



ShelfLife

STAFF NEWSLETTER OF THE METROPOLITAN LIBRARY SYSTEM

September 2011

News from the MLS Shelf

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Emergencies R Us

Did you see the recent email sent out by Security Manager **Linda Hyams** reminding us all how to react to a medical emergency? No? Well in that case we better publish it again, just so everyone will know what to do. It's a reminder Linda sends out every few years, but it's information that never goes out of date. Take a look and remember that you saw it in the September, 2011 issue of ShelfLife so you can check back later for a brush-up.

And we second what Linda added as a postscript—when a customer is having a medical emergency, staff can help by clearing the area and keeping other staff and customers away from the area who are not directly involved in care of the patient. This will keep the area clear for EMSA and give the customer privacy.

WHAT YOU NEED TO KNOW IN A MEDICAL EMERGENCY

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

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
Chest pain (see heart attack)
Confusion
Drug overdose
Heat stroke
Shortness of breath
Stroke
Uncontrolled bleeding
Vomiting blood
Serious Burns
Bleeding with weakness (shock)
Broken leg

Continued on page 2



Emergencies R Us Continued

Bloody diarrhea
Coma (unresponsive victim)
Dizziness
Heart attack
Rectal bleeding
Slurred speech
Sudden blindness (see stroke)
Uncontrolled nose bleed
Weakness
Bleeding that will not stop
Broken bones visible through an open wound

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.
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.



Building a Reading City

Library programmers never receive the thanks they deserve for working so hard to bring people into the library. After all, the rest of us can't sell library services to people who never come in to see us and programming is one of the best ways to, as they say in show business, "put the butts in the seats."

To get a better look into the minds of our programmers, ShelfLife asked them recently what they are currently reading. Here's what we found out . . .

Alma Brown at WA: She recently read *War Horse* by Michael Morpurgo. It's about the adventures of a horse on the Western Front during World War I. The Steven Spielberg film version is due out next Christmas.

Lois Cross at NP: *The Lost Choice* by Andy Andrews, in which the bestselling author of *The Traveler's Gift* takes a cue from the success of his previous book, built around time travel, motivational ideas and historical figures, and continues in the same vein.

Mary Ann Johnson at ED: Mary Ann's been reading *Mennonite in a Little Black Dress* by Rhoda Janzen, an inspirational romance that has been described as "beautiful and intelligent, but also painfully—even wincingly -- funny."

Mary Ann's also been reading *Maggie-Now* by Betty Smith, and listening to *Midnight Show Murders* by Al Roker.

Jennifer Jones at CH: Jennifer is currently reading *Sorta Like a Rock Star* by Matthew Quick, a YA novel about an upbeat Catholic girl who spreads joy and happiness while keeping her own difficulties at home very quiet. The book has been described as: "the answer to all those angst-ridden and painfully grim novels in the shortcut lingo of short attention-span theater." Jennifer's also been checking out *Water for Elephants* by Sarah Gruen.

Anita Roesler at OUT: Accusing herself of having a bad case of reader's ADD, Anita's reading *When Ireland Fell Silent* by Harolyn Ennis, historical fiction set during the time of the Great Potato Famine in 19th century Ireland. Ennis will be presenting a series of library talks about the book later this month.

Anita is also reading *Boomers and Beyond: Reconsidering the Role of Libraries* by Pauline Rothstein and Diantha Dow Schull; *Now You See Her* by James Patterson and Michael Ledwidge; and *The Wild Hog Murders* by Bill Crider.

Lynda Toney-Bahr at OUT: Lynda is currently reading *Glad No Matter What*, an uplifting look at how to live an inspired life in spite of hard times and personal disappointments, by SARK (Susan Ariel Rainbow Kennedy).

And from **Kristin Williamson** at MC who is currently reading *Tesla: a Man out of Time* by Margaret Cheney, *The Throne of Fire* by Rick Riordan, and listening to *The Feynman Lectures* by Richard Feynman.



WHO KNEW?

You can find a fascinating article on the Accredited Online Colleges webpage--<http://www.accreditedonlinecolleges.com/blog/2011/20-celebrities-with-stunning-home-libraries> with photos of the personal libraries of some pretty well-known folks. Celebrities read? Who knew?

