

## OLA SMART Meeting Minutes

October 26, 2010

10:00 a.m., via DimDim

Attending were: Rosemary Moran, Margaret Collins, Catharine Cook, Michelle Mears, Kay Boies, Barbara Pickthorn, Kathleen Ryan. Michele Mears hosted the meeting via DimDim. Attendees logged on and participated via conference call.

The minutes of the previous meeting were approved.

Michelle asked everyone to look at the SMART webpage on the OLA site. She invited comments and suggestions.

We discussed the SMART program proposals for the OLA Conference, March 30 – Apr. 1, 2011.

Our conference program submissions are:

1. BYOB SMART meeting (Bring Your Own Breakfast)
2. Staff from Enid, Anadarko and Tahlequah will present information on their San Jose Way projects funded by ODL grants.
3. Dana Belcher and some of her staff presenting their new training program.
4. Michelle Mears plus one other person speaking on eliminating overdue fines in public libraries.

SMART is considering offering an OLA workshop, possibly in April or early May 2011. Suggested topics are:

1. Library Management 101—discussing human resources issues, management duties and budget management
2. Competencies
3. Customer Service

Customer Service brought the most consideration in an online poll of those attending.

\*A recent article in *Public Libraries* September/October issue on customer service was mentioned. Vanessa Uribe as a speaker was suggested. Since she's from California, expenses would be incurred. OSU Business professor Lee Manzer was mentioned as a memorable speaker on customer service. Camilla Alire was mentioned, as well as Vince Orza. Catharine will try to contact Dr. Manzer, and Michelle will check on Vince Orza as well as the OSU Extension Project Enid Pride.

\*We would like to show how to get staff "buy-in" to customer service programs.

\*Team evaluations were mentioned—how to evaluate teams as a whole

\*Library Staff Recognition programs were mentioned

Holly in Ponca City has agreed to collect items for the SMART basket for OLA.

Michelle discussed forming a nominating committee. The OLA deadline for ballot information is December 1. There are 98 members of SMART. Michelle will email the members for volunteers or suggestions.

Michelle discussed the SMART TIPS newsletter that she would like to revive. November 1 is the first date for submissions. SMART members are asked to send in information for the newsletter.

We discussed holding additional meetings via DimDim. All agreed that it took a short period of adjustment, but certainly was better than driving 2 hours for a one hour meeting.

Next Meeting is set for Nov. 16 at 10:00 via DimDim.

December 14, 2010, 10:00 a.m. at the Guthrie Public Library

January, possible online meeting

February 22, 2011, 10:00 a.m. at the Guthrie Public Library

March 30-April 1 meeting at conference

Meeting was adjourned at approximately 11:45 a.m.