

## *X-Change Minutes*

**Date:** February 18<sup>th</sup>, 2008

**Location:** Edmond Library

**Those in Attendance:**

Ann Aliotta, Lynda Bahr, Julie Ballou, Roy Ballou, Kay Bauman, Karen Bays, Barbara Beasley, Janet Brooks, Rosemary Czarski, Denyveta Davis, LaVetta Dent, Priscilla Doss, Anne Fischer, Kelley Hoffman, Linda Hyams, Heidi Johnson, Lloyd Lovely, Karen Marriott, Candace McDaniel, Dana Morrow, Todd Olberding, Mary Patton, Ric Rea, Debbie Robertus, Pauline Rodriguez, Anita Roesler, Stacy Schrank, Kim Terry, John Utley, Maria Watkins, Randy Wayland, Melissa Weathers, Jimmy Welch, Fariba Williams, Patrick Williams, Deb Willis, John Wood

**Special Guests:**

Lois Cross, Dennis Delano, Dan Holman, Marie Nichols

**Welcome**

Kay Bauman called the meeting to order at 2:00 pm. Kay welcomed the supervisors to the Edmond Library and X-Change meeting. Special guests were introduced.

**Service Principles**

Kay Bauman, Denyveta Davis, Candace McDaniel, and Kim Terry gave a presentation over the new Service Principles initiative. Kay introduced this new initiative to help create a system-approach to service and help accomplish the goals of the new strategic plan. Candace McDaniel stated these principles followed her from her previous employer and are customized towards the needs of the Metropolitan Library System. Kim introduced the supporting materials and stated supervisors would need to order their supplies through Marketing. After the introduction, four groups were created to go over a simulation.

**CPI – Prepare *Training***

Stacy Schrank and Linda Hyams introduced a new training that is available to all Metropolitan Library System staff. Prepare *Training* from the Crisis Prevention Institute will help prepare staff members with strategies proven effective in reducing the frequency and severity of potentially disruptive or dangerous

situations. By developing these skills, employees will build confidence, improve morale, and foster a culture of respect, service, and safety. Prepare *Training's* philosophy of respect, service, and safety is reflected through all Metropolitan Library System policies and procedures and is an integral part of the strategic plan of providing "an inviting, innovative link to the world".

**Adjournment**

After no further business the meeting was adjourned at 3:45 p.m.