

## **Access Services Meeting**

**September 10, 2015**

Present: Brian Sullivan, David Snyder, Natalie Skwarek

### Duplicate accounts

The HEOP duplicate accounts have been removed. Because so many duplicate accounts are created throughout the summer, Brian would like to talk to Ellen about the possibility of uploading new patrons into ALEPH earlier than the start of the fall semester.

### Student worker videos

Instead of creating tutorials of the videos student workers created during orientation, we will give various awards for each group, as well as present some of the best bloopers.

### Assessment

For the purposes of assessing the effectiveness of Access Services training, Steve would like to administer a pop quiz to student workers at some point in the semester. The quiz would include a number of obscure tasks that would allow us to measure the areas in our training that have been effective versus those that need greater attention.

### Front desk manual

In addition to providing information to student workers, the front desk manual will also include documents useful to staff. Brian will provide Natalie with a number of staff policies to add to the manual.