**CCC LSP Project Circulation Working Group**

**Minutes**

**Wednesday, Dec. 16, 1:00 p.m. via Zoom**

Attendees: Amanda Cronkright, Cathy Tully, Jay Hartzell, Kymber Ensele, Lisa Brlas, Lori Lisowski, Lynda Letona, Rebecca Mendell, Tatiana Pak, Patricia Torres

1. Check in and Welcome new member Lynda Letona

*Lynda Letona is an Access Services Librarian at Diablo Valley College.*

1. Spring meeting schedule
   1. 1st/3rd Wednesdays or 2nd/4th at 1:00?

*The decision was to have meetings every 2nd/4th Wednesday at 1:00. Lori will send calendar invites for spring.*

1. Office hours in spring
   1. Continue?

*Office hours went well in terms of:*

* + - * *Informal and encouraging atmosphere*
      * *Exchange of knowledge, sharing experiences. Community is very helpful.*
      * *We didn’t have a lot of people but the discussion was very fruitful.*

*Thus, the decision is to continue with holding office hours.*

* 1. Times? Use non-meeting Wednesdays?

*The schedule: office hours every 1st and 3rd Wednesday. Still keep afternoon and late afternoon hours. 1st Wednesday at 1 pm. 3rd Wednesday 4 pm. This schedule gives flexibility and allows everyone to participate.*

* 1. Designated topics or “open mike”?

*The group discussed the format of office hours. Decided to have a theme for office hours and encourage people to submit topics. At the same time, allow some time for open discussion. No presentations. Distributions and Returns will be still relevant for January office hours. First one will be Jan. 20 at 4 pm. Lori will send out Spring signup sheet.*

1. Subgroups/Assignments update (from the task list)
   1. Scanning and digitization—Rebecca, Tatiana, Anne
      1. A look at workflow, technical challenges and copyright issues for scanning items to provide more access to students, particularly during the current closures. Pertains mainly to course reserves, but could be other requests too.

*Rebecca gathered relevant information and put it into a google doc. Information on copyright, digitization workflow, settings, etc.*[*https://docs.google.com/document/d/1hiij45f7hjURkfgGSivUu2SRyzsmggjCt2q2TM43CgU/edit*](https://docs.google.com/document/d/1hiij45f7hjURkfgGSivUu2SRyzsmggjCt2q2TM43CgU/edit)

*The decision is to continue with collecting information. Over the spring 2021 try to configure the settings and try out submitting and processing digitization requests. This plan will allow to set a starting point of possible workflow that will be helpful for other colleges. We can start with little things, such as having an open discussion and creating Q&As.*

* 1. Letters and notices configuration—Jay, Cathy
     1. Special request: 1. An overview on how the notices get triggered. We would like to see the complete process from one setting leading to another and finally the notice gets triggered.   
        2. A demonstration of how to reformat the notice to meet campus needs; for example: change the notice header and message. We would also like to understand how the labels are integrated into the notice/letter.

*The topic of presentation is very relevant and much needed for many colleges. It is also tied up with lost items status settings which is an essential topic too. The presentation/ demonstration will be pushed out to March. The process works. Notification system was configured. Creating sharable document is in progress. Video recording, documentations and tutorials will be available.*

* 1. Handling lost and damaged items—Lisa, Jay, Patty
     1. Request from Yuba College: Does anyone have a written procedure/protocol for manually handling LOST items in Alma and getting them removed from the patrons' records? We are confused about how to handle lost items in ALMA. We've marked items lost and had students pay, but the items are still listed as overdue in the patron's account. Jay put together Quick Tip on changing the close lost loan parameter. Incorporate Lisa's draft or have a second QT? Include billing, damaged items, SIS blocks?

*Thanks to Jay for putting together Quick Tip on changing the close lost loan parameter. It was very helpful.*

* 1. FAQs—Lori, others?
     1. New section on wiki to capture frequently asked questions and responses from listserv, webinars or office hours. These would be questions that aren't a specific process better captured in a Quick Tip.
     2. “SWAT team” for listserv or office hours responses?

*Question about listservs, difference between LSP listserv and Alma L listserv. Some entries are duplicated. Can’t track Alma-L—too huge—but can try to address circulation questions that come up on LSP listserv. Perhaps develop an “on-call” schedule or track questions needing responses. Thank you to Jay who has been very pro-active and helpful to people with questions. Will be moving from wiki so future platform may be more FAQ friendly. Further discussion is needed.*

**Upcoming Calendar Items:**

Next meeting: Jan. 13, 1:00 p.m.

Next office hour: Jan. 20, 4:00 p.m.

LSP Wednesday Webinar Series: 11:00 a.m. weekly, resuming in Feb.

LSP Governance Committee meeting: Feb. 5

**Rotation for Minutes:**Dec. 16: Tatiana, Diablo Valley College

Jan. 13: Efrain, Fullerton College

Jan. 27: Lisa, Grossmont College

Feb. 10: Lynda, Diablo Valley College

Feb. 24: Kymber, Lake Tahoe Community College

Mar. 10: Parisa, Los Angeles Southwest College

Mar. 24: Jay, MiraCosta College

Apr. 14: Lena, Pasadena City College

Apr. 28: Anne, Santa Rosa Junior College

May 12: Patty, Southwestern College

May 26: Amanda, City College of San Francisco