

## **Doe/Moffitt Security Desks – Plans for 2007-2008**

After reviewing the Discussion Points about Security Desks in Doe/Moffitt, meeting attendees – Miguel Labon, Gary Bland, Mike Rancer, Paul Payne, Imani Abalos, Mark Marrow, Jennifer Dorner, and Beth Dupuis – agreed to the following plans:

The Doe/Moffitt Security Desks will begin an evolution toward a more proactive public service role starting fall semester 2007. Beth and Mike will explore options for adding other appropriate work to for library security staff to do at the desks to keep them more engaged.

Mark, Imani, Miguel and Gary will review the current orientation and training, operations manual, and performance review practices to ensure each element promotes and emphasizes our goal of an increased public service role for library security staff. Training, operations manuals, and performance reviews will be updated, as necessary to reiterate the expectation that library security staff are to set an example by following library policies when at the desk, particularly, not to eat food, drink beverages, be noisy, or have personal phone conversations, including on cell phones; and prepare staff to be able to address common directional and informational questions, such as construction, location of restrooms, libraries and campus buildings, staff offices, and referrals to services.

Beth and Mike will work with Space Planning to move the Doe North security desk across the walkway to the side closest to the Brown Gallery cases, realizing there will be changes with furniture, wiring, equipment, etc.

Gary, Miguel and Mike will gather and share information about the present schedule, staff coverage, budget, and supervision for all security desk points in Doe and Moffitt Libraries; distinctions between the responsibilities of staff when on desk duty and when roving, as well as the inter-relationships between those positions.

Mike and Beth will explore future staffing and organizational options such as reconsidering the mix of student and non-student staff; reviewing current assignments to ensure all staff working at the desks are meeting job expectations; pursuing options for engaging retirees, senior citizens, or other options for staffing for the desk with a goal of increasing a feeling of shared ownership of the building and providing excellence in public service. We confirmed that responsibilities for emergency response, security roving, and facilities issues would remain under the purview of Library Security regardless of any other changes.