Library Management Team

Meeting Information and Action Items
Thursday, May 31 2018

In attendance

Ann Campion Riley  Shannon Cary  Sheryl Cullina
Pat Jones          Ernest Shaw    Corrie Hutchinson
Deb Ward           Jeannette Pierce Anselm Huelsbergen
Kathy Peters       Sheryl Cullina  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