July RIS Meeting Minutes


Guest: Y. Hawkins

Introduction:
S. Kinsler is the newest Instruction Services Librarian. She comes with an extensive background in instruction and librarianship, and we’re very excited to have her join the team. She’ll be taking over M. Haji’s desk and chat times.

Music Library Help:
S. Rector and J. Roberts have lent a lot of help at the desk and on chat, in User Assistance, and with the inventory project this summer. J. Roberts will be going back to the Music Library soon, and S. Rector has already left the Libraries because she got an amazing job in California. Congratulations, Sarah!

RIS Calendar:
A tentative calendar was released August 2 based on the preferences survey of July 24, which indicated that most library employees prefer the chat and desk procedures as they are. The final RIS schedule will be released tomorrow, August 9, and will be effective August 28.

Shift Coverage Procedures
Effective immediately, shift changes preferences should be communicated thus:
- Send request to Libraries RIS of LibChat Outlook groups.
- If you can cover the requested shift, change the RIS Libraries calendar and email only the request or.
- The requestor will reply all when the calendar is confirmed.

If you need more than three shifts covered:
- Change the color of the Desk/Chat shifts for which you need covered in the RIS calendar to Yellow.
- Send an email stating which shifts you need filled, and for folks to look at the calendar.
- Make sure your shifts are covered prior to your departure.
- Reply All when shifts are covered and calendar is confirmed.

If you see that someone is asking for shifts to be covered
- Please check the calendar if you are available and see if someone has already claimed the date.
- If you want to claim the date, erase the requestor’s name and write in your own.
  - Contact the requestor alone, not the listserv.
If the calendar is yellow, change it back to white after enter your name.

Outlook Calendar Tips and Tricks
Y. Hawkins shared many useful tips and tricks for making the most of your Outlook calendar. Be sure to contact her if you have any follow up questions at yhawkins@memphis.edu.

RIS Tally Sheet
What tallies are appropriate for which areas are mostly at the discretion of the person at the desk, but questions can be written at the bottom of the sheet. L. Sikkink, who collects the statistics, will take those into consideration. If you have any questions or concerns, please contact her.

RIS Quick Reference Guide
L. Sikkink has updated the guide, kept in the drawer to the left of the RIS station, from handwritten notes. Please let her know if there are updates or changes, and refer to it as needed.

Procedures Manual
L. Sikkink is almost done with the Procedures Manual, which will be available both online and printed at the desk. Let her know of any suggestions you have for additions. Thanks to I. Williams for the use of the Training Manual.

Thanks to R. Neal
Perveen thanks R. Neal for all her work in Government Documents this Summer.