

## **Public Services Team Meeting**

**February 7, 2019**

Present: Patty Barber, Marilyn Dueno, Mechele Romanchock, Natalie Skwarek, David Snyder

### Spring semester check-in

Scholes recently lost a student worker but there is still adequate desk coverage. Two of Herrick's student supervisors no longer have work study, resulting in a reduction in their hours to five per week. Wednesdays at Herrick tend to be busy, with an open shift in the morning followed by two shifts that students sometimes do not show up for.

### Beacon Alert

Mechele described situations in which Beacon Alert should be used by staff members of both libraries. The system was praised and promoted as an effective and helpful tool.

### Staff coverage and schedule

The staff schedule and coverage for the semester were discussed. Team members were encouraged to talk directly to Mechele for additional feedback.

### De-brief on January's spring training

Marilyn received positive responses to Scholes' training session and will meet with students who were unable to attend. Dave had hoped that students would put more effort into Herrick's self-governance activity. Mechele applauded Dave for coordinating a student-driven exercise that encourages thoughtful and respectful discourse.

### Additional training needs?

The University Libraries may host an additional spring training session for student workers. Possible topics include: how to deal with difficult people, how to respond to emergency situations, and how to cultivate interpersonal skills in the workplace. A date and time have yet to be established, but it is likely that the event will take place around mid-semester break. Student supervisors and closers will particularly benefit from additional training, as they are in charge of each library building when staff members are unavailable.

### Gift/donation workflow

Mechele will use Herrick's gift/donation form as a starting point to draft a donation workflow for Scholes.

All of Herrick's documents pertaining to Public Services are located in the U-drive. Mechele will inquire about gaining access to the Public Services folder.

## ALMA

The Public Services team received an ALMA update. The University Libraries are currently in the configuration phase of the project; summer will mark the beginning of implantation phase and of several all hands on deck sessions.

## AU tour guides

Team members will submit talking points for tour guides to Mechele regarding what to say about the libraries. She will forward them to Admissions.

## Team workgroup document

Mechele will create a rough draft of the team document Brian sent out and will share for input.

## Upcoming displays and Valentine's Day

Gina is working on displays and a valentine station for both libraries.