

Public Services Team Meeting

February 21, 2019

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

Event updates

Upcoming library events include:

- Phi Beta Kappa Lecture, Scholes, February 25, 5 – 7 p.m.
- Conversation with Grant Foster, February 27, 9:30 a.m. – (?)
- Library Open House, Scholes, February 28, 4 – 6 p.m.
 - o Everyone is welcome to attend the Open House
 - o Would like to hire 4-5 student workers from Herrick and Scholes to work for an hour or two as tour guides (if from Scholes) and/or to discuss general library services

Student workers

Status of spring training

Marilyn and Dave will establish a time to create a plan for spring training.

Flash drives

The new flash drive procedure is going smoothly, with the opener taking any flash drives in the front desk cabinet to ITS every morning. Brian will begin to bring flash drives from Scholes in the afternoons.

Performance review forms

Performance review forms will either be handed out right before or after spring break; a formal date hasn't been set yet.

Headphones

Mechele has received two recent complaints of student workers wearing headphones while on desk duty. The team will need to reinforce the University Libraries' headphone policy.

Question Challenge update

A reference question pie chart of questions answered from January 1st to the present was shared with the team. The chart will be posted on the bulletin board in Scholes for students to see, as well.

Projects

Donation/gift workflow form

Mechele and Marilyn will draft a uniform gift/donation form for both libraries.

Outreach to Saudi families

The Public Services team will continue to provide support to international students and families within the campus community and the University Libraries. The Google Translate app enhances our ability to communicate and to provide quality assistance; it is recommended for library staff and student workers to download if they haven't already.