This synthesis came from the survey team after all staff had completed the survey. This is before the ‘in-service day’. The numbers indicate how many people answered in the same manner.

**Question: what is working well?**

- Quality of service 8
- better coverage 10
- meeting times standardized 6
- consistency 3
- standardized shift times 3
- 2 person desk 3
- (more time to do higher level- librarian) independent decision making, multitasking, training in pairs, yes, extended DROL coverage

**Question: what could be improved? (IMPACTS)**

- Triage issues 5
- leaving desk during shift
- training: 4
- schedule conflicts 24 (coverage: desk v functional area + straight nights schedule)
- communication 4
- customer service issues 2 +2 (no library email at front desk),
- owned tasks keeps tasks from being forgotten and for accuracy 3
- too much time on service desk
- functional area work (is interrupted) 7
- interaction between co-workers
- notes left on work to complete (communication, tasks)
- less librarian time, more librarian support at service desk
- openers have too many tasks, projects.

**Questions DROL:**

TRAINING, scheduling issues, 7:45pm in short staff issues and 1 person at desk.

**Question: Desk shifts: if no why?**

- Service desk tasks
- Short staff too much for one person 2
- Functional area tasks
- Thursdays 2
- Too many people at some times
- One person on desk during sick or VT and mornings

**Question: Solutions?**

- Assigned coordinator person
- Redistribute hours
- Build aux pool 3
- Less on desk time for librarians
- Triage
- 2 people at 8am
• Cover VT and sick 2
• Staffing on service desk more without affecting functional work

**Question: Able to multitasking?**

• Mostly ok (training?) 3
• Face to face and email and phone challenging 4 (DROL)
• No
• Functional area work at the desk challenging 2
• (Librarian support needed)
• Yes 7
• 4 N/A

**Triage?**

• DROL triage – training
• Training
• Librarians bring too much work – on-call better? 2
• Under-utilized
• Nice that there is available help (librarians)
• Not necessary for librarians in breakout room at all times.
• Empty desk coverage 3
• Great that LSCA do majority of general questions 3
• Not sending questions to breakout room 3
• Questions being sent to breakout room appropriate
• Not sure what triage is 4
• Could use work
• Email triage could use work too

**Other items of note:**

• Communication
• Email should be at HL
• Tasks have no ownership