You may have read of Rolling Stones guitarist Keith Richards' secret passion for librarianship, but here you can take a look at his library, one of the few in the article that looks as if it's actually used frequently. Another one that looks lived-in belongs to cookbook author Nigella Lawson (MLS owns eight of her books), with items stacked up on the floor. Her work space looks like mine—I love it. You can see a picture of Agatha Christie's library in her summer home in Devon, the shelves topped by a large frieze painted by the

American soldiers who used the home for quarters during WWII.

But first place goes easily to Karl Lagerfeld, the German designer and creative director for the fashion house Chanel. (He also helms his own label fashion house, as well as the Italian house Fendi.) The library in his Paris apartment contains over 60,000 volumes.

Other celebs on the tour include, among others, Oprah Winfrey, Woody Allen, Sting, Mark Twain, Jane Fonda, Michael Jackson, and our least-favorite pop singer, Rod Stewart. (If we have to hear "Tonight's the Night" just one more time, there will be no joy in Muddville, believe me. "Let your inhibitions run wild"—if they could run wild, they wouldn't be inhibitions! Moron lyricist.)

But I digress . . .

Our Choice in eReaders

We asked staff last month to let us know what kind of eReaders they have and we heard back from a handful of people about their likes and dislikes. Here's what we found out.

Constant reader **Jana Hausburg**, Assistant Manager of Library Operations at NW (and faithful book reviewer for *info* magazine) has a Nook. "Mine is the early one, which I'm not fond of. I'd like something less clunky."

Denise Courts, in HUM, wrote, "I use the iPod touch as my read-

er. It downloads emedia ebooks and audio books. It is small, but that is what I like. I can carry it in my purse or pocket and anytime I have to wait on something I can pass the time while I catch up on my reading. I also like the Touch because it is not just a reader. So I have a multi-tasking device."



have my book with me... as long as my iPod is charged! I still prefer the weight and texture of a book in my hands and I love that my marathon reading sessions are never interrupted by that annoying 'Low Battery' alert."

Nancy Lytle, in MaC, received a Kindle as a gift a couple of years ago and likes its small size and easy portability. She also likes the variety of things available for downloading and the fact that books and newspapers (of which she reads several) can be downloaded instantly. Her main dislike is that returning to read a part of the book she's already read is difficult.

Doug Bentin in MaC (aka, me) has a SONY eReader and likes the fact that he can download word documents easily. "I'm a fan of 19th century fiction and when I find some obscure titles online I sometimes have to turn them into word documents before I can put them into the reader. More and more things are downloadable instantly now than were available when I got the reader in 2009, but this is a feature I still use frequently."

Anyone out there use anything else? If so, let us know about it.

Denise's HUM colleague **Kassandra Dewbre-Burrows** also likes the iPod Touch. "I occasionally use my iPod Touch to read books from Overdrive. I like that it's portable so if I find myself standing in line at the bank or waiting at the doctor's office I always

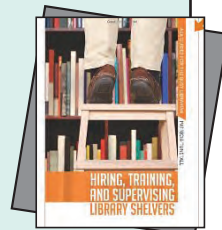


Library Lit: Books to Help with Professional Growth

Hiring, Training, and Supervising Library Shelves

By Patricia Tunstall

On the Shelf: 023.3/T927h



No matter what we do, our customers will always think of books first when they think of the library, and if we don't get the books on the shelves where they can find them, they let us know about it. That's why shelveers are among the most important people on our staff.

How do you find good library shelveers and keep them for more than a few months? Tunstall gives practical advice to help you do just that with a complete overview on how to hire, test, train, and retain shelveers. A complete toolkit, this book includes templates for signs advertising employment, screening tests, interview questions, employment letters, job descriptions, and employee assessments; the dos and don'ts of hiring and firing; checklists for procedures and training.

Every librarian will be able to hire, train, and supervise library shelveers with confidence with Tunstall's down-to-earth advice.

And the Pens Are Popular Too

Word reaches us from **Sharon Maine**, OUT's Books-By-Mail Coordinator, that the new library ballpoint pens are scoring big with her customers.

"I had gotten a box of them," she told us, "and put individual pens into little baggies with 'A Gift from your Metropolitan Library' sticker on the bag. I then sent them to my BBM customers when I would send them a book request. They all loved the pens. One lady sent a note back stating that she was very 'particular' about the kind of ink pens she used. She said that she absolutely loved our pens. Another one said that she threw away the pen she used with her checkbook and used this one because it wrote so clean.

