Access Services Department Meeting 01182018

Access Services Department Meeting
1/18/2018 2pm - 3:30pm
LI-B45

Present: Kabel, Jenna, Aaron, Ellen, Laurie, Amy, Angela, Lynn, Candle, Stephanie, Steven, Jeff, Jess, Tim, Christina, Glen

Updates/Announcements

- Role Expectations: the department managers are working on crafting role expectations for the main tasks for which everyone is scheduled (i.e., circulation desk, ILL, Science, student supervision) to clarify expectations and to help alleviate some of the problem points that we currently have (e.g., people stuck at the desk past their shifts, making sure materials are pulled for ILL processing, correct number of students at the desk).
- Active Shooter: the active shooter training session is scheduled for tomorrow afternoon. All staff members should plan on attending that session. Karen is working on scheduling an additional session for the Tuesday during spring break so that Sunday staff can attend a session. Karen, Kabel, and Peter will be performing walkthroughs of the University and Science Libraries with UPD to work on developing plans for emergency scenarios.
- Reference Hours: Reference will be opening at 10am this spring (this is an hour later than previous semesters).
- Spring semester starts Tuesday
- Standish Room Training: unable to squeeze that into this week's schedule with everything else that's happening. Will work on scheduling sessions over the next 2 weeks.
- Scheduling department meetings for the spring semester: I'm looking at every other Thursday 2pm - 3:30pm/2:30pm - 4pm. 2/1, 2/15, 3/1, 3/15, 3/29, 4/12, 4/26; no meetings in early May because of final exams. We will do a combination of 2pm and 2:30pm start times.
- Special Collections Photocopies: I spoke with Jodi and Brian about receipts for photocopies. We have provided the customer copy of the charge receipt and the register receipt to them in the past, we started photocopying the register receipt when we changed how we handle charge transactions. Special Collections has agreed to trial just taking the credit card customer receipt, and we will see how this works. They had been using the register receipt for record keeping purposes.
- Door counts are not getting recorded in Science, recorded at opening and closing, but not throughout the day.
- Tim sent out documentation assignments via email and gave incorrect deadline. Deadline is Monday 1/22 for this. Please do not wholesale copy and paste into the Wiki, it creates formatting and editing problems.
- third floor series move is complete, we now have empty trucks that we can use. Measuring has started, we have 1 flash drive now and will have a couple extra soon.
- Measuring and inventory are the major projects that we’ll work through when students get back.
- Will work on increasing science student coverage (2/hour) to get moving with projects over there
- Might be time to start collection shifting.

Follow up & Feedback

- Title IX & Strategic Planning: thoughts, questions, concerns about what was discussed
  - Kabel will follow up with Chantelle about training for student employees and ask for extra flyers and cards.
  - Spring Semester Extended Hours: weekend exams and building hours
    - Weekend exams are now a regular occurrence;
    - we closed at 1am and opened at our regular weekend times this past fall, and students were upset that the library wasn't open
    - we planned for 24 hour service during the spring, but staffing looks problematic
    - we are considering revising our hours so that we close at 3am instead of 1am and open at 7am
    - Feedback on this: are people interested in working the OT until 3am instead of 1am?
    - we also had an issue with an exam scheduled on the last exam day in the Science Library after the library closed; we had students using calculators for exams who were unable to return their calculators because the University Library closed before the last scheduled exam time.
    - Just heard back from the registrar's office today; there are 4 exams scheduled to take place in the Science Library after our scheduled 5pm closing with the last one ending at 10pm.
    - Should we close both buildings at 11pm?
    - Ideas shared: stagger closings, move 10pm exam, close building but have staff there, staffing 2 buildings until 11pm is difficult for staffing.
- Furniture in Science Library lower level: the campus center is getting rid of some of their old furniture. International Education has asked that we place some seating in the Science Library lower level. I spoke with Peter about this and would like to avoid having lots of furniture clogging walkways in the lower level. Some seating between the compact shelving and in the front corners of the lower level seems like it might work. Any thoughts/ideas based on what you’ve observed?
  - carrels in middle are bad: new furniture would be good; replace what’s in the middle; ask peter to follow up on chairs being placed outside classrooms.
- Science Library closing: locking the doors. I received an email last night from someone in International Education about being locked out of the Science Library about 10 minutes before the closing time. I need to have the doors remain unlocked until closing, and I'd like to get some feedback on how we might accomplish this.
  - can we get second set of keys?
  - SUNY Card doors for lock/unlock?
  - Update closing time to 10:45pm
  - Custodial/UPD?
• Do we want the cash bag back for the weekend?

  • swap out around 2pm has been good for maintaining change
  • can we grab this for weekends and extended hours?

**Strategic Goals Next Steps**

• Kabel will have the department managers develop some additional goals and themes based on the ideas that we've discussed and content from our SWOT matrix.
• We'll develop a draft plan and share it with the entire department to get feedback on and finalize our goals.

**Action Items**

• Title IX training for student employees and flyers/cards (Kabel)
• Final Exam hours (Kabel)
• Science Library furniture (Kabel)
• Discuss blue exchange bag with accounting (Kabel)
• Get books on shelves in Science (Jeff)
• Check DVDs (Jeff will organize)