RIS Meeting
12/11/2017, 12/14/2017


Persistent Patrons (A. Roach-Freiman): Communicate with team on persistent patrons; leave message with head of RIS; consult with Chat person; B. Thomas says she tells persistent community members: “I can answer 3 of these questions then I can log you onto a guest computer and you can find them yourself.” C. Harrington says that some people may not understand the boundaries of our service. A. Roach-Freiman asks how can you interact and provide while maintaining professional boundaries?

RIS desk/chat shift changes (B. Varner): Consider the spring-summer 2018 calendar. Opportunity to adjust schedule as desired. Please mark your shifts in red if you do not want to change shifts.

FAQ updates (A. Roach-Freiman): If you have time at the desk/chat, if you want to comb through FAQs and find updates. If there are any FAQs about your department, please let B. Varner know of any updates.

C. Harrington shows update to RODP access. It will be finalized this week. To see confirmed list of RODP resources, go to Databases, All Databases, select subject RODP.

P. Rustomfram thanks A. Roach-Freiman for running the RIS meetings. We wish her well at CBU. B. Varner extends an invitation for all to join on December 19th at Memphis Made Brewing Company after the Libraries Holiday Celebration.