

**X-Change
Minutes
8/16/04**

In attendance: Jack Kinzie, Pauline Rodriguez, Scott Carter, Susie Beasley, Priscilla Doss, Randy Wayland, Anne Fischer, Eddie Terry, Donna Morris, Jim Welch, Lloyd Lovely, Karyn Miller, Anita Roesler, Debra Spindle, Judy Walden, Stacy Schrank, Kay Bauman, Janet Brooks, Karen Marriott, Rosemary Czarski, Katrina Prince, Debbie Robertus, Dana Morrow, Karen Bays, Ann Aliotta, Jean Engebritson, Mary Patton, Ernestine Clark

Welcome and 'Odds & Ends' – Kay Bauman

Kay welcomed Susie Beasley and Stacy Schrank to their first X-Change meeting.

Kay discussed several areas covered by the strategic plan:

- Core Competencies
- Customer Satisfaction Survey
 - OU Poll is working the survey for us. They are telephone polling Oklahoma County residents.
 - We are in the third week of the survey.
 - Questions being asked in the survey are value-related, usage-related, satisfaction-related.
 - The survey will help the Library create a baseline to see if we are making progress; heading in the right direction.
- Recruitment Plan
 - We will be recruiting for customer-service attitudes
 - Customer-service tests will be given to the top finalists for a position within the System.
- Outstanding Service Awards
 - This past year, the Rewards and Recognition Committee evaluated the OSA process.
 - A video and brochure were sent out to all supervisors as a teaser to this year's OSA program. If a supervisor did not receive the materials, let Kay Bauman know and she will get the materials out to you.

Announcements – Donna Morris

- Donna thanked all supervisors for their patience while the Downtown Library has made the transition over to the new facility.
- She reassured supervisors that no extra funds are being put into the Downtown Library. All of the funds we are using have been set aside over the years. Each library will still be getting their appropriate funds.
- The millage election originally scheduled for Spring 2005 will be deferred until Spring 2006. The assessed valuation was much higher than expected.

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- Donna announced the Grand Opening and the events that will be taking place. She also announced the special hours that the Downtown building will be open to the public.
- Question/Answer Session

State of Training – Stacy Schrank

Stacy updated supervisors on what he has been doing:

- Sitting in on classes to get a feel for the manuals, the instructors, and how it all fits together
- Working on 'Transfer of Training', which is being able to apply training to what an employee does on the job.
- Developing a 'Pre-Training Questionnaire'. It will be available via the Intranet. Both the employee and his/her supervisor must sign the form and send in to Planning.
- Stacy alerted supervisors that they are the ones to request enrollments for their employees. Employees should not be sending in e-mails for enrollment requests without the knowledge of their immediate supervisor. He also notified supervisors that they can enroll for classes far in advance of any known class.
- Chairing a Core Competencies Committee. The core initiatives are: customer-ready and performance. The role initiatives are: resource allocation and leadership.
- Chairing an Employee Development Focus Group. This group will be responsible for feedback regarding training. The information received from this group will help create courses for 'Metropolitan University.'

Focus 2004 – Stacy Schrank

- This year we will be focusing on the employee and how s/he is a part of the Library.
- Charlotte Lankard will be the morning and afternoon keynote.
- We will be offering a personal wellness fair at this year's event and flu shots.
- The booths and flu shots will be available from 7:30 am to 1:00 pm. This will give everyone an opportunity to stroll through the booths at their leisure.

Stacy presented a video, "Peacocks in the Land of Penguins." Discussion followed.

**The next X-Change meeting will be held on
Monday, November 15, 2004 at 2:00 pm at the Belle Isle Library.**