

RECOMMENDATIONS TO IMPROVE IDS SERVICE

■ Suggested Equipment

- Up-to-date computers and programs
- High speed printer(ex.HP LJ 4100tN)
- Color printer (ex.HP LJ 4600N)
- High speed scanner(ex.SP 93GX)
- Color scanner (ex. SP 15C)
- 21 inch computer monitor (helps IDS staff work with multiple programs simultaneously)
- Photocopier with scanning capabilities (ex. Konica 7145)

■ Direct ILL

- Unmediated loans require *no* intervention, thus freeing up staff time for more complex tasks.

■ Sending/Receiving methods

- LAND
- Iliad/Odyssey
- ARIEL
- FAX
- UPS
- PDF via Email

■ Technical support

- In-house (library)
- External (Campus IT, Atlas)

■ Staffing

- Cross training
- Cooperation from other departments during peak times

■ Work space

- Sufficient space for staff, students and equipment

■ Day and Evening Shifts

- Ability to schedule hours according to workload

■ Cordless phone

- Mobility to perform a variety of tasks

■ Continuing Education

- Keep up with new technology and procedures
- Exchange information with colleagues