Shift Procedures

When you start your shift

- Turn on computers & lamps make sure they're turned on.
- Library Shift: get the DEWC bin from the front desk & set up signs & laptops. The user ID for the laptops is "user." There is no password.
- Log one computer into the write@southwestern.edu email address & call up the exit survey.
- Make sure all tables have pencils & paper & email JD if we're low.
- Check cards (DEWC & for Dr. Z) & email JD if we're low.
- Decide when you first arrive who will take the first consultation.
- Please check your email when you first come on (unless there are students waiting) to make sure there are no urgent messages regarding your shift (if so, we'll indicate that they're urgent in the subject line).

When there's a wait

- Welcome students as they come in & ask them to sign in & take a seat.
- *Library Shift:* Because there's no waiting room in the library, it's best to give waiting students a clipboard & sign-in form & provide an estimate of when you can see them "please sign in; we'll be able to work with you in about half an hour."
- Inform students that consultations last about half an hour, although they're welcome to go back through the queue for another consultation.
- Please don't begin a consultation if your shift ends in less than five minutes. You can, of course, chat with any waiting students, make sure they're signed in & printed up, etc.

At the end of a shift

- Make sure lamps are off
- Please pick up any trash/tidy the center
- Library Staff: Please return the DEWC box to the front counter, & please don't stay past 9:15 or so.