Southeast Library Staff Meeting Notes, Summer 2017

Thursday, June 1, 2017

Library Classroom

Attending: Brittany Alvarado, Josh Barnes, Kay Behar, Meagan Davis, Matt Hubbard, Jamie Holmes, Stephanie Ingold, Jordan Jeffers, Andrea Kinkeade, Jordan Rinner, Mark Roylance, Seth Warder

- **Graduation Celebration**
  - The meeting was also a party for Jordan J. and Kay, both of whom graduated in May. Mark had graduated back in April, and we celebrated his at that time.

- **Notes in Item Records and Patron Records, and checking in items**
  - Let’s all slow down when we go into patron records, check items out, and check items in. When a note (in a patron record or an item record) pops up, make sure you read through it and understand it before proceeding. We get so used to the User Agreement form note coming up when we enter a patron record, it’s easy to click ok and go on but we shouldn’t do it, because that’s not always what the note says or there might be more than one note.

  - When checking items in or out, before scanning it check the condition. If it has minor damage and you’re checking it out, put a small note in pencil in the inside cover explaining the damage and date it, so we’ll know it was damaged before check out. When checking it in, if it’s damaged, leave it checked out. If a message pops up that you have to click “Acknowledge” on, remember that will complete the transaction. For example, if it’s an alert that the item has 4 pieces, check for those pieces before clicking acknowledge. That way it doesn’t get checked in when missing pieces. The question was asked about what to do if a book being returned is damaged. Let the patron know there might be a fee for the damage, and that the library will be in contact with them. Leave the book checked out, and give to the CTL or librarian. If we charge the replacement fee, the patron may keep the item if they wish, after they pay for it.

  - When you see a patron record note or item note, it may say to delete afterwards or it may not. Whether it does or doesn’t, if the note is no longer applicable after you’ve handled it, delete it. That saves on confusion for the next person.

- **Tally Marks**
  - We also need to remember to make tally marks for every interaction with patrons, other than checkouts and check-ins. These tally marks have been used on numerous occasions to justify filling positions, especially aide and assistant positions, so with our current budget situation it is extremely important.
• **Calling Campaign**

  • It’s time for the calling campaign again. I will forward an email out to all assistants and aides. I think all of you can help with this. We will work out a schedule and the spare office and possibly the Think Tank or one of our offices can be used as well.

• **Administrative Council**

  o Mary Sirkel is our new Employee Training/Development Manager - She will be offering all sorts of training opportunities for employees
  
  o Nicole Bergen spoke to us about if we are ever approached by the media and what we should say – “Let me get your name and number and I will get someone that can answer your questions”

• **Intranet Update**

  o Steph asked us what we know about it, and explained the basics of what the library is doing. The intranet is essentially MyTCC. Paula’s title has been changed to Dean of Libraries and Knowledge Management. The library will be building the structure, but not the content, of MyTCC, and hopes to have it done by the end of July. Elizabeth and Andy are putting tags on all content, so that it will be searchable.

• **LMT—Library Management Team**

  o Not everyone knows that LMT is. That is the Library Management Team, consisting of Paula and the 4 directors. When Tammy Upshaw, admin assistant to Paula, sends the LMT minutes it is a good idea to at least glance at them—this is where you can read what decisions are being made from the management level.

• **Staffing at desk during intersession and summer**

  o Everyone did a great job with the task list for intersession and we appreciate that. The big issue is the number of people at the desk. People had to be asked repeatedly to not have 4 people at the desk. It is crucial that we not look as though we are not needed, especially during budget crisis. We are not required to have any aides or assistants working during intersession. There could come a time when we have to cut staff during intersession.

  o The staff at the desk need to come up with a rotation plan themselves. For instance, if there are 4 people at the desk at the same time every day, they need to work it out between them so it’s not always the same person going off the desk.

• **Steph is taking on two new opportunities: Change Management Practitioner and President’s Leadership Institute.**

• **Josh mentioned the nice library bags we have at the desk now. He has not mentioned it to staff enough, but we should always offer them to patrons who check multiple items out, or anytime it’s raining.**
• The question was asked about the Haven training, who is required to report incidents they are told of? Steph said it is basically anyone who looks like they are in authority. Err on the side of caution, and alert anyone who starts telling you something that you may be required to report it.

Minutes by Josh Barnes