**CCC LSP Project Circulation Working Group**

**Minutes**

**Wednesday, Nov. 18, 1:00 p.m. via Zoom**

1. Check in
2. Today’s webinar debrief
   1. Great job everyone! Wonderful team effort!
   2. Follow-up questions

[*Amanda’s Questions/action items from the Circ Group webinar*](https://docs.google.com/document/d/1hCj2v7KFEV1Ibdc5QAyCedwTjXC1K7dZLaixEIdwQbU/edit?usp=sharing)

* 1. Action items

1. OFFICE HOURS

*DISCUSSION:*

*Discussed topics and format for office hours. Prepared presentation vs. open questions.*

*Topics proposed: Safety measures, returns, distribution/”curbside” pick up, home delivery and scheduling software. Textbook scanning and digitization requests in Alma. Methods and procedures including platforms for hosting scanned documents.*

*Patty proposed to have office hours at different times during the day to accommodate more staff participation.*

*DECISIONS:*

1. *Office Hours format: Circ Work Group members will answer questions on a prepared topic. Questions on other subjects will be accepted and if cannot be answered will be referred to the group for follow up.*
2. *Dec. 2nd, 1pm & 4pm – Topic: Returns (safety measures, different levels of service, procedures, scheduling programs, home delivery)*
3. *Dec. 9th, 1pm & 4pm – Topic: Distribution (safety measure, different levels of service, procedures, “curbside”, etc.)*
4. *January 2021 – Topic: Scanning Books*

*ACTIONS:*

1. *Lori will send out message to the LSP Listserve with information on the December office hours.*
2. *Lori will create a schedule for Office hours.*
3. *Tatiana, Rebecca and Anne will form a small Scanning work group to research and present information on that topic.*
4. *Jay will draft a best practices for home delivery through Alma.*
5. Procedures for handling lost items in Alma
   1. Status of drafts
   2. Waiving fines
   3. Retroactive fix for loans still in patron account
   4. Next steps

*DISCUSSION:*

*Group discussed policies for damaged or lost books and technology. Efrain (Fullerton) & Kimber (Lake Tahoe) stated their campuses are taking a loss and not charging students for damaged or lost items. Cathy (College of the Sequoias) only places holds and charges for items not returned, and students are not charged for damaged items at this time. Lori (Skyline) place holds on student accounts for items not returned. Many colleges no longer placing holds for lost/not returned items due to equity issues.*

1. Letters and Notices webinar (Jay and Cathy)

*DECISION:*

* 1. *Letters and notices will be possibly be presented in a Wednesday 11am Webinar in 2021*