

## **Access Services Meeting February 2, 2012**

Present: Dave Snyder, Erinnae Baker, Brian Sullivan

**Technology and Front Desk** – There have been several discussions between librarians and members of ITS regarding the need for more technological know-how at our front desk. Various options have been considered, including hiring ITS help desk student workers to work our front desk, have ITS help train our student workers to be more knowledgeable about technology, and shifting Brett Arno's role to include more front line work with patrons. We discussed these possibilities and came to several points of consensus. With the thin client computers gone and replaced with PCs, we are hopeful that many of the technological problems from last semester will disappear. Also, we (librarians, staff, and student supervisors) now have the authority to clear the print queue as needed, which will allow us to solve various printer problems we had been facing. We all agreed that training student workers is necessary but difficult to define. It essentially boils down to a need to teach them how to troubleshoot, which is somewhat trickier than just giving them a list of procedures. It is also something that we probably could come up with without the assistance of ITS (although they are an available resource as needed). The main thing we agreed upon is that having Brett Arno play a larger role with our front desk technological problems is a fantastic idea. He could be the person student workers consult when they are faced with a technology issue, and he could be the communication hub for the library's technological problems, serving as a liaison between Herrick and ITS. Brian will talk with Ellen Bahr and Brett about the details of this future role.

**Student Worker Application** – Erinnae will update the Student Worker Application to include a question about technological background so that we can start hiring student workers who are more knowledgeable about these matters (but not at the expense of customer service, which remains primary for us at the front desk).

**DVD Shelf Space** – Dave alerted us to the shrinking shelf space for new DVDs. Brian will talk to Steve Crandall about a possible solution. Possibilities include adding another set of drawers or relocating the VHS tapes.

Minutes recorded by Brian Sullivan