Circulation_Department_Meeting_080311

Circulation Department Meeting

August 3, 2011
2:00pm - 3:30pm
Room B45

In attendance: Laurie, Bob, Lisa, Candie, Mark, Michael, Chris, Jeff, Nancy D., Kabel

Review minutes from previous meeting

- https://wiki.albany.edu/display/libcircmedia/Circulation_Department_Meeting_061411
- Everything looked good.

Updates on New Access Services Positions

- Library Clerk II position is being canvassed with an application deadline of 8/8/11; interviews will be set up shortly after the application deadline.
- Professional Position has been advertised with an application deadline of 8/24/11; the search committee will meet on 8/11/11.

Student Staffing Issues

- Bob recommended that student be scheduled for 15 minutes prior to opening on Sundays, and same for Saturdays. Staff would need to keep an eye on the door to let student employees in. Jeff is planning on implementing this in the fall semester.
- DVD shelf is getting out of order quickly. We need to make a log for shelf reading. This is also needed for reserves. Jeff, Candie, and Chris will work on this.

Coverage Needs for August/September

- Windows 7 training: August 18 11-12:30
- Laurie on vacation 8/15-8/19 opening coverage
- We will have student coverage throughout August

Update on UA Delivery and ILLiad Changes

- The Document Delivery Committee is working with Library Systems on changes to UA Delivery and ILLiad.
- The rollout date for these changes has moved from August 15 to August 24.
- Staff training will be scheduled prior to the rollout date.

LibQUAL+ Results

- There were 11 comments about poor customer service at the circulation desks.
- Kabel will request the text in the comments.
- Enhanced customer service training will be provided to the student employees.
- Staff were asked to model excellent customer service to the students.
- Ideas about how to make some subtle changes to improve customer service were discussed. One of the major improvements that we can make soon is reintroducing the return bin at the desk. We need to find out if this is still in Storage, think about how to deal with receipts (My Minerva is a suitable replacement for patrons to check on the status of returned materials). Kabel will draft a proposal to LPG.

New Business

- Bob made some suggestions at the beginning of the meeting: talk about training as a group, and meet at end of each semester to talk about student issues.
  1. Training needs will be discussed with staff on an individual basis this year. Laurie and Jeff will be approaching staff members to discuss training needs.
  2. We are discussing student staffing issues at each department meeting now, but we will add a larger discussion to our December/January meeting this year.
- ULIB's sensitizer needs to be replaced
  1. The small handheld unit that we have been using is actually a magnetic tape eraser; these are increasingly difficult to find, as magnetic tape is not a popular storage medium any longer.
  2. Library vendors manufacture large desktop sensitizers that are designed to deal with one book at a time.
  3. We had a large desktop unit at one time. Do we have some of the big desktop units in Storage?
  4. Our VHS sensitizer also needs to be replaced.
  5. ULIB can work out a plan to share Science's sensitizer for now.
- U Drive: this is a new service provided to all faculty and staff through ITS (this is not the S drive that ITS offers, and it is not the Z drive that Library Systems provides). This is a place where staff can store their documents (up to 5GB). This is accessible only from your work PC. Advantages to using this are that documents on the U Drive are backed up regularly; versioning on the drive allows staff to recover data from files that have been edited or changed.
• Circulation Working Group Update: the CWG is looking at shorter Group Study Rooms loans, creating an online appeal form, setting up Kindle circulation for our new devices, planning for potential ALEPH upgrades.

### Action List

<table>
<thead>
<tr>
<th>Task</th>
<th>Assigned To</th>
<th>Complete By</th>
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<tbody>
<tr>
<td>Implement weekend student coverage 15 minutes before opening</td>
<td>Jeff</td>
<td>Beginning of Fall semester</td>
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<tr>
<td>Create shelf reading logs for DVDs and Reserves</td>
<td>Jeff, Candie, Chris</td>
<td>8/17/11</td>
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<tr>
<td>Set up student staffing coverage for Windows 7 training</td>
<td>Jeff</td>
<td>8/15/11</td>
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<tr>
<td>Set up opening coverage for Science for 8/15-8/19</td>
<td>Kabel</td>
<td>8/3/11</td>
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<td>Get more information on LibQUAL+ comments re: customer service</td>
<td>Kabel</td>
<td>8/10/11</td>
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<tr>
<td>Work on re-opening ULIB circ desk book return bin</td>
<td>Kabel</td>
<td>8/26/11</td>
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<tr>
<td>Purchase replacement sensitizers</td>
<td>Kabel, Nancy D., Nancy W.</td>
<td>8/10/11</td>
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<tr>
<td>Student Training</td>
<td>Everyone (Jeff and Laurie will talk to everyone)</td>
<td>8/26/11</td>
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