

Backup Responsibilities

Please remember the many ways to support our patrons and the Service Desk team when you are working a Backup Shift:

Answer Chat, Email and Phone

- Answer LibChat.
- Answer library phone.
- Answer libcirc emails or tickets.

Support the Service Desk

- Keep an eye and ear on the Service Desk to help when it is busy.
- Help triage by collecting and checking-in items that users are returning.
- Support any backed up equipment returns when it is busy; verify equipment contents, check-in, and reshelve equipment.
- Reshelve Reserve books.

Additional Tasks (As Needed)

- Walk through the computer commons and printing room every 10–15 minutes.
- Help users on floors 2–4 when needed.
- Assist in covering Maker Studio breaks as needed.