership II Class

"Lead, follow, or get out of the way." That popular bit of advice has become the mantra of leaders since it was first written by Thomas Paine over 200 years ago. (Followers and get-out-of-the-wayers must say other things, but darned if I know what they are. "Stop pushing" and "No thanks, but I'll be right here when you get back" maybe.)

But we are concerned here with the leaders, and especially those six recent graduates of Leadership MLS II—employment manager **Roy Ballou**, DN librarian **Rondia Banks**, VI manager **LaVetta Dent**, cataloger **Jana Hausburg**, DN librarian **Buddy Johnson**, and community information coordinator **Kelley Riha**.

"I am grateful," Kelley said, "for this valuable opportunity to take a snapshot peek into the workings of the Metropolitan Library System from the top down, bottom up and side-to-side."

Rondia echoed that sentiment and added, "Our class had some great discussions with each other, with Ad Team members, and with a few managers. We had the opportunity to visit different departments and attend system meetings. An added benefit was the strong bond that developed

between our class members."

LaVetta enjoyed many of the same aspects of the experience. "I enjoyed getting to know my leadership co-workers and having individuals to discuss practical issues and best practices in leadership with, and getting the varied opinions of others that were different from my own.

"The activities gave us the opportunity to travel around the system and sit down and visit with all the managers and have interviews with the MLS AdTeam, which was very interesting and fun. It was nice to get to know some of them and see them in a different light through these visits."

"My favorite part of the leadership experience," Jana said, "aside from getting to know the group and learning more about how the system operates as a whole, was our second meeting. Six leaders thrown into a room, each gauging the others and wondering, 'Should I take charge?' Luckily, there was no power struggle. Instead, we divided up the assignments and took control in six different ways. The benefit of throwing a bunch of leaders together is that we each brought to the mix our own



From left to right front row: LaVetta Decnt and Kelley Riha. Back Row: Jana Hausburg, Buddy Johnson, Roy Ballou and Rondia Banks.

particular strengths and experiences. We all had something to contribute."

"I highly recommend this class to anyone who is interested in and wants to become apart of the inner workings of our library system," Rondia said. LaVetta agreed, and added, "I would especially recommend this for anyone who is fairly new to the system and is interested in moving beyond their current position in the future."

ShelfLife congratulates all of the Leadership MLS grads and encourages anyone interested to enroll in the course.

## NW Library Community Meeting

Join us and the City of Oklahoma City for the next Community Meeting about the NW Library on December 2 from 6:00 to 7:00pm at the John Marshall High School Li-

brary, 12201 N. Portland. The school is located just south of NW 122nd on Portland between NW 122nd and Hefner Road.

Decisions that have been made to date regarding the new library will be presented to the public and topics of interest will be addressed. Everyone is invited to attend. If you know people who will be impacted by the

new library, encourage them to attend. This is a great opportunity for citizens of NW Oklahoma County to meet representatives of the City and MLS, and to have their questions answered.

**New** Northwest Library Community Meeting

Interested in finding out more about the new OKC Northwest Library? Join us for a community meeting.

Tuesday, December 2  
6pm-7pm  
John Marshall High School Library  
12201 N. Portland





## Congratulations

Congratulations to **Jill Vessells**, cataloging tech, for, as she puts it, "taking six years to



Jill Vessells

get through a four year college." Six years is nothing. Some people never get through at all. "Yes," Jill said, "I am still reeling breathlessly over soon finishing my BA. I'm taking my last class from OU now. Let's see... I started at Rose State College in the summer of 2002 to pursue an Associates Degree in Library Technical Associate. In 2004, I started at O.U. taking classes towards a BA in Liberal Studies while still taking classes at Rose State. I

graduated from Rose with my LTA in May of 2008 and I will formally walk across the stage as a May 2009 graduate at OU."

And the icing on the graduation cake is that Jill's GPA was never lower than 3.8, and she is a member of Phi Theta Kappa, both of which facts mean she's smart.

Her advice to others who are considering going back to school?

"As a seasoned (translate: older) student I tell the young whip-persnappers that there are three things to consider when thinking about furthering their education: 1) marriage, 2) parenthood, and 3) being a student. You can easily do one of these roles excellently, but two makes it harder and all three is

almost impossible."

Jill jumped back into the college pool due to the encouragement of Cataloging Manager **Pauline Rodriguez-Atkins** and a group of mentors that included **Jana Hausburg**, Sharon Saulmon, and Melissa Huffman.

"Future plans? Continue towards a Masters degree? Start over with another career? Or try to advance in the system. Nothing is set in concrete yet, but I will keep you informed on what I decide."

