Access Services Department Managers Meeting 20200227

Date
27 Feb 2020
1pm - 2pm
LI-B47

Attendees
- Kabel Nathan Stanwicks
- Jeff Goldstein
- Unknown User (cm342117)
- Angela Persico

Goals
- Set agendas for March department meetings and preliminary agendas for rest of semester;
- Discuss changes needed, and make plans, for info question stats and securing 119/service desk areas;
- Develop ideas for improving ILL processing staffing.

Discussion items

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<th>Time</th>
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| 15 min | Department Meeting Agendas (March /Semester) | All | - Thurs 3/5 3pm – 4pm
- Library FAQs
- info question stats
- Tues 3/17 2:30pm – 3:30pm
- rearranging queues in front of desk
- Thurs 4/2 3pm – 4pm
- Extended Hours OT shifts
- Tues. 4/14 2:30pm – 3:30pm
- Thurs 4/30 3pm – 4pm
- Extended Hours overview and prep
- Weds 5/20 2pm – 3pm
- Semester/Finals debrief
- Topics:
  - Student training: walk through/follow up for small group trainings
  - Carlos and transitions
  - Supplies: what is/isn’t appropriate for supplies
  - Expectations/responsibilities for different task rotations (update shared document)
  - What to do if people ask about billing issues
  - appeals process changes |
| 15 min | Department Housekeeping | Kabel | Information Question Stats
- generic login approach: complete question entry directly in the system (preferred)
- microsoft form, upload data to libinsights after (another option, not ideal)
- Current widget as pop-out in Alma (like guide-me button): is this possible?
- browser extension?
- Widget URL?
- Closing/Opening LI-119 & service desk areas
- Can we retrofit 119 doors with crash bars?
- discuss at department meeting: when to lock, how to lock, expectations for who can /cannot be in 119 |
| 15 min | ILL Processing & Staffing | Kabel /Angela | Issues
- Exploring student employees & scanning
- Staff for ILLiad TLC |

Action items
- [ ] Reschedule 3/17 meeting b/c staff out Kabel Nathan Stanwicks 06 Mar 2020
- [ ] Change codes to key boxes behind service desk and SL Kabel Nathan Stanwicks 06 Mar 2020
- [ ] Safe has battery: schedule regular battery replacements Kabel Nathan Stanwicks 06 Mar 2020
Desk scanners and mobile ID app status on this? or new batteries? Kabel Nathan Stanwicks 06 Mar 2020

List of students who can possibly do ILL scanning Unknown User (cm342117) 06 Mar 2020