Metro Campus Staff Meeting Notes 11/15/2017

Attendees: Melissa, Adam, Natalie, Bob, Elizabeth, Jao-Ming, Victoria, JP, Bill, Amy, Josh, Travis
Notes Taker: Travis, Elizabeth

Patrons with Disabilities:

- We have several patrons with disabilities in the library. Do not treat these patron’s movements or vocalizations as a disruption.
- Ty Harrell from the EAC suggests that if a student is upset about disruptiveness, pull them aside and explain that the student has a disability and that they are not being disruptive on purpose. Offer the complainant an alternative study space. If the special needs patron or any patron experiences a meltdown or outburst of severe emotional distress follow established protocols by contacting the Wellness Center and/or Campus Police.

Stress Free Zone - Week before finals:

- The Wellness Services department will be hosting a stress free zone in the library. The Think Tank will be transformed by the department with the help of Melissa, Amy, and Kristi. There will be yoga mats, games, hot tea, a fireplace video on the projector, koru mindfulness exercises, puzzles, coloring sheets, meditation, etc.
- December 4th-8th from 8:00am-8:00pm

Metro All Staff Library meetings:

- Do not schedule appointments/activities during these meetings, make sure to attend them all.
- Adjustment of meeting times: Wednesdays at 11:00am, third week of the month.

Library Safety & Campus Police:

- We are not moving forward with installing a panic button at this time because the current system is antiquated. We may get one once if the system is updated, but LMT has not determined that we absolutely will.
- For medical emergencies call 911, for campus safety emergencies dial extension 8888.
- Consider your work area. Think about how you would shelter in place in your own workspace.

LibChat:

- LibChat can be confusing but do your best to answer questions and record analytics to help out the admins.
- Tiered reference model is also followed for LibChat. The employees on the desk are the front line to answer chat questions. Staff should field questions and refer to librarians when necessary. If they are not already on chat call a librarian and ask them to log on so chat can be transferred.
Southeast construction- Paula’s Arrival:

- Construction will start soon at Southeast so Paula will likely move her offices to Metro in early January but may be here as early as December 15th.
- Her office will be on the 6th floor in room 601.

Patron Triage & Dealing with Clingy Patrons:

- Double click the images below for power point presentations!

  ![PATRON TRIAGE](image1)

  ![CLINGY PATRONS](image2)

- It is important to note that these are not excuses to not help people but are options for referral if we cannot help them.

Other Updates:

- The campus stores may be taken over by an outside party. Bids are out, but the decision is not final. It may stay in-house.
- We will know more about the state budget likely by the end of this week.
- A faculty pay equity process has been completed. There should be a review of staff pay equity by the end of this fiscal year.
- Elizabeth showed the Consumer Health booklet she is placing on our ready reference shelf and is putting a link on the wiki for the databases for student assistance from the Health & Wellness website. It contained a lot of good information about questions on resources including medical, consumer info, mental health, and library staff resources.