**CCC LSP Project Circulation Working Group**

**Agenda**

**Wednesday, Oct. 21, 1:00 p.m.**

1. Check in
2. Governance Committee follow-up
   1. Questions submitted for survey
      1. The Circulation Work Group created several Quick Tips with step-by-step instructions and screen shots for fulfillment activities.  Are these useful?  Are there other areas you'd like to see addressed?
      2. Ex Libris recently hosted two Knowledge Accelerator programs on Fulfillment.  Were there topics you need help with that were not covered?  If so, what topics do you think the Circulation Work Group could help with?
   2. Work group assistance to other staff/colleges
      1. Office hours or appointments
      2. Assignments by topic/expertise or leave open
      3. Listserv monitoring
      4. Turning questions into FAQs
      5. Other ideas?
   3. Nov. 18 webinar
      1. Analytics example
      2. Circulation Services Available While Operating Remotely
      3. Member roles
3. Procedures for handling lost items in Alma
   1. Close\_paid\_lost\_loan parameter
   2. Waiving fines
   3. Retroactive fix for loans still in patron account
4. Task List and Priorities
   1. Lib Guides for remote services
   2. Quick Tips or FAQs
   3. ExL training/guides

**Upcoming Calendar Items:**

Next meeting: Nov. 4, 1:00 p.m.

LSP Wednesday Webinar Series: 11:00 a.m. weekly

Circulation Work Group webinar: Nov. 18

LSP Governance Committee meeting: Nov. 6