

Minutes : 1st Impressions meeting

March 6, 2012

Attendees: Sara Arrasmith, Laurie McFadden, Linda Sootheran, Amanda Criss, Erinnae Baker, Lois Foxwell

Meeting was called to discuss expectations for the appearance/welcoming atmosphere of the library. It is felt that there are two separate aspects to how the library makes a first impression: 1) the appearance/cleanliness of the facility and 2) the attitude/attire/training of the staff.

Facilities:

Duties of the cleaning staff were discussed. All agreed that Mike does a consistent job, but no one is certain what the extent of his duties are and how best to approach asking for a task to be performed outside his usual routine. It was decided that a list should be drawn up with Steve Crandall to define the scope of Mike's duties and give clear direction as to how to arrange for any unusual cleaning tasks.

Areas of the library need to have a set cleaning schedule. The staff should be encouraged to clean if they see something that needs attention. A suggestion was made that a checklist could be written to keep at the desk for the student workers to perform cleaning tasks when they are not busy with patrons. Cleaning supplies could be kept in a carrier under the counter. Some of the suggested tasks are:

A student takes care of cleaning the computers in the library, but the tables are quite dirty.

The commons area needs to be picked up, tables wiped.

The McNaughton/new books/yearbooks shelves dusted, arranged.

Window ledges dusted.

Study tables wiped.

Desk dusted and clutter-free.

Coffee area kept clean.

Entry swept.

Copiers' area picked up.

Conference room.

Quiet study area.

Lois and her shelver are responsible for the stacks maintenance.

Regular staff should feel comfortable stepping in to ask (politely and after introducing themselves) student workers to complete necessary tasks. Staff should also keep an eye out for any items that need attention and alert Steve if necessary.

Staff:

A wish for the future would be a desk supervisor dedicated to managing the front desk. The current full-time staff does a great job, but it would ease their burden to have a point person on duty.

Great improvement has been seen by staff members in student workers attitudes/helpfulness. Kudos to Brian, Dave, and Erinnae.

The new kiosk has reduced the clutter on the desk.

Are we already on track with the student worker expectations? How do Brian (et.al.) feel about staff assigning tasks to students? Is there a protocol they would like to follow? It was suggested that Access Services give an overview of expectations for student workers regarding desk activities, i.e. food at desk, cell phone use, etc.

The dress code was discussed. Is there really a problem? Would occasional reminders for the library's expectations suffice? Other departments use tee shirts, which means not having to police students' personal wardrobes, but the cons are the cost of shirts/damage and loss/students forgetting/why students and not staff. How do we handle this issue? Who handles these personnel issues and should we leave it at having that person discuss specific issues with students as they arise?

2 main requests:

- 1) to know the expectations of students at the desk
- 2) to know the scope of Mike's duties and how to request further assistance

The final item discussed was the lack of appeal at the back entrance. It is not aesthetically pleasing/often messy with garbage/recycling. It is not welcoming, often patrons walk around to the front of the building because the back door does not appear to be a regular entrance.

Respectfully submitted,

Sara Arrasmith