Circulation and Media Services Department Meeting

Thursday, October 28, 2010
2:00 - 3:30pm
Room LI-B45

Attendees: Michael, Chris, Bob, Lisa, Jeff, Kabel

Review Minutes from Previous Meeting

- September minutes are available online: https://wiki.albany.edu/display/libcircmedia/Circulation_Department_Meeting_092310.
- Everyone agreed that the September minutes look accurate.
- Updated on OT Guidelines: Kabel sent out an email to the department today asking for input on this topic.

Staff/Unit Updates

- Lisa: the normal stuff happening in billing.
- Bob: Working through issues that have come up with one less person in the unit; students need more supervision this year; noticed that some NOS reports might be coming up because of the shelving, and NOS is very time consuming; working on inventory, stack straightening; working on keeping the stacks looking good.
- Chris: planning on pulling fall and summer stuff within the next couple of weeks.
- Michael: starting to do UA Delivery for books.
- Jeff: Students have been filing forms; working on going back through the file folders, which are messy and curled; shelf reading reserves; starting to shelf read the regular DVD collection.
- Kabel: Working with the Undergraduate Academic Council on a response to the President's message to suspend admission to five degree programs; working with staff in ITS to integrate Ares and Blackboard; served on one of the Libraries' planning task forces; working with Bibs to promote media collection use and highlight portions of the collection; met with the Director and AD of Student Accounts to discuss moving invoicing for lost books to SA; met with the VP of Atlas Systems (maker of Ares) to discuss our implementation and improvements needed in the software; started working with Cataloging and DMPB to address the bound together issue in ALEPH.

Department Staffing

We continued our discussion on how some of the duties managed by staff members who have left the Libraries are being distributed:

- Damaged Books Shelf: Preservation is taking over pulling these and bringing them to the lab. Jeff asked about changing status to materials on the shelf to in damaged books; it was agreed that this is a good idea; student staff will make this change and place preservation flags in these items. We need to make sure that preservation is taking only damaged books, and not taking the materials that go down to DMPB; Bob will talk to Nancy D. about changing the signs on the shelves, so that they stand out a bit more; Kabel will talk to Karen Brown about which shelves to pull from and let her know that students will be changing the IPS. We need a flag for preservation materials. Candie will work on the books that go to DMPB.
- Kabel asked about assigning rush/recall materials to staff on a rotational basis: the staff member working the evening shift for the day would be responsible for taking care of the rushes and recalls.
- Lisa mentioned that we should be doing more cross training
- Michael said that he and Mark will feel better about taking on additional stuff once they have a handle on the desk coverage.
- If different people are working on the holds and rushes, everyone should do the processing at the same desk/location to eliminate some confusion
- We should incorporate the rush DVDs into this process, too.
- We'll need to figure out a way to substitute for each other during the busy times.
- Student employees can pull recall notices and match them up with the books at night, and pulling books for staff.
- We will move forward with this.

Kabel asked for feedback on how the rotational evening schedule is working: it is working well.

As we're rotating through things and doing more, we will need refresher training when it comes to certain procedures (e.g., emergency alarms, cash register anomalies). What are some topics that we need training on? Kabel will send an email out to everyone posing this question.

Lost & Found (Valuables and the Recent Call from UPD)

- Mary sent an email around to the department earlier this week about a phone call she received from UPD regarding a lost cell phone.
- What do we do when someone turns in a cell phone or other valuable items?
- We cannot devote a significant amount of time to lost and found given our limited staffing.
- Ask the patron for a description of the cell phone (type, color, etc.), and a contact in the phone, or their own phone number; try calling phone numbers in the phone (Mom, home, etc.) to let the owner's contacts know that he/she lost a phone.
- Other expensive items are lost (iPods, MP3 players): ask for a description
- USB drives: place in the bag
- We can develop a claim receipt for patrons to fill out and take an ID number off of a photo ID.
- Nancy D. organized our lost and found items in a way that works well; we can continue placing items in our lost and found in this organized fashion.
- SUNY Cards will be brought to the SUNY Card office on a daily basis.
- Can UPD pick up wallets on a daily basis when they come through accounting?
New/Updated Department Policies

We were running short on time toward the end of the meeting, so Kabel will send out the following policies via email and ask for feedback.