"I have even had phone calls thanking me for the great writing pens. I keep a list of who I have sent them to so that I don't repeat. I even gave them out to a tour of kids (about 30) that came through here. They were equally happy with them and loved that our website was on them. I am running low and had called Nancy (Lytle, in MaC) about whether we were getting any more. She said "Kim said YES!"

So more are on the way. Stay tuned.



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

Fave Music: Matchbox Twenty, Sugarland, and the Zac Brown Band are a few
Fave Movie(s): *Wizard of Oz, Good Will Hunting, Steel Magnolias and Fried Green Tomatoes*
Fave Vacation: In the mountains or touring a cave
Fave Book: Just finished *Water for Elephants*
Fave Food: Pizza and ice cream
Fave Sports: OU and CA Titan football
Fave Season: Spring
Fave Hobby: Hanging out with family and friends
Fave TV Show:: *The Office* and shows on home improvement, gardening, biographies and music

Family: Husband and two kids

What profession would you be in if you were not working at MLS? *Maybe nursing*

Do you have a bucket list and what's at the top of it? *The list is long but seeing my children grow up and live their dreams (which is underway) is right up there.*

Answer on page 6



STAFF PROFILE Fingerprints

Sylvia Lawson, Business Office, has worked at CH, WA, HUM, IT and BO for a total 22 years.

Her family includes a husband, children and 10 grandchildren, who benefit from her hobbies of gardening and fishing. She also has some animals to care for, Missy, a boxer, and 11 chickens and one rooster.

As her most cherished book Sylvia says, "...is my Bible which I love to read each day." She is active in her church where she plays the piano and sings.

Sylvia also enjoys reading a series of novels by

Terri Blackstock, the current title is *Last Light*.

When she retires Sylvia says she looks forward to having more time to tend her garden and do lots of fishing. But for now she enjoys working with people at the library and the perks of having "all those books" to browse and choose from.





HELLO TO

Edith Daniel Assoc. Librarian, SO
 Laura Moody Page, BE

TEMP PROMOTION

Jana Hausburg From Librarian, DN,
 to Mgr. of Lib. Op I, CH

TEMP TRANSFER

Phil Tolbert From CH, Mgr. of Lib.
 Op. I, to Asst. Mgr., DN

GOODBYE TO


Alex LeMay Public Comp. Spc., DN
 Ciar Pierce Circ Clerk, RE
 Sandra Effinger Public Comp. Spc., BI
 Ben Mount Outreach Asst., OUT
 Stuart Williamson Researcher, PLA
 Laci Bowers Circ Clerk, ED
 Afton Martin Conference Serv. Tech., LO
 Leigh Hibbard Page, BI
 John Nguyen Pub. Comp. Spc., WA
 Andrew Rodriguez Page, ED
 Sara Robinson Page, VI
 Carsen Moon Page, DN

MARKETPLACE

FOR SALE
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 Recliner,
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 \$50. Call
 Debbie
 Robertus
 at 3202 or
 203-7733,
 after hours.

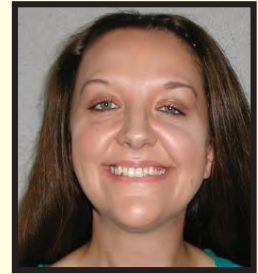


MYSTERY PERSON IS:

 Pam
 Buchanan,
 IT



Edith Daniel



Laura Moody

The ShelfLife Quiz:

The Pen is Wiser than the Sword

Where would we be without the wisdom, experience, and sometimes just the plain old sarcasm of writers? See if you can match the quotes to the correct writers, all of whom were born in September.

The quotes:

1. I have always found that to appear even stupider than one is occasionally has good results.
2. "'Ha ha,' he said succinctly, and he did not lose himself in further speculations."
3. Sir, your wife and I didn't hit it off the only time I ever saw her. I won't say she was silly, but I think one of us was silly, and it wasn't me.
4. Nothing is as obnoxious as other people's luck.
5. Moral indignation is jealousy with a halo.
6. In America there are two classes of travel - first class and with children.
7. You can't deny laughter; when it comes, it plops down in your favorite chair and stays as long as it wants.

8. Fame is only good for one thing they will cash your check in a small town
9. Fascism is capitalism plus murder.
10. Most editors are failed writers. But then, so are most writers.

