

Access Services Meeting

May 23, 2011

Present: Dave Snyder, Erinnae Baker, Brian Sullivan

Recap of the Year's Highlights – We accomplished a number of major things during the 2010-2011 school year, including: a GOLF Retreat for student workers, changing the front desk email address to be more intuitive, running a successful Food for Fines campaign, dropping overdue charges altogether, using Google Voice for sending/receiving student worker text messages, starting a Student Worker of the Week award, and evaluating the student supervisors.

Student Supervisor Feedback – Brian shared various ideas collected from the student supervisors during their “exit interviews” regarding things we do well and things we could do better. We discussed a number of the items and considered ways in which to use them to improve our services. Some highlights/themes from the list include: hands-on training is preferred, the GOLF training was well liked, the desk manual needs to be edited and weeded, getting to know the staff and how the library works is desired, better communication with the student workers regarding important changes is recommended, more selective hiring of student workers could help, student worker attitudes and customer service ideals need attention, and student supervisors should be encouraged to have confidence to enforce policies as needed (especially with other student workers).

Getting to Know the Staff – Dave and Erinnae will work on creating a document that includes pictures and job duties of the Herrick Staff/Librarians. This will serve as a tool to help the student workers get to know the staff and the “big picture” of how the library operates.

Improving the Desk Manual – Erinnae will work on improving the Desk Manual this summer. She will start the process this week by brainstorming starting points with Dave and Brian. Two key objectives are: 1) to create a digital version of the manual that can be searched by student workers and staff; 2) to create a significantly shortened version that contains the most essential information.

Student Worker Training – We started working out some of the details of the Fall 2011 Student Worker Orientation. We plan to have a BASEBALL theme this year (last year was GOLF), including 9 “innings” of tasks/stations. We also plan to include some of the older training materials relating to topics such as dress code, professionalism, timesheets, and warning letters. Erinnae will contact Ellen Bahr, Laurie McFadden, and Linda Sootheran so that they are included in the planning process (they are the three supervisors of student workers outside of Access Services). Erinnae and Dave will work on this project throughout the summer.

We will also continue to use checklists to remind our student workers of our basic procedures at the front desk. Our two current checklists, for new students and for returning students, will be merged into one checklist. Erinnae will create a spreadsheet of all the student workers so that we can make sure each worker is “trained” with a staff member or student supervisor.

Summer Projects – Some projects Dave and Erinnae will be working on this summer include the BASEBALL training, updating the desk manual, creating a “getting to know the staff” document, returning the reserves to the shelves, cleaning up the CDs, and possibly having the student workers do some shelf reading. Brian will solicit more ideas for the student workers from the rest of the staff/librarians.

Access Services Minutes – We all agreed that the Access Services Minutes may be made available in the AU Institutional Repository once it is up and running.

Minutes recorded by Brian Sullivan