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## Live from Information Point: Library Staff on a Screen

Chloé Massie-Costales  
*University of Dayton*

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# Live from Information Point: Library Staff on a Screen

By Chloé Massie-Costales

While it is hardly an original observation, it is worth reiterating that life in a pandemic makes even the simplest of interactions strange. Here at Roesch, we have tried to continue providing the best services to our patrons. Many of us at the library have found ourselves having to pivot, make adjustments, and get creative with our normal routines to provide a safe environment for students, faculty and staff.

One of the ways we are prioritizing safety is through changing how access services staff help provide general library assistance, technical support and reference help at Information Point. Using Zoom, access services staff are now able to virtually help patrons no matter where staff are. By providing virtual assistance, staff can work remotely or at their desks inside Roesch Library.

Minimizing face-to-face interactions has helped employees and library patrons stay safe. While it is a bit strange at first for patrons to walk up to a large screen at Information Point and speak through a monitor (one student tapped on the screen like a fishbowl), we hope that our patrons appreciate the University Libraries' efforts to keep everyone safe.

## FOR HELP OR JUST HELLO, STOP BY INFORMATION POINT

Until masks are no longer the must-have accessory, if you happen to be walking by the monitor, feel free to wave, say hi or ask us a question!

## OTHER WAYS TO ASK FOR HELP

### PREVIOUS POST

More Marker Boards in the Library: SGA and the Dean's Fund Deliver

A student approached an SGA senator about getting dry-erase boards installed in more library study rooms. Daniel Hennessey wrote up the proposal, and thanks to a grant from SGA and matching funds from the donor-supported Dean's Fund for Excellence, the new boards are now installed.

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- [library@udayton.edu](mailto:library@udayton.edu)
- Text: 937-412-0023
- Chat: See the red "Need Help?" button in the lower right-hand corner
- Call: 937-229-4234

Hours of service [are available on our website](#). For in-depth research assistance, use [Book a Librarian](#) to set up an appointment via Zoom or phone call.

— *Chloé E. Massie-Costales is a circulation assistant in the University Libraries.*

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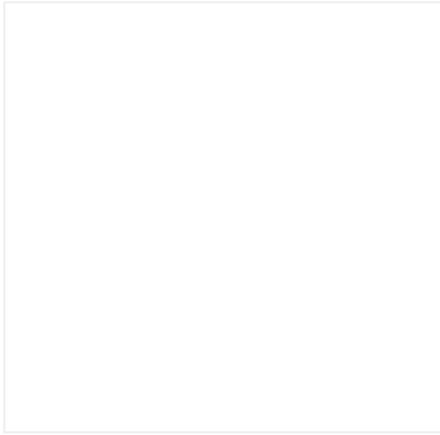


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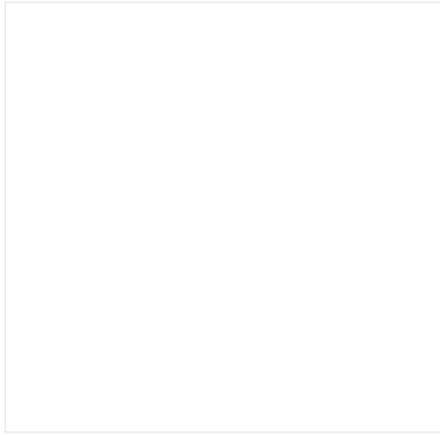
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By uniting their voices in a new organization called the Central Women's Association, UD women in the mid-1940s sought to protect themselves "from becoming an unduly submerged minority" in a student body that was nearly 88 percent male.

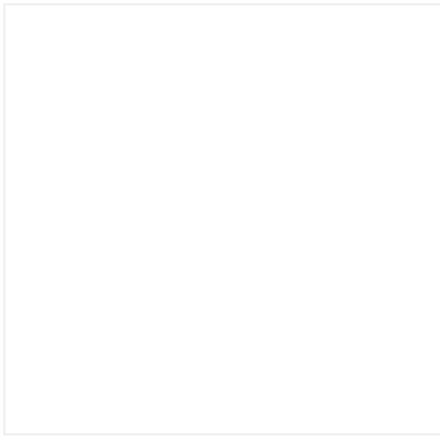
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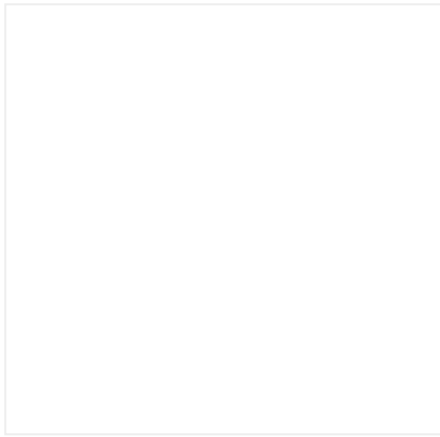
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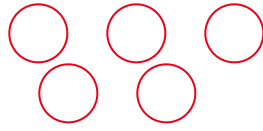
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