The writers:

- a. Robert Benchley, Sept. 15, 1889
- b. Truman Capote, Sept. 30, 1924
- c. Agatha Christie, Sept. 15, 1890
- d. T.S. Eliot, Sept. 26, 1888
- e. F. Scott Fitzgerald, Sept. 24, 1896
- f. Elizabeth Gaskell, Sept. 29, 1810
- g. Alfred Jarry, Sept. 8, 1873
- h. Stephen King, Sept. 21, 1947
- i. Upton Sinclair, Sept. 20, 1888
- j. H.G. Wells, Sept. 21, 1866

Answers on page 7

September Bulletin Board



Sept. Birthdays



MARY STRASNER	9/1
TERESA MATTHEWS	9/1
KIM MACARTY	9/2
JOHN RAHHAL	9/2
DANIELLE WALKER	9/2
LATASHA TIMBERLAKE	9/3
GERALD RILEY	9/6
PERRY WILSON	9/6
DARRIE BREATHWIT	9/6
DUANE THURMOND	9/9
DIANE SARANTAKOS	9/9
KARA FRIED	9/9
TULIN LAFOLLETTE	9/10
LANNY MYERS	9/11
PRISCILLA DOSS	9/12
DAVID GROW	9/12
ABBY MCGEE	9/12
CANDACE MCDANIEL	9/13
SAM JOHNSON	9/13
COURTNEY COON	9/13
LENARD WARD	9/13
CHERYL PERNELL	9/14
VINCENT ARMIJO	9/14
KENDRA WILLIAMS	9/14
TRAVIS HOWELL	9/14
RUBY SOUTIERE	9/15
DEREK DAVIS	9/17
ANGELA PAELTZ	9/19
ROSEMARY RYDEN	9/19
BRANDON JOHNSTON	9/20
GERALDINE ADAMS	9/21
SHIRLEY WOLF	9/21
LISA HEINRICH	9/25
TINDLE ARNOLD	9/26
DEBRA JACKSON	9/27
PHILL JO	9/27
KAREN MARRIOTT	9/28
VANESSA SPAETH	9/28
LAURA LOUDERBACK	9/29
DAVID FRENCH	9/30



Employee's Sept. Date-of-Hire



KAREN MARRIOTT	9/6/1977	BRITTANY BARBER	9/28/2006
SUSIE BEASLEY	9/18/1978	CAROL ROBERTS	9/24/2007
FAYE HORN	9/10/1979	ROBIN SAGEL	9/9/2008
JO NITA WHITE	9/25/1981	JENNIFER JONES	9/9/2008
ROSEMARY CZARSKI	9/13/1982	DARIN SMITH	9/17/2008
ALMA BROWN	9/16/1982	KRISTIN HILL	9/22/2008
KAY BAUMAN	9/27/1982	CINDY FRAZIER	9/23/2008
PAM BUCHANAN	9/10/1985	MYRA DOVER	9/25/2008
SUSAN RYAN	9/13/1989	TANAZ DERAKHSHAN	9/8/2009
SHIRLEY HENDERSON	9/3/1991	ABBY MCGEE	9/24/2009
JACK KINZIE, JR	9/6/1994	DEREK DAVIS	9/7/2010
JANA HAUSBURG	9/11/1995	ALBERT BROWN JR	9/7/2010
DEBBIE ROBERTUS	9/11/1995	JOHN RAHHAL	9/7/2010
ANN MEEKS	9/11/1995	LARINDA CROSSLAND	9/7/2010
CRYSTAL SUPPES	9/25/1995	DAVID MORAND	9/8/2010
JOYCE HELMS	9/24/1996	DUSTIN CHANDLER	9/20/2010
MARY TAYLOR	9/16/1999	THOMAS WEAVER	9/21/2010
LINDA WILLIAMS	9/7/2000	SARA NORIEGA	9/21/2010
DIANE SHARP	9/17/2001		
ELIZABETH NEWLAND	9/10/2002		
TOM GALLAGHER	9/16/2002		
MATTHEW EVANS	9/17/2002		
VAN BIELSTEIN	9/17/2002		
STUART WILLIAMSON	9/19/2002		
EMILY WILLIAMS	9/2/2003		
DUANE THURMOND	9/16/2003		
TERESA MATTHEWS	9/29/2003		
MARY ANN JOHNSON	9/13/2004		
CORY NIEBANK, III	9/27/2004		
EMILY GREEN	9/19/2005		
CHRISTOPHER CADE	9/11/2006		
PENELOPE BIRD	9/11/2006		
NICOLE CHANEY	9/26/2006		