- Weekend Staffing Plan: [https://wiki.albany.edu/display/libcircmedia/Weekend Staffing Plan](https://wiki.albany.edu/display/libcircmedia/Weekend_Staffing_Plan)
- Student Coverage Procedure: [https://wiki.albany.edu/display/libcircmedia/Student+Coverage](https://wiki.albany.edu/display/libcircmedia/Student+Coverage)
- Department Leave Guidelines: [https://wiki.albany.edu/display/libcircmedia/Leave_Guidelines](https://wiki.albany.edu/display/libcircmedia/Leave_Guidelines)

Library Hours & Leave for Holidays

- Thanksgiving is coming up in a few weeks: if you plan on requesting time off around Thanksgiving and have not done so, please do so ASAP.
- Christmas and New Years fall on Saturdays; the Libraries are closed weekends over the intersession. Staff will receive a floating holiday for these two holidays, but we will need to stagger the time that we take off (i.e., we cannot all take the Monday after each holiday off).

Non-Agenda Topics that were Discussed

- Minerva-only PCs: We still do not have Minerva-only PCs on the second and third floors in the ULIB; re-propose this; Can we relabel those Minerva-only PCs that we have on the first floor to read “Minerva, Library Catalog”?
- DVDs: we need someone to go through the DVDs on a regular basis to make sure cases are locked. Jeff said that the students can take this on.
- Way finding signage for photocopiers: staff indicated that there is no signage for copiers; there is signage, but lettering is small; Kabel will mention this to PRM for the next round of signage.
- Problem with new SUNY Card machines: students think they are adding money to their cards, but they end up buying a card. The instructions are not very good. Lisa will talk to Brian Doubleday about this.
- DVDs being shelved with Reserve DVDs: someone is shelving regular DVDs in with the reserve DVDs; Chris will create a label for the reserve DVD shelving.

Action List from Meeting

<table>
<thead>
<tr>
<th>Description</th>
<th>Assigned To</th>
<th>Due Date</th>
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<tbody>
<tr>
<td>Respond to email regarding OT</td>
<td>All Staff</td>
<td>11/5/10</td>
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<tr>
<td>Signs for Damaged Book Shelf</td>
<td>Nancy and Bob</td>
<td>11/1/10</td>
</tr>
<tr>
<td>Inform Preservation about which shelves to pull from</td>
<td>Kabel</td>
<td>11/2/10</td>
</tr>
<tr>
<td>Create Flag for Preservation Materials</td>
<td>Jeff</td>
<td>11/1/10</td>
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<tr>
<td>Train Students in Damaged Books IPS</td>
<td>Jeff</td>
<td>11/4/10</td>
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<tr>
<td>Determine Refresher Training Needs</td>
<td>All staff</td>
<td>11/5/10</td>
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<tr>
<td>Set up rush/recall rotation and training</td>
<td>Kabel &amp; other</td>
<td>11/19/10</td>
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<tr>
<td></td>
<td>staff</td>
<td></td>
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<tr>
<td>Create claim receipt for lost and found items</td>
<td>Lisa</td>
<td>11/4/10</td>
</tr>
<tr>
<td>Draft procedure for lost &amp; found claim receipt</td>
<td>Kabel</td>
<td>11/19/10</td>
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<tr>
<td>Determine if UPD can pick up lost wallets from circ</td>
<td>Kabel</td>
<td>11/1/10</td>
</tr>
<tr>
<td>Feedback for New/Revised Department Policies</td>
<td>All staff</td>
<td>11/3/10</td>
</tr>
<tr>
<td>Submit Holiday Leave Requests</td>
<td>All staff</td>
<td>ASAP</td>
</tr>
<tr>
<td>Minerva-Only PCs</td>
<td>Kabel</td>
<td>11/1/10</td>
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<tr>
<td>Establish media case check as a standard student task</td>
<td>Jeff</td>
<td>11/1/10</td>
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<tr>
<td>Talk to Peter about copier signage</td>
<td>Kabel</td>
<td>10/29/10</td>
</tr>
<tr>
<td>Request better instructions for new SUNY Card machines</td>
<td>Lisa</td>
<td>11/3/10</td>
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<tr>
<td>Create a label for the reserve DVD shelving</td>
<td>Chris</td>
<td>11/5/10</td>
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Next Meeting

Thursday, November 18, 2:00 - 3:30pm, ULIB Cobb Room