

1-29-2018

Public Services Work Team Essence Notes

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Recommended Citation

Smith, Lisa, "Public Services Work Team Essence Notes" (2018). *Public Services Work Team Essence Notes*. 6.
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Public Services Work Team Meeting Notes

January 29, 2018

Attendance: J. Garner, L. Smith, C. Lau, L. Haas, K. Coates, R. Baker, and T. Curtis

1. **Comments/Concerns/Questions/Victories from the front lines**

Jesscia introduced Tony Curtis as the new Overnight Supervisor in the Access Services Department.

2. **Patron Survey (March/ April)** The Patron Survey, which was first conducted last year, will be repeated this year using the same questions. It will begin after Spring Break. The survey will be conducted using the tablets. As last year, Access Service personnel and the RSD Student Assistances will gather samples throughout the service hours—mornings, mid-day, evening, and overnight hours. Leslie suggested that an online form should also be an option for anyone wishing to complete it online. This would be in addition to the surveys from the encounters with our personnel.

3. **Topics from the floor:** Clement gave a thorough and gripping presentation on broken chairs and ripped upholstery throughout the public areas of the library. He is working to secure replacement frames from Agati to replace the many broken chairs before our 10-year warranty expires (August 2018). Also, couches with holes or rips in the cushions will be repaired in the near future.

Finally, Clement updated us on the massive water leak which occurred on January 2nd. The exterior area on the parking lot side of the building flooded due to a rusted out air handler on the 3rd floor. Facilities personnel shut off the water that evening. Fortunately no library collections or interior furnishings were damaged. The unit will be replaced as soon as it is received and installed. This installation should not present any significant noise or disruption of services.

4. **Announcements: None**

Meeting was adjourned at 4:40p