Access Services Department Meeting 10/5/17

Student Supervision

- Jess has been working through truck slips that have been checked, students rewatched initial training video, used Kent State training materials, jumbling DVDs and putting in order. Students are picking up on this.
- Jess will be going through last round of trucks. Will hopefully see improvement there.
- Once finished with basic call number training, then will work on inventory review (problem items).

Reminders

- Laptop forms: make sure completing laptop forms when staffing desk.
- Appeal forms: take a moment to put note in General note field that appeal is pending. Closing staff will double check these.
- DVD cases: make sure. DVDs are in cases and DVDs are locked.
- Voice mail: The voice mail procedure was reiterated at our last meeting, but messages have gone unchecked. Remember to check messages when rotating off desk. Jess will ask Nancy W. to clear out the voice mail tomorrow morning.

Updates

- Staffing: we are interviewing for our two open Library Clerk 2 positions.
- SPH Services: we are investigating ways to better serve graduate students at the School of Public Health.
- Leave guidelines: 10 days instead of 5 days to minimize impact on scheduling. This document has been updated on the Wiki space.
- Strategic Planning: We will be seeking input on strategic plan concepts at an upcoming department meeting.
- Science Library Collection Move & Group Study Rooms: the movers finished their work and installers are wrapping up this week. We are focusing on shelving materials prior to closing (We have 2 students scheduled for closing shifts in Science during last 3 hours and will use 1 student for shelving), and we will work through inventory/shelf reading soon.
- Lost & Found/SUNY Cards: Nancy W. will be taking care of lost and found materials; she will look at SUNY Cards that need to be turned over and send them over with staff as they are going to Science. Email patrons about SUNY Cards, do not make announcements over the PA. We are working on developing a standardized email that everyone can use.
- ULIB Cash Exchange Bag: We are counting the exchange bag at 2pm now instead of opening. Only retain the current and one previous exchange bag count sheet, dispose of any older sheets.
- Schedule: can change quite a bit after published when people are out. Please check when to work to see updated schedule info when you arrive.
- Lightbulbs in 125 were replaced. Let Tim know if there are still issues with lighting at night.

New Service Desk: Behind the Scenes Layout

- We set up furniture and equipment with the idea that we would try things out for a little while and make adjustments as needed.
- We talked about what is not working well with equipment and furniture placement and discussed solutions to pursue:
  - Laptop chargers: keeping organized and need wire management, try file folders.
  - Move headphones to bottom drawers. Start moving this afternoon.
  - Phone chargers: just circulate wires, not bricks.
  - Lost & Found:
    - Need different approach for lost and found: use headphone drawer and get rid of lost and found cabinet
    - Lost and found for science: need to follow procedure
    - What do we do with usb drives? Do not open files (security awareness training)
    - No longer locked bin for lost and found: what do we do with valuables?
  - Resensitizer: try different locations and make recommendations
  - Cash register table: rotate 90 degrees.
  - Move laptop cabinets in front of desk
  - Setup damaged, RLB, gift books, etc.
  - adjust ILL and holds to run between 2 ranges
  - Add third desensitizer brick (staff can move these around to meet individual needs while working desk)
  - Barcode Scanners: need proper stands for go into sleep mode, press button, can change sleep time. Place on chargers at closing.
  - Need to work on Double monitors.
  - Auto door on one door.
  - ITS side of Desk is dirty already, paint is chipped on column already.

Other quick discussion items

- PAWS rooms as group study rooms: Are these ready?
- Printer is networked at service Desk.
- Carpeting in Science lower level?
- Move one shelf row of movable compact at a time in Science
- Science lighting in lower level is problematic. Replacing?

Action Items

- Clear out voice mail (Nancy W.)
• Move laptop chargers (Ellen)
• Move headphones (staff working at desk)
• Discuss phone charger bricks with Regina (Kabel)
• Migrate Lost and found to bottom drawer (Dept Managers make assignment)
• Get rid of Lost and Found cabinet (Kabel work with Brian King)
• Work Science Library into Lost & Found procedure & clean up Sci lost and found (Dept Managers)
• Find space for lost and found valuables waiting for UPD pickup (Dept Managers)
• Purchase stands for barcode scanners (Kabel with Nancy W.)
• Determine if PAWS rooms are ready for Group Study (Kabel)
• Ask Peter about Science Library carpeting and lighting (Kabel)