The ShelfLife Quiz: Answers

The answers:

- 1 C - Agatha Christie
2. G - Alfred Jarry
3. F- Elizabeth Gaskell
4. E - F. Scott Fitzgerald
5. J - H. G. Wells
6. A - Robert Benchley
7. H - Stephen King
8. B - Truman Capote
9. I - Upton Sinclair
10. D - T. S. Eliot



October Bulletin Board



Employee's October Date-of-Hire



JIMMY WELCH	10/22/1970	MALLORY WEIGL	10/19/2009
FRANCIE PENDLETON	10/9/1972	CARA KOSZARA	10/6/2010
RUBY SOUTIERE	10/1/1978	JAGTAR SANGHERA	10/15/2010
STEVEN JENKINS	10/5/1987	SAM JOHNSON	10/18/2010
REGINA FIELDS	10/4/1993	JANET SCROGGINS	10/18/2010
CYNTHIA MARTIN	10/1/1998	MARY JANE HALL	10/18/2010
LINDA HOLMBERG	10/22/1998		
RONDIA BANKS	10/4/1999		
LISA BRADLEY	10/22/1999		
PATSY GLOVER	10/16/2000		
TODD OLBERDING	10/1/2001		
STEVEN ISAACS	10/1/2001		
SUSAN HUTCHINS	10/7/2002		
JONATHAN TOLLE	10/11/2002		
MELISSA WEATHERS	10/28/2002		
ROSEMARY STAFFORD	10/4/2004		
SHELDON BEACH	10/5/2004		
JESSICA LITTLE	10/12/2004		
WENDY GABRIELSON	10/13/2004		
ERICA RUTLAND	10/21/2004		
KRISTIN WILLIAMSON	10/25/2004		
PATRICIA ORTIZ	10/26/2004		
KATIE HATFIELD	10/3/2005		
JEROD GERFEN	10/23/2006		
LILY WANG	10/26/2006		
HARRY HOANG	10/27/2006		
CAROL OVERTON	10/11/2007		
MACKENZIE STEPHENS	10/6/2008		
MICHAEL OWENS	10/6/2008		
DREA GATES	10/7/2008		
CANDACE TURNER	10/7/2008		
STEVEN GLOVER	10/7/2008		
KATHRYN SHEESLEY	10/8/2008		
CHRIS KENNEDY	10/20/2008		
AMANDA DOWDING	10/28/2008		
PHILLIP BELT	10/5/2009		
MAT LOGO-FALEPOUONO	10/5/2009		
BRAD BRUCKER	10/19/2009		



October Birthdays



LINDA TEMPLE	10/1
SHELDON BEACH	10/1
MOLLY ALLEN	10/3
LISA MYERS	10/4
JEROD GERFEN	10/4
TRACEY THOMPSON	10/6
STACEY O'NEIL	10/6
BARBARA BEASLEY	10/7
KRISTIN WILLIAMSON	10/7
MARK MARSHALL	10/8
STAN TAUCER	10/8
LAVETTA DENT	10/9
CHERYL COLEMAN	10/11
DEBBIE MORRIS	10/11
MYRA DOVER	10/13
SHARON THOMPSON	10/14
ROGER BANKER	10/14
JOSH WELLS	10/15
MAY HARSHBARGER	10/16
CHRIS LARWIG	10/17
MARY PARKER	10/17
JACOB DUBBERSTEIN	10/17
MARY MCELROY	10/18
RONDIA BANKS	10/18
MARYL BAIRD	10/19
PAULINE RODRIGUEZ-ATKINS	10/20
WARREN ANDERSON	10/21
GARRY SOUDERS	10/22
J.R. DAY	10/22
MALLORY WEIGL	10/22
MATT LOGO-FALEPOUONO	10/23
BRYAN SMYTHE	10/24
BECKY MASON	10/24
KELLIE DELANEY	10/25
DEBBIE GOSSET	10/29
HEIDI PORT	10/30
KARL BLANKENSHIP	10/31
LORIA HOLLEMAN	10/31