

X-Change Minutes

Date: August 15th, 2005

Location: Belle Isle

Those in Attendance:

Ann Aliotta, Karen Bays, Kay Bauman, Barbara Beasley, Susie Beasley, Janet Brooks, Ernestine Clark, Rosemary Czarski, Denyveta Davis, Priscilla Doss, Jack Kinzie, Lloyd Lovely, Karen Marriott, Dana Morrow, Mary Patton, Katrina Prince, Todd Olberding, Pauline Rodriguez, Stacy Schrank, Debra Spindle, Eddie Terry, Kim Terry, Phillip Tolbert, Randy Wayland, and Deb Willis

Welcome

Kay Bauman called the meeting to order at 2:00 pm. Kay welcomed the supervisors to the August X-Change meeting and encouraged the supervisors to share activities, accomplishments, and events happening at his or her library or department. The group enjoyed taking part in sharing upcoming events and library/department accomplishments.

Access Issue

The floor was turned over to Karen Marriott who discussed the current access issue at the Metropolitan Library System. Marriott stated the access issue was addressed at the May Commission meeting and a committee met to discuss the current accessibility of library materials at the Metropolitan Library System.

Marriott stated one Commissioner asked for a committee to view the current policies and discuss the benefits of having a "special collection" policy for parental supervision on certain materials. Marriott announced the committee spent numerous hours reviewing current library policies. The committee concluded the Metropolitan Library System should not develop a "special collection" policy for parental supervision on certain materials. The committee also discussed the consequences the library would face if they enact such a policy. The committee's findings were made into a formal report, which was mailed to the staff and commission.

After entertaining questions the next item on the agenda was presented.

Budget/Pension Information

Lloyd Lovely greeted the group and stated the final budget for the 2005-2006 fiscal year has been finalized and will be presented at the September Commission meeting.

After announcing the finalized budget, Lovely moved his focus towards the new pension plan. Lovely stated that every person at the Metropolitan Library System has a different take on the pension plan because every person has a different set of factors to consider. Meetings took place last week to help inform the staff of the new pension plan. Lovely announced that everyone must submit his or her decision on the pension plan by August 23rd, 2005.

Serving Customers, Helping People

Stacy Schrank, Employee Development Coordinator was introduced by Kay Bauman. Schrank began discussing the importance behind customer service and the importance of customer relations to the Metropolitan Library System. Schrank introduced two new DVDs now available in the Lending Library.

After discussing the new DVDs Schrank divided the room in two groups and passed the north side of the room peach cards and the south side of the room blue cards. Those with a peach card were asked to discuss a positive customer interaction with customers either internal or external and the key skills that made it a positive experience. Those with blue cards were asked to do the same thing but with a negative customer interaction. After time to think on those experiences the group was asked to share his or her experience and the key words that allowed for that experience, positive or negative.

After the activity the group enjoyed one of the new DVDs that discussed the importance of "great" customer service.

Announcements

Lloyd Lovely asked the group if there were any announcements. Ernestine Clark announced that Abe Ejtehad's, Edmond Librarian, son would be appearing on *Give me the Mic* shown on Oklahoma's Channel 9 and to watch and vote for him.

The next X-Change meeting will be Monday November 21st, 2005 from 2:00-4:30 pm at the Downtown Library.

Adjournment

After no further business the meeting was adjourned at 3:35 p.m.