## Space Cases

Apropos of nothing except ShelfLife's well-known joie de vivre and a desire to amuse you, here's another of our occasional literary quizzes, this one designed with the science fiction reader in mind. Below are ten opening sentences from ten classic science fiction novels. See how many you can identify without Googling them. No prizes so no pressure. You can find the titles and authors listed elsewhere in this issue. Good luck.

1. "No one would have believed in the last years of the nineteenth century that this world was being watched keenly and closely by intelligences greater than man's and yet as mortal as his own."

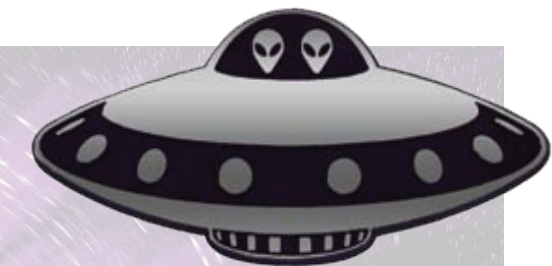
2. "It was a pleasure to burn."

3. "Mr. Hungerton, her father, really was the most tactless person upon earth,—a fluffy, feathery, untidy cockatoo of a man, perfectly good-natured, but absolutely centered upon his own silly self."

4. "My father had a small estate in Nottinghamshire; I was the third of five sons."

5. "Jupiter—the magnificent planet with a diameter of 86,500 miles, having 119 times the surface and 1,300 times the volume of the earth—lay beneath them."

6. "Petrified with astonishment, Richard Seaton stared after the copper steam-bath upon which he had been



electrolyzing his solution of 'X,' the unknown metal."

7. "In submitting Captain Carter's strange manuscript to you in book form, I believe that a few words relative to this remarkable personality will be of interest."

8. "Looking back to all that has occurred to me since that eventful day, I am scarcely able to believe in the reality of my adventures."

9. "It was in Warwick Castle that I came across the curious stranger whom I am going to talk about."

10. "It was a bright cold day in April and the clocks were striking 13."

Answers on page 6



## Candid Cameras

It happens all the time. You want to shoot some video footage or still shots in your library and you want to know about getting permission from the customers

who appear in the image. Do they need to fill out a permission form?

Yes. Or no.

Yes, if you intend to use the image to promote library programming in general. So if you want to create a poster with the message "Come to Our Library for Events Like This One," you do need to get the people in the picture to fill out a permission form. If your created project is strictly in-house at your library, you keep the form. If you are sending the pictures to MaC to create something for you, we need the form.

The First Amendment guarantees freedom of the press and that means that pictures of people without a permission on file can be included if they are part of a "newsworthy context." What does that mean for us? Newsletters, like ShelfLife, newspaper articles

are considered news media, but promoting an event or program is not a "news worthy" context.

And don't forget this when you send "newsworthy" photos to MaC we must know the names of the people in the picture, and we must be able to connect the correct name to the correct face. Also let us know the name, location, date, and time of the event. Plus, if the pictures are fuzzy or low resolution, we can't use them.

If you have any doubt about permission when you shoot, try to photograph the back of the customer's head only, putting the emphasis on another part of the picture.

One more thing: remember that as a public institution, we cannot forbid anyone to take pictures of the library. When the TV people show up wanting to film, you have to let them—but you should protect the privacy of your customers by explaining to the media that they must get the permission of anyone they get on camera/film (this is for their safeguard and records- not our.) . If you have any questions, give MaC a call.

And remember—Smile!



## • MYSTERY PERSON •

Here are the clues to this month's mystery person.

<b>Fave Music:</b>	Country and Black gospel
<b>Fave Sports:</b>	Love to watch those Sooner women play basketball!
<b>Fave Vacation(s):</b>	Ghana West Africa
<b>Fave Movie:</b>	<i>August Rush</i>
<b>Fave Food:</b>	Mexican and Pizza
<b>Fave TV Show:</b>	Brothers and Sisters
<b>Fave Season:</b>	Christmas
<b>Fave Hobby:</b>	Traveling
<b>Cell phone ring:</b>	O Holy Night (during Christmas)
<b>Special Skills:</b>	Retired from dancing - Clogging

