User Services Advisory Committee

Meeting Date/Time: August 6, 2014; 1:00-2:00

Present: Jim Dohle; Susie Duncan (minute-taker); Susan Schnuer; Sue Searing (chair); Jenny Emanuel Taylor
Absent: Lisa Romero, Kelly McCusker

Agenda: Status update on current projects; potential projects for coming year.

1. Updates
   a. GREAT
      The guidelines are being incorporated into GA training as well as IAS student training. Susie will add it or, at a minimum, reference it in the “Working with Difficult Patrons” HUB training sessions in December.

      The University of Washington has asked for permission to adapt the GREAT Guidelines for their own use.

   b. First-Floor Greeters
      The AUL for User Services will schedule patron Greeters for 1 hour shifts at the information table in the Marshall Gallery during New Student Tours the first week of classes. There will be approximately 5 shifts a day for an expected total of 20 shifts. (Per 8/11/14 Libnews email, the slots will be 30 minutes long.)

   c. Customer Service Award
      This award has yet to be instituted as recommended by the Awards and Recognitions Task Force and needs further discussion.

   d. User Experience Librarian position not yet approved by campus.

   e. Wilkin has asked the AULs to consider what the Library Administration would look like if it had a more traditional structure, with units reporting to the AULs.

2. Suggestions for the upcoming year
   • Stickers or buttons reading “I’ve been to the Library” (in the vein of “I voted”), different giveaways every hour for next year’s new student week greeters.
   • Comment cards - one library has asked for comment cards.
• More informal awards passed out to more employees – pick folks to ‘walkaround and award’.
• Badges – to be earned
• Give units a Box of Customer Service tools – comment cards, badges, “good job” cards – to use as they choose.
• A division-wide customer service award – the most innovative and/or most improved division. On a related note, IT is looking at tech-related service agreements with an eye to increasing consistency between units offering similar services (e.g. room reservations).
• Suggestion boxes – does the Library still have any, what happens to the suggestions? Should they go to the AUL for User Services?
• Systems that allow users to rate the interaction immediately after the experience may be more helpful. Examples from other places:
  o Singapore’s immigration desk uses green, yellow and red buttons the customer presses immediately after the encounter.
  o A Danish institution has users rate the place as they move through it. This might be something Jim Hahn’s group could work on – Susan can put Jim in touch with people who are doing this.
  o Michigan photographed students holding “what I like about the Library” signs – could be an opportunity to use Photo Booth.
  o Willing conference attendees videotaped answering the question “what kind of day are you having?”

3. Next meeting
   Continue to gather input (especially from new committee members) and select ideas to pursue.

As few members were at the meeting Jen Yu attended, it was agreed it would be worthwhile to have her back to talk about closing service gaps identified in LibQual+.