

Access Services Meeting April 18, 2013

Present: Dave Snyder, Brian Sullivan

Missing/Lost/Claimed Returned Items – Brian, Dave, Steve Crandall, Linda Sootheran, and Ellen Bahr recently met to clarify and spell out the procedures and workflow of missing, lost, and claimed returned items (<http://libguides.alfred.edu/lost>). These procedures will be shared with the student workers at the orientation in August, to avoid overloading their late-semester brains at this point in time.

Summer Student Workers – We will have 2 FTE student workers over the summer. Several people have already expressed interest and applied. Dave will send out an email to the current student workers to solicit further applications. Last year we split the time between 4 workers. We will likely do the same this summer.

Fall Student Supervisors – Dave recently sent out an email to all student workers eligible to be student supervisors in the fall (2+ years' experience at Herrick). 6 out of 7 current student supervisors will be graduating in May. Due to the need, we will open the search to all student workers with at least 3 semesters of experience at Herrick. Interested student workers will have to apply and interview for the openings.

Student Supervisor Celebration/Feedback – In order to thank our graduating student supervisors as well as to gather their wisdom and insights regarding Herrick Library, we are planning a meal for them on Thursday, May 2.

Planning for a Short-Staffed Fall – It appears unlikely that the open Access Services staff position will be allowed to be filled for the Fall semester. Our plan is to carry on the best we can, with the librarians filling in as front desk supervisors as needed. With a projected 12+ new student workers to be trained and supervised, we remain hopeful that the position will eventually be filled so that our level of customer service and hospitality is not compromised.

Hiring Student Workers – For the Fall, we are going to investigate having only one student worker in addition to the student supervisor during those shifts. Three students at the desk are likely more than is necessary. Dave is going to apply these new parameters to help determine how many new student workers we need to hire for the Fall. 13 current student workers will be graduating. We will begin hiring as soon as possible.

Scheduling Student Workers – We will begin student worker signups for the Fall schedule by Friday, April 26, using Google Calendar.

SAILS – The AU Libraries will be conducting the SAILS (Standardized Assessment of Information Literacy Skills) in the Fall. Brian solicited Dave's input into creative ways to get student participation, particularly from upper level students.

Finals Week Extra Hours – Dave will create a signup sheet for the extra hours we are open during Finals Week (May 8-13).

Summer Projects/Plans – We are planning an ambitious shelf reading project this summer, which will aim to shelf read all of the books at Herrick Library. Dave will develop an incentive system to keep the project interesting for our student workers.

Student Worker Orientation – Our Student Worker Orientation will be on Sunday, August 25 from 5-7 pm. It will have a Sherlock Holmes theme, viewing the work of the library through the lens of detective work and investigation. We hope to encourage our students to get to the bottom of the various mysteries we encounter

daily at the front desk, including lost and missing items, research inquiries on unknown subjects, and seemingly unsolvable technological issues.

Minutes recorded by Brian Sullivan