RIS Desk/Chat Minutes

12/10/2018 10AM ML 225
In attendance: Bess Robinson, Michael Harris, Ashley Roach-Freiman, Gail Barton, Rachel Scott, Sylverna Ford, Meghan Campbell, Brannen Varner, Ann Hudson

*Denetria is providing students for coverage of desk during extended finals hours. There is also a system in place for reporting missing students. Bess sent out an email with the procedure.

*It was discussed drafting a policy on user behavior in the learning commons. There was a question of if we wanted to create a task force, but no one thought it was necessary. Ashley suggested that we could borrow the language for such a policy from another institution and adapt it for our use.

*Brannen discussed the new desk and chat hours for the spring, along with how morning coverage will work. She passed around a handout detailing the new policies.

*A vote was held on what the new name for the RIS could be. Two finalists from previous meetings were identified: Research Assistance Desk (RAD) or Assistance and Information Desk (AID). RAD won 9-0. There was also a spirited discussion as to the current state of the Learning Commons.

*Brannen has suggested that we should make our own READ scale to better assess which category a specific question falls into.

*There will be a food drive sponsored by the Staff Senate in conjunction with President’s Faculty/Staff Holiday Lunch.

*Gail mentioned that she might have contacts with the McWherter family, could be good people to talk to for fundraising for library?

12/13/2018 3PM ML 225
In attendance: Bess Robinson, Michael Harris, Denetria Wilder, Jim Cole, Lisa Sikkink, Catherine Dunn, Betsy Eckert, Kenny Haggerty, Barbara Thomas

*Barbara informed the group about the new desk/chat hours and procedures for the Spring. Possibility of screensharing for chats is being explored. 8-10AM will be covered by Denetria’s students with librarians on-call. Also evening shifts for consults.

*Reminder to check your phones and emails for correct RIS group autofill
*If requesting coverage for 3 or more shifts then please change the instance to open to people easily see the shifts needed.
*Reply to just requester when you grab a shift.

*Denetria talked about IT student coverage during finals. See Bess email. Lisa S. is also updating the procedures sheet for reporting when a student is not on the IT desk.

*Denetria’s students will work the second floor until 7 rather than 8.
*Betsy also talked about an instance of outstanding customer service from IT student
*User behavior conduct policy? No task force, but Lisa S. has volunteered to draft a document to present to the group at a future meeting. It was stressed to keep language neutral or positive and not negative (i.e., rather than a list of “nots,” more a “please do” or similar).

*New Desk Name: Spirited discussion on the differences between RAD and AID and user perception of the desk. It was floated to possibly make it Research & Assistance Desk to strike a compromise. Final tally RAD – 5, AID – 2, 2 abstentions because already voted Monday.

*Bess mentioned some things from Monday meeting:
  * Brannen’s suggestion for UM specific READ scale
  * Thanked Gail for her service
  * Rachel’s new position will keep her busy!

*Bess solicited ideas for training/speakers/etc. for future meetings as a possibility.