**CCC LSP Project Circulation Working Group**

Wednesday, Nov. 4, 1:00 p.m. via Zoom

**Agenda**

I. Check in

II. Nov. 18 webinar: Circulation services available while operating remotely

a. Updates to Google sheet

b. PowerPoint draft

c. Volunteers to help with presentation

i. Monitor chat: Rebecca, 1 more

ii. Share your library’s experience: Lena, 3 more?

iii. Discussion:

iv. Notes and action items:

III. Office hours, webinars and FAQs

a. Discovery group’s office hours

b. Letters and notices “webinar”

c. Next steps with FAQs

IV. Procedures for handling lost items in Alma

a. Close\_paid\_lost\_loan parameter (Jay’s draft)

b. Lost items (Lisa’s draft)

c. Waiving fines

d. Retroactive fix for loans still in patron account

e. Next steps

V. Task List and Priorities

**Notes**

1. Presentation

* Google sheet
  + needs to be updated before presentation- it will be shown
  + two new columns that need to be filled in: Communications and Quarantines
  + update entry and change the date in the first column
* Powerpoint feedback
  + add your comments soon, presentation will be in the Google drive
* Powerpoint organization
  + Discussion on how to organize the presentation
  + Results: each person can format their section how they like (put a slide into the presentation or share screen during your time to present)
  + slide #7 is now the introduction slide and then everyone will get their own name slide following slide #7 that marks their turn to present
    - If adding in a slide, add it after your name slide
  + no powerpoint slides/visuals required but can do a slide or screen share if presenters want to have something up (like a libguide)
  + 3 minutes per person, 5 min tops
* Volunteers
  + need two more people to add their local perspectives to the Circulation Services While Operating Remotely slide section
    - Resolved, Tatiana and Jay
  + need someone to keep track of action items that come from the presentation, both verbal and those that pop into the chat

II. Action Items

* Update and date Google sheet (Lori is sharing link again)
* Give feedback on presentation (Lori is adding to drive and sharing drive link again)
* Need at least 1 volunteer to record action items during presentation (Cathy)
* Tell Lori if you want a practice run through of presentation

III. Office Hours, Webinars, FAQs

* Office hours could help answer questions but also function as a way to connect during remote times
* Add Quick Tips/FAQs to the wiki page for easy access
  + Look through and sign up/take on anything that interests you
  + FAQ template is available in Google drive to play with
  + Lisa’s lost items could maybe be a Quick Tip
    - Lisa is updating procedure now

III. Action items

* Sign up for creating Quick Tips/FAQs for wiki
* Lisa will update Lost Item and notify when done

IV. Procedures for handling lost items in Alma

* Should Jay’s document be standalone vs integrated into Lisa’s document?
  + issue is difference in institution workflows- each place tends to handle things differently so it’s hard to make a single instructional guide
* Need input from institutions who handle things differently
  + Two versions? Institutions who take payment and those who don’t?
    - Even this wouldn’t encompass all the different ways institutions handle this
  + this is all mostly for when we’re back in person so it’s good to plan for it now
  + create a flow chart to move through the different tracks that institutions take during their lost/paid process
  + need multiple types of instructions on how to handle these different situations

IV. Action Items

* Lisa will start a flow chart
  + Group can chime in on parts they can help fill in
* Ask listserv about how their institutions handle lost/paid/fines?

V. Notes

* Meeting in two weeks 11/18 following the presentation is staying on the schedule in case we need to follow up after the presentation
  + The meeting invite is the same as the usual Wed CCC meeting link

V. Action Items

* Lori will reshare Google drive link and meeting link
* Lori will verify that presenters can have hosting privileges to share screen
* Further discussion on fines/lost/paid will be added to next agenda