**RIS Desk/Chat Minutes**

**11/8/2018 10AM ML 225**
In attendance: Bess Robinson, Meghan Campbell, Jim Cole, Cathy Dunn, Kenny Haggerty, Ann Hudson, Linda Hyatt, Barbara Thomas (minutes), Denetria Wilder

Desk Name discussion: Library Help Desk and Assistance & Information Desk (AID) seem most inclusive, clear, and to the point. Informal vote is that these are the top two preferences.

Other: Ann mentioned an incident with an instructor who had reserved Room 225 for a time beginning before our desk is open. There was some confusion & misdirection & the instructor was frustrated. Barbara said she is aware of the incident, apologies were made to the instructor, and it was completely Barbara’s fault as the reservation was made before we had finalized our desk hours & this slipped through the cracks. This shouldn’t be an issue in the Spring, with library student workers at the RIS Desk who can unlock the classroom doors as needed. Barbara is monitoring & making arrangements for any further before-10:00am classroom reservations this semester.

**11/12/2018 3PM ML 225**
In attendance: Brannen Varner, Ashley Roach-Freiman, Michael Harris (minutes), Caitlin Harrington, Bess Robinson, Iesha Williams, Gail P. Barton, Rachel Scott, Perveen Rustomfram, Chrissy Perry

I. New Name for RIS Desk – Many options were submitted and discussed. Ashley proposed a tweak on the Reference & Research Assistance Desk, calling it instead: Research Assistance Desk (RAD). Both Assistance & Information Desk and Library Help Desk were proposed but discarded as being too broad, Research Coaching was not liked. In the end, this group voted for Ashley’s Research Assistance Desk.

II. Bess reiterated the Guest/Special Privileges/Reciprocal Users distinctions

III. Broader discussion of issues with patrons and IT student workers?
   - Ashley witnessed patron using abusive language while using IT desk phone (language was not directed at student, though). What is our role/ability to police the language of patrons in the library? Can we create a behavior policy (suggested), and post on walls? Possibly create a task force/committee to explore this issue. Bess will send out email to gather interest.
   - Still gathering and compiling stats to determine/rethink desk hours (especially morning). There was some discussion of staggering chat times to provide service after normal hours and in evenings. Possibly have RIS librarian on-call in the evening for consults.
   - Rachel asked for some follow-up on the 225 key issue. Bess discussed what was brought up before.