Managing the Team Rooms

Rover responsibilities

1. Pick up the **staff iPad** from the Call Center to use while on the floor.
2. Login to Team Room application using your staff intranet credentials.
3. Walk by the rooms hourly to make sure they are working correctly.
    a. Check everyone has reserved the room and checked into the room.
        i. Rooms that don't have a reservation or are still blue have not been checked in correctly. Have the customer come out and check in their room with their PIN.
        ii. You can check customers in with the staff PIN 999999 but the preference is to have customers do it so they understand the whole process.
    b. Reservations are held for 15 minutes and then will drop off.
        i. If you find a room that is past the 15-minute grace period, you can cancel the reservation on the **staff iPad**. Please don't cancel reservations if it is before the grace period.
        ii. You can check in and check out rooms with a staff PIN 999999
    c. If a room has been checked in but there is no one in the room, leave it until you do your next walk through. Give customers at least 30 minutes because they may have stepped out for a drink or bathroom break. We don't want to cancel reservations and have the customer show up angry.
        i. If after 30 minutes the customer has not returned, you can cancel the reservation by hitting check out on the **wall iPad** and typing 999999
        ii. You can also cancel it on the **staff iPad** but the other way is easier and immediate.
    d. If a room has been checked in and there is no one in the room but they have left their stuff, assume they are coming back and make sure the door is closed.
    e. If you notice that the reservations overlap on a room, please take a screen shot of the **wall iPad** and send it to the Help Desk. -Then with the **staff iPad** move the reservation to an open room, ideally near the room that the customer initially reserved. We want to help customers get into rooms when they get here so this guarantees them a room.

Other questions you as staff might have

1. Can a customer check in early?
    a. If there isn't a reservation before the appointment and they have not set their reservation for 3 hours then they can reserve in 30-minute increments. Otherwise they will need to wait for their reserved time.
2. What if someone hasn't checked in within 15 minutes of their start time?
    a. At 15 minutes the reservation will drop off. I am working with DS on reminders to check in on the sign-in page of each Team Room computer.
    b. I will also work with Diana to create tabletop signs explaining procedures for using the rooms. (still to come)
3. How can a customer see which rooms are available other than today?

    a. At this time they can only see the rooms for today. We are working with DS to have a more detailed reserved room page.

4. What if a customer forgot their library card at home they used to reserve the room? What if they received a new card? What if they are making payments on their card?
    a. They will need to find a staff person- ideally the rover- to cancel their reservation and allow them to reserve with their new card. They need a card to reserve the room and to check into the room.
5. What if a customer has no identification, no card but wants to use the room?
    a. Customers need a library card to use the rooms. Help them register for a card either at your service point or at the Customer Service desk. Then use that card to reserve and check in the room they plan on using. Give the card to Circulation so we can mail the card. They should receive their card in the mail and then can use the rooms on their own.
6. Are customers responsible for checking out if they have left the room?
    a. If they are done with the room, then yes they should check out. This is a new procedure for customers and while we will have "please check out of the room when you are done" on the tabletop sign, some may forget. If you help customers get into a room or see them leave, please show them how to check out of the room.
7. What if customers have left the room but have not checked out?
    a. See above procedure
    b. What do I tell other customers who want the room?
        i. Tell them that if in 30 minutes the customer hasn't come back, you will cancel the reservation and open the room to reservations.

Using the rooms--Customer Questions

8. How do I turn on the TV/Monitor?
    a. There is a button on the bottom middle of the monitor. Push to turn on.
9. How do I use my flash drive?
    a. There are USB ports on the CPU which is located under the table near the wall.
10. Where are the dry erase markers?
    a. The library does not provide markers. You are welcome to bring in your own dry erase markers.
11. How should I leave the room?
    a. Please leave the room as clean as you found it. Erase any markings you made on the whiteboard. Log off the computer and push in the chairs.
12. How can I restart the computer if SAM didn't load properly (where is the computer located)?
    a. The computer is located under the table near the wall.
13. How do I handle a complaint about loud music or sound?
    a. Please knock on the door and ask the customer to lower the sound because it is disturbing other customers. If the customer refuses then they are not following the Customer Conduct policy and can be asked to leave for the day.

Using the WebAdmin Team Room page

(I have asked David and Dave to work on instructions for the WebAdmin.)

With the WebAdmin you can create reservations, check the status of all the rooms and sort based on your needs. ~~–~~ The preferred way for customers to make reservations is through the Team Room page on the public Digital Branch.

Team Room page on WebAdmin are available from the Intranet page using your Windows/WordPress credentials.

1. How do I check reservations in WebAdmin?
    a. Tabs at the top of the page allow you to sort search by date, rooms, patrons, reservations and status.
2. How do I tell who “Library Patron” is?
    a. For the moment the only place you can see this is on the WebAdmin and you then need to open up Leap to see who it is.
    b. The next improvement, hopefully in the next couple of weeks, will change that from Library Patron to the customer’s first name and first initial of last name. Dave has been working on this with Polaris so should happen soon.
3. How do I cancel a reservation from WebAdmin?
    a. If a customer needs a reservation cancelled prior to their time, you can move it into the trash.
    b. If a customer has not shown up and you need to cancel the reservation (David is working on instructions for how to do this)