

# Library Management Team

## Meeting Information and Action Items

Thursday, May 31 2018

---

### *In attendance*

---

Ann Champion Riley  
Pat Jones  
Deb Ward  
Kathy Peters

Shannon Cary  
Ernest Shaw  
Jeannette Pierce  
Anselm Huelsbergen

Sheryl Cullina  
Corrie Hutchinson  
Jacqueline Rash

---

### *Microfilm update*

---

- Microfilm indexes have been moved from 406 to 2 East.
- Microfilm is mostly moved out of Ellis 406.
  - Construction crew will begin on Monday.
  - We are going to surplus shelving.
  - Floor was preserved during moving process.
  - The renovation is planned to be completed by the start of fall classes.
- Movers are getting microfilm to UMLD II.
  - We can send microfilm to CRL a pallet at a time.

Action: Jeannette will send out final renderings to LMT.

Action: A note for microfilm location will be placed in the catalogue to reflect “Ask at a service desk.”

---

### *Power outage*

---

- Outage will occur for work on Telepresence room. This will possibly be in June as Pat is waiting for a reply from EMO. This is a short power outage that will be scheduled for a time when most people will not be here.
- 

### *Budget forum follow-up*

---

- It was noted that there were many great questions asked.
- Ann looks forward to hearing comments from the questionnaire.

---

## ***Guest Access***

---

- Handout from Jeannette was reviewed.
- Task force endeavored to find a more commercial system for guest access that would automate guest access and use. There weren't any suitable commercial solutions.
- Therefore, the recommendation was to continue with current format, with some restrictions.
  - It is recommended that we should designate 6 computers in an alcove behind the reference desk. This should save some time and labor on IT. This recommendation will also condense the guest users to one area, maintain the 2 hr. time limit / day and keep the current guest account creation process.
- It was discussed if we should restrict guest access to certain times during the day.
- Some clarification is needed for hours and access for certain groups of people. Once decided, these standards should then be communicated through our website.
- We will also want to make sure specialized libraries are using the same guest access procedures and all are following University Policy.

Action: We need to reiterate that we don't give personal login accounts and this needs to be represented on our website.

Decision: We will reduce guest access to 6 computers, make sure the changes are updated on our website and notify staff not to share their login information.

- Goal is to implement this by fall 2018.

---

## ***Desk staffing***

---

- Our goal is to transition to a single service desk model.
  - Many of the questions we are getting at the reference desk aren't really reference questions.
  - Circulation will be cross trained in basic reference questions as well as general help desk matters.
  - This will free up librarians for in depth reference assistance, content creation and outreach.
    - Reference librarians will remain on call during desk hours and we will staff our chat service during business hours. We will rely on our Chatstaff service for evening/overnight/weekend hours.
  - It was discussed what other processes this will affect and determined that the phone tree will not need to be updated and staff hours will not need to be increased as a result of this transition.
  - It was discussed that we all need more customer service training.
- Action: Sheryl will look into customer service training for all staff.
- Discussion ensued that we may want to move the self-service checkout closer to the reference desk.
- Action: Jeannette will move forward with proposed plan.

---

## ***Security Gates***

---

- Discussion ensued about replacing security gates and different options that we may have with different vendors.

- More discussion was tabled until the next LMT meeting.
- 

### *Upcoming meetings*

---

- Staff Advisory Group - Tuesday June 12, 10:00-11:30am, 4F51A
- Next LMT - Tuesday, June 19, 2:00-3:30pm, Ellis 159
- Following LMT - Thursday, July 12; 2:00-3:30pm, Ellis 159
- Following LMT - Tuesday, July 17; 2:00-3:30pm, Ellis 159
- Following LMT - Thursday, August 9, 2:00-3:30pm, Ellis 159
- Following LMT - Tuesday, August 14, 2:00-3:30pm, Ellis 159