**What profession would you be in if you were not working in the library?** *Elections/politics*

**What do you want to do or accomplish before you die?** *Write a book and take an African safari.*

*Answer on page 7.*

## Space Cases Answers

1. *War of the Worlds* by H.G. Wells
2. *Fahrenheit 451* by Ray Bradbury
3. *The Lost World* by Sir Arthur Conan Doyle
4. *Gulliver's Travels* by Jonathan Swift
5. *A Journey in Other Worlds* by John Jacob Astor
6. *The Skylark of Space* by E. E. "Doc" Smith
7. *A Princess of Mars* by Edgar Rice Burroughs
8. *A Journey to the Center of the Earth* by Jules Verne
9. *A Connecticut Yankee in King Arthur's Court* by Mark Twain
10. *1984* by George Orwell

FRIDAY, DECEMBER 19, 2008 - 7 PM

**THUNDER ROCKS THE LIBRARY!**

Library Night  
Ticket Prices:  
\$10 / \$26 / \$36 / \$51

THUNDER vs. RAPTORS  
OKLAHOMA CITY THUNDER vs. TORONTO RAPTORS  
FRIDAY, DECEMBER 19, 2008  
7 P.M. AT THE FORD CENTER

TO ORDER TICKETS, CONTACT JORGE VARA  
WITH THE OKC THUNDER AT 429-7744 OR JVARA@THUNDER-NBA.COM

Orders are filled on a first-come, first served basis. Seats cannot be reserved without a deposit. No exchanges or refunds. Tickets and premium items are subject to availability.



# Executive Director Q & A

From Executive Director Donna Morris

**Q:** Can you tell us what was decided at the November commission meeting about the Family Talk section?

**A:** As most of you probably know by now, the library commission voted at the meeting on November 20 to require a specific height for the Family Talk section. The motion is as follows:

*"a special section be created within the children's area of all MLS locations. Materials for easy readers, readers and tweens will be shelved in this section. The collection within this section would include all books/materials identified as: child abuse, child abuse prevention,*

*child sexual abuse, child sexual abuse prevention, domestic/family violence, drug abuse, substance abuse, medication abuse, alcoholism, homosexuality, premarital sex and extramarital sex (to be housed on the top shelf[ves] of units no less than 60" high). Other subjects identified as useful to families based on requests, patterns of use or, in the judgment of staff, which are thought to support our patrons' needs in parenting may be included."*

The motion is the same as the one passed in 2006 with the exception of the phrase in red, which has been added.

Please be thinking of ways that this might be accommodated in your library. Send your ideas and suggestions to me via e-mail.

**Kay Bauman, Denyvetta Davis, Karen Marriott** and I will be visiting each library beginning the week of December 8th to see how we can implement this directive from the commission.

Thanks for all your help.

## BEWARE OF THE BLOG

So you're sitting at your computer wondering what website to look at next and knowing that you want it to be something wonderful and eccentric.

Look no further: <http://knowit.newsok.com/books>.

Got it? Good. Now scroll down the page and keep an eye on the right hand side of the screen until you see the strikingly handsome man in the blue shirt. Yeah, that's him. He's MLS Development Specialist **Chris Carroll** and he's writing a (mostly) book-related blog called "Bookmarking." The Books, Authors & Reading website describes Chris' blog as discussing "the wildly varied reading habits of Oklahomans. Book recommendations, local literary events, and the unusual reading habits of its author, Chris Carroll, will also be considered."

"I actually got hooked up with Oklahoman folks through a friend of Ernestine Clark's there who was looking for writers," Chris said. "I think he might have seen a restaurant article I did."

"It sounds like they're going to continue updating that site regularly with articles and video interviews with authors, plus the blogs. They seem to be particularly interested in following technology trends in 'books and reading,' like downloadable audio books and the like. My blog is supposed to be a more general look at reading trends, but I'm going to have to flesh it out by talking about whatever weird stuff I'm reading at the time."

Chris, who is an occasional contributor of reviews to *info* magazine, is one of the



best writers employed by MLS and his essays are always worth reading.

"I hope," he said, "to not embarrass the library system too much with rants, misinformation, and general goofiness."

I hope so, too. After all, that's my job.



## HELLO TO

Albert Bostick.....	Proj. Spc., OUT
Chris Kennedy.....	Mgr. of LO II, MC
Amy Treadwell .....	Mat. Svc. Div. Tech, MSL
Amanda Dowding .....	Page, WR
Brennan Carlaw .....	Page, CT
Lisa Heinrich .....	Mat. Svc. Div. Tech, CAT
Karen Strange .....	Tech. Proc., TP
Donna Adamek .....	Circ Clerk, ED
Stefanie Talley .....	Circ Clerk, ED
Nicholas Thompson.....	Mat. Svc. Div. Tech, CAT
Lindsay Jones.....	Assoc. Librarian, DC

## GOODBYE TO

Steven Streetman.....	Mat. Svc. Div. Tech, CAT
Shelley Ashmon .....	Circ Clerk, ED
Gabriela Acosta .....	Page, CH
Joy Duong .....	Tech. Proc., TP

## PROMOTION

Nancy Slusar.....	From Page to Circ Clerk, BI
Vickie Ross.....	From Page to Circ Clerk, ED

## TRANSFER

Melissa Weathers .....	From Mgr. of LO I, DC to Materials Sel., MSL
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## MISSSED BASKETS!



