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Public Services Work Team Essence Notes

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Public Services Notes, July 25, 2016

Community Login change: The procedure for preparing the logins for Library use is changing August 1. Two hundred fifty will be issued, and all will be preactivated. Peggy Eighmie-Huggins and Savitri will develop a form for handing them out with input from Kim. At the same time, IT Services will begin requiring a more complex mix of letters and numbers for the individualized Community passwords. Some community members require assistance at their workstations, and it is thought that this new procedure might increase the need for that. Access asked if the ISD student workers could be called on to assist at times there are not enough Access personnel to do it. The answer was generally that it could be done, but that ISD students have been instructed that they should not spend more than ten minutes with a community patron. It will be handled case by case, depending on which desk is better staffed to handle problems when they arise.

There is concern that 250 may not be enough, especially in the early part of the semester. Access has more than the usual number of patrons who only need a password for a day or even an hour at that time of the year. Fred encouraged close monitoring of the number in order to see what could be done if it is apparent the 250 will not last until the new batch is prepared.

Clement asked why the Library is asked to handle these issues. Peggy Eighmie-Huggins, who has a daughter at Georgia Southern and who is a student herself, explained that incoming students are shown all of these procedures but apparently don't retain the information.

Other first of Fall Semester concerns: At the beginning of Fall Semester, some students come to the Library having never used their Georgia Southern email accounts and want help. Both desks take a good share of this traffic. The thing to avoid is giving out Community logins to students just because they don't know how to use their Georgia Southern passwords.

Also, when the students are first assigned their print points, it is not apparent that they have any. In order for the print points to appear in their accounts, they must start to use them as if they were there, then they appear. Both desks will encounter that phenomenon.

Red Buttons by elevators for stacks help: There are buttons beside some of the elevators which can be used to report a problem or ask for help. When patrons push the button, this system places a call to a phone at the Checkout Desk. Fred asked if more use could be made of this system for helping patrons find books in the stacks. Paolo had the better idea of posting a phone number in various places in the stacks informing people they could call the number for assistance. Rebecca noted that providing the phone number of the ISD Desk would be better than that of the Checkout Desk for this service. It was also suggested that these signs be placed in the entrances to the main stairwell and beside the elevators. Clement had been following up on the possibility of using signs inside the elevator. He said the holdup at this point is obtaining the proper frame for elevator signs.