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
    - Illiad/Odyssey
    - ARIEL
    - FAX
    - UPS
    - PDF via Email
    - PEERNET

- **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

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