This Spa basket from WA was inadvertently forgotten in the Nov. ShelfLife. **Donna Morris**, DIR, won this fabulous basket. Donna said "the basket was great and I have used several things.

There was a spa/towel wrap

—really not sure what you call it. But it is neat. A variety of lotions, foot creams that I have used already. A nice pedicure set which I have already used. So—the basket is very cool and useful. I love it."



The Teen basket from RE was also forgotten. It was won by **Cheryll Smith** who said, "I love the Teen Basket that RE made. The Craft bag is great for my scrapbooking stuff

and I used a lot of the items for school. I'm working on my master's at OU, so the binder, pens, and flash drive were just what I needed. Thank you, Ralph Ellison!"



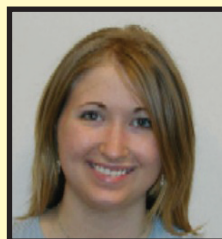
*Al Bostick*



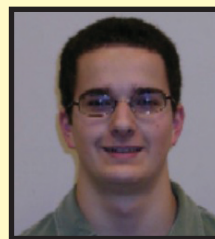
*Chris Kennedy*



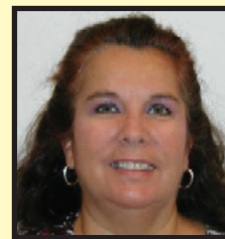
*Amy Treadwell*



*Amanda Dowding*



*Brennan Carlaw*



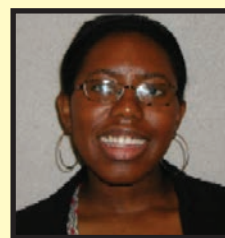
*Lisa Heinrich*



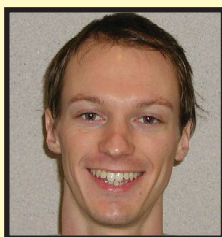
*Karen Strange*



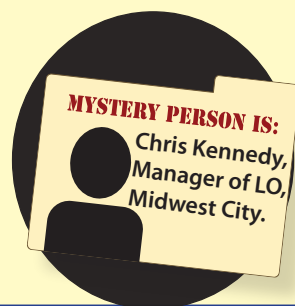
*Donna Adamek*



*Stefanie Talley*



*Nicholas Thompson*



## CORRECTION

The mystery person in Nov. was Katrina Prince who is the Manager of Library Operations at Bethany, not Del City (and hasn't been for years!)





## Employee's December Date-of-Hire

DOUGLAS G. BENTIN	12/26/1985
ROSEMARY G. RYDEN	12/3/1996
EDWARD MARAND	12/1/1997
JOAN G. KENDALL	12/20/1999
AMY UPCHURCH	12/29/1999
SHARON THOMPSON	12/11/2000
DIANE RICE	12/23/2002
ANGELA K. RUPEL	12/7/2003
REGINALD WALKER	12/30/2004
JOSHUA LEWIS	12/4/2006
ALLEGRA D. SEALS	12/18/2006
DENNIS D. DELANO	12/3/2007
GRANT E. YOKLEY	12/5/2007
EDDIE H. WATTS	12/17/2007
GARY W. CROUCH	12/17/2007
SHARON L. YOUNG	12/17/2007
SHELLEY D. ASHMON	12/18/2007

