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# Public Services Work Team Essence Notes

Fred W. Smith

Georgia Southern University, [fsmith@georgiasouthern.edu](mailto:fsmith@georgiasouthern.edu)

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## **Public Service Work Team Notes for meeting of February 26,2018**

**Patron Survey:** The Patron Survey will be administered March 19 – April 20. This will be close to the same time as last year. It will be after midterms but not too close to finals. All shifts will collect samples. There will also be an online version available on our web site and a paper version. The survey will use the same questions as last year so the results can be compared. It also lines up with public service questions on Libqual. There is one minor edit to reflect the change of title from Information Services to Research Services Department. Lili will analyze the results.

**Bed Bug Update:** This past Saturday bed bugs were reported in Group Study Room 1208 C. The quarantine kit bought during last summer's bed bug incident contained the perfect combination of supplies. Jessica G noted that the Saturday Access staff knew exactly what to do and handled the incident flawlessly. She emphasized how proud she was of them all.

After the bed bugs were reported, the Saturday staff alerted Jessica. She got in touch with Bede who instructed her to call Public Safety. They in turn called Facilities. Facilities inspected the whole first floor but found no more evidence of bed bugs. Knox was called in and treated the study room. Knox will tell us when we can use the study room again. During Spring Break, Knox will do another inspection. In a discussion of bed bugs in general, Jessica noted that when you are inspecting for them, you should always check the bottoms of chairs.

**Chairs:** If funding allows, long term, Clement would like to replace fabric covered chairs with metal, wood, or leather. Fabric is ideal for bedbugs.

Thirty-four chairs wooden chairs are currently being fixed. They should be back in March.

**Emergency Supplies:** Clement has recently met with Access about the need for obtaining various emergency supplies and also minor cleaning issues such as dusting. Bede has told him that he will fund the purchase of emergency supplies. The list is long. Typical of the supplies is plastic sheeting to cover book shelves in case of water problems. Clement will talk further with Jessica and her department to decide on numbers of items to order.

Clement noted that the paper towel dispensers now in some restrooms are a kind of test. If the students abuse them by stopping up toilets or other mischief, Facilities will likely remove them.

**Makerspace:** Leslie told the group that the George-Anne has a short article about the Makerspace. And they did not call it the "Markerspace"!

What sort of assistance you can receive at the Research Desk. Emphasize that there is faculty member working there. This person can show you the best and quickest way to the information you need, and can make sure the information you are looking for meets your instructor's approval. Students should show the Research specialist a copy of their assignment in order to .... Also help citing sources.