

Brief Summary of September 29, 2006 Meeting

Best Practices

Debby Harris will send out via email the revised Best Practices and Quality Assurance Practices. Debby is also looking for a few volunteers to for the Q.A. Team.

How to Transfer Calls

Mary Kickham-Samy presentation covered how to transfer a call in Ask a Librarian. She will make her materials available to you. Also, there is a section in the Provider Manual about how to transfer a call. Protocol to follow when transferring a call:

1. Transfer a call to a librarian who is currently on VR
2. Call the librarian via phone first, ask if it's ok
3. Inform the patron that their call is being transferred to another librarian and why
4. Transfer the call in Provider Manual
5. Complete the post session survey and select "transfer call" once this option is available.

We have decided that we will transfer a call only when the other librarian is currently on VR. We have yet to agree if we want to transfer a call to another librarian who is not on VR, but you feel the call should be transferred to someone from that library.

Lost Calls – What to do?

1. Follow-up with patron via email.
2. Report lost call to Ann and Sandy with date, time, and patron library affiliation

Technical Problems to AALSupport@tutor.com

1. Submit your issue via email
2. You should receive an immediate auto-reply with a call number. This call number will inform you that AAL support has received your email and will work on it. AAL states that response should be within 24 hours. **Note:** I submitted an issue to be resolved by AAL Support this past Monday to AAL Support and we discovered that some librarians were not receiving an auto-reply message. They are working on resolving this problem.
3. If you do not receive a response after 24 hours, then call AAL Support.
4. Report non-response calls from AAL Support to Ann and Sandy. We will maintain a log.

Post Session Survey for Librarians

Per our discussion, I have submitted a request to Angela Pfeil to add the following to post session survey:

Follow-up, Transfer Call and Referred Call.

This should be available soon.

Schedule

We have agreed to allow one (1) hour block schedule times. You can still sign-up for two (2) or more hour blocks. This will provide more flexibility in the schedule.

Weekend Hours

Do we want to offer more weekend hours? We need at least two librarians to staff the VR desk. Ask you library directors/deans about possible weekend hours.

Longer Hours During the Week

Do we want to offer hours passed 9pm? How can we make this work? No conclusion at this time.