## December Birthdays

C. GEORGE NIEBANK, III	12/1
CAROL OVERTON	12/1
CHRIS CARROLL	12/1
EMILY K. GREEN	12/2
KIMBERLY RICKEY	12/2
ABE SIAVASHI	12/3
JENNIFER IRENE JONES	12/5
KIMBERLY VENTRELLA	12/5
AMY LAMINSKY	12/6
CHARLEEN K. MILLER	12/6
JONITA WHITE	12/7
DEB MONTGOMERY	12/9
VICTORIA E. DIXON	12/10
JAIME HACKWORTH	12/11
ALEXIS JOANN AUSTIN	12/12
ALICIA M. RUZYCKI	12/12
FAYE HORN	12/12
CINDY J. FRAZIER	12/13
SANDRA J. GONZAGA	12/14
LORETTA G. FRANTZ	12/15
BJ WILLIAMS	12/17
JENNIFER L. CANHAM	12/18
ROSEMARY A. CZARSKI	12/18
SUSAN K. BECKETT	12/20
KRISTIE K. KECK	12/21
REGINALD WALKER	12/21
DOUGLAS G. BENTIN	12/22
JENNIFER ADKISSON	12/22
ISABEL OLIVERA	12/22
TERI LYNN WOOLEY	12/22
TIMOTHY HAMMOND	12/22
JESSIE C. BISHOP	12/24
ANGELA OXTOBY	12/27
MARY E. TAYLOR	12/27
SUSAN CURTISS	12/27
KIMBERLY A. EDWARDS	12/28
PHILLIP E. TOLBERT	12/28
RAINNA L. OKAPAL	12/30
VERONICA ESCOBAR	12/30
ANDREA GESELL	12/31



## January Birthdays

RONALD HARRISON	1/2
LAURIE MACK-CLARK	1/2
JERRY C. NANCE	1/3
RANDY E. WAYLAND	1/4
URSULA A. WARD	1/5
BRADLEY S. MCCOY	1/5
RENA M. GIBSON	1/6
SALLY K. PHILLIPS	1/7
DENISE A. LUKES	1/7
CAROL MOODY	1/8
CECIL L. PEADEN	1/9
LI WANG	1/10
PATRICIA WHISENHUNT	1/10
PETER L. ROBERSON	1/12
LYNDSIE RAE DOYLE	1/12
KYNDALL OVERSTREET	1/14
STEVEN B. JENKINS	1/14
ANNE OLIVIA MOTLEY	1/15
JUSTIN HERWIG	1/15
TODD S. OLBERDING	1/18
BEVERLY K. PHILLIPS	1/18
RONNA C. DAVIS	1/19
JOE J. POE	1/19
HELEN J SHELTON	1/19
GLENN E. WEBB JR	1/19
JOHN LEROY HILBERT	1/21
DANA M. PHILLIPS	1/21
NICOLE E. BURESH	1/21
KATHY S. MARQUIS	1/22
JOSHUA LEWIS	1/24
NGOC KIM NGUYEN	1/24
KIARA SHANIELLE CALIP	1/24
JESSICA L. MINTER	1/24
ALBERT H. BOSTICK, JR	1/25
JOAN G. KENDALL	1/26
JOY THIEN DUONG	1/27
ROBYN LYNN ICKS	1/29
SUSAN M. MONROE	1/30
LLOYD LOVELY	1/31

## Employee's January Date-of-Hire

CAROL L. PROVINCE	1/6/1975
KATRINA B. PRINCE	1/6/1985
NANCY J. LYTLE	1/22/1985
LIBBY HOLSHOUSER	1/21/1987
SYLVIA A. LAWSON	1/24/1989
ERIC G. KING	1/9/1990
JAMES E. NIMMO, JR	1/18/1993
LOVINIA M. NICHOLS	1/5/1994
GREGORY W. BENNETT	1/21/1997
DENISE A. LUKES	1/5/1998
TIMOTHY D. FISHER	1/26/1998
LARRY G. JOHNSON	1/26/1998
LISA L. WALKER	1/26/1998
VICTORIA E. DIXON	1/26/1998
KATHY L. FRITSCH	1/27/1998
CHRISTINE R. BASSETT	1/25/1999
TIMOTHY D. HANNA	1/16/2001
JENNIFER ADKISSON	1/7/2002
SHARON G. BISH	1/7/2002
LAURA MCMURTRY	1/23/2002
KELLEY E. HOFFMAN	1/21/2003
CHESTER L. LOVELY	1/12/2004
PATRICK D. WILLIAMS	1/20/2004
KIM ELLEN MACARTY	1/1/2005
BETH K. STEELMAN	1/18/2005
JONATHAN E. WILLIS JR	1/4/2006
JONITA NORMORE	1/4/2006
LYNDA G. TONEY BAHR	1/4/2006
LIANA C. MICH	1/30/2006
MARK DANIEL VANCE	1/30/2006
ANNA N. TODD	1/31/2006
MATTHEW G. COTTER	1/2/2007
NATHAN I. CLYMER	1/29/2007
GERALDINE E. ADAMS	1/2/2008
JENNIFER L. CANHAM	1/3/2008
DEBORAH AUSTIN-MUNDEN	1/14/2008
ADELAIDA H. MADISON	1/28/2008
LINDA J. MORPHIS	1/28/2008