**CCC LSP Project Circulation Working Group**

**Minutes**

**Wednesday, Mar. 10, 1:00 p.m. via Zoom**

Present at the meeting: Anne, Cathy, Lori, Lena, Patricia, Kymber, Lisa, Jay, Efrain, Amanda, Lynda, Tatiana, Parisa

1. Check in –
	1. Lori asked if Patty has been able to move back to campus. Patty commented students are going to be remote through the summer. The best case scenario is to declare that library personnel are essential. Pushing to purchase more ebooks, trying to see if they could use CARES fund to purchase a different scanner to use.
	Parisa mentioned that it may be possible to purchase multiple access code from Redshelf for textbooks. She is investigating if these access codes are re-usable and can be shared those with students to access digital textbooks.
	2. Kymber commented on their moving project. All the books are on pallets, and they weeded outdated materials. Students will need to make appointments to use the library. For their library 25% means 50 seats. She also commented that with the limited number of staff they have it will be hard to keep up with even 25% capacity.
	3. Cathy commented that staff have been on campus since last June and they are now planning for fall semester. The maximum capacity in their library is 700 and the college’s fall target is 75%, so they will be negotiating.
	4. Lori commented as K-12 go back and more public libraries open their plans will provide some input. The email sent out earlier this week about the REALM project included some reopening plans for libraries.
2. Webinar presentation: Overdue and Lost Loans—Configuring Profiles and Notification Letters
	1. March 24 webinar will focus on overdue and lost loan configuration. Jay will lead the presentation as he and Cathy worked on the presentation. The Google document is supposed a step-by-step guide. Lori will create some slides for the webinar to make it more concise and easy to read.
	2. Jay, Cathy, and Lori met earlier in the week. The plan is to use the office hour on March 17 to answer some basic questions about letter configurations, perhaps with a quick demo, to prepare people for the presentation on the 24th.
	3. Lori asked if everyone in the group had the role to set up letters. Kymber is planning to set up short loan notification to use as reminder. Lori encouraged those who are experienced with letters and XML/XSL to share their expertise at the office hour.
	4. Jay asked if we needed any documentation for the office hours. Lori said there is a Google doc of resources for understanding letters and configuration in the shared drive. She encouraged everyone to contribute to it. The document will be shared with attendees and on the wiki.
	5. Lori will send out the plan for the webinar and office hours early next week and encourage others to ask questions ahead of time for the office hours.
	6. Jay asked if everyone was sending out overdue notices. Kymber & Tatiana commented they normally sent out overdue notices, but they had turned it off due to the pandemic.
	7. Jay asked if the notices have more than one item listed or notices go out for individual items. Patty and Efrain commented that their notices list multiple items. Efrain commented before closing down they were running overdue notices, loan receipts, loan notices, as well as lost material. All features are shut down due to the pandemic, now they only run loan receipt and loan return.
	8. Lori commented if students register for the next semester they could keep the item, but if they didn’t register, they would send the notices and students have to return the items.
	9. Cathy asked if anyone is using courtesy letters and asked if it was worth covering them during the office hours, as everyone plans to get their items back. Lena commented they use the courtesy notice as the warning or reminder before the hard deadline and before placing financial holds on the students’ records. It seems that most everyone uses courtesy notice as the reminder or warning.
	10. Lena asked if everyone is doing loan receipt, hold pickup and courtesy notice in the group. She suggested to get a consensus of which ones would be more useful to cover. Cathy commented they use hold pickups, loan receipts and return receipt (via email), but they do not have courtesy notices set up. Lori commented they have hold pick up notices with information about how to make an appointment. Tatiana mentioned as of now they only have loan and return receipts activated; in normal times they would have all loan and return receipts as well as courtesy and overdue notices activated. At their college, their system librarian sets up these notices.
	11. Parisa asked if anyone is interested or currently using [digital lockers](https://www.luxerone.com/?utm_source=google_ads&utm_medium=paidsearch&utm_campaign=general_brand_final&keyword=luxer%20one&utm_medium=ppc&utm_term=luxer%20one&utm_source=adwords&utm_campaign=&hsa_kw=luxer%20one&hsa_acc=1679318134&hsa_ad=498220594797&hsa_net=adwords&hsa_src=g&hsa_tgt=kwd-296967349562&hsa_grp=121417525367&hsa_mt=b&hsa_cam=12325128849&hsa_ver=3&gclid=Cj0KCQiA-aGCBhCwARIsAHDl5x9wNhcTrgYlLZVHNQzVPZtWqG8srXK30IPi_H40SYXmO3_NTwGl348aAk4sEALw_wcB) that could be configured with Alma. Cathy mentioned that COS is talking to Luxer One to get at the remote site campuses and main campus.
	12. Lori commented they also use the change due date notification.
	13. Tatiana asked Cathy and Jay what type of feedback they would like on the [document](https://docs.google.com/document/d/1YIIyKQRrXKUIrd_JG2v56ouq2wkDUqOV/edit?rtpof=true)? Jay commented anything related to the language if it makes sense, screenshots, etc., to make it easier to follow.
	14. Jay asked if everyone could look at their overdue notification and share if there is anything that stands out or could be enhanced and share with Jay and the group.
3. Scanning office hour and follow-up
	1. It was well attended, Jeff was terrific and answered a lot of questions.
	2. Tatiana suggested having another office hour after their configuration is complete to discuss their experiences and the challenges.
4. Alma enhancements review
	1. Lori commented that Eve Miller sent emails regarding the process. The ELUNA Enhancement Team currently is reviewing the requests. The community colleges have 100 votes as a block and individual colleges have additional votes. The enhancements go through based on the number of the votes. Lori will be meeting with all the work group leads, Lauren and Eve next week to determine how the work groups can help with evaluating and ranking the enhancements before the first round of voting. This work will be done over email because we won’t have another regular meeting until April.
5. Additional notes:
6. Next CWG meeting will be in April
7. There are some additional webinars coming up. The Wednesday webinars (11 am) have a standing link. Amy Beadle usually sends out a reminder to everyone a day before the webinar. The minutes taking rotation will be shifted since there is no meeting on the 24th. That time will be used for an office hour to follow up our webinar. Tatiana asked if anyone has experience with [Alma cloud app](https://knowledge.exlibrisgroup.com/Alma/Product_Documentation/010Alma_Online_Help_%28English%29/050Administration/050Configuring_General_Alma_Functions/Configuring_Cloud_Apps), it has different features such as appointment schedule, checking in serials, etc. Jay commented that they haven’t enabled it.
8. Lori also said that Alma has a new chat feature, it requires a “role” to chat with ExLibris for customer support before submitting a Salesforce ticket. It is available 7 am to 3 pm – There is also one available for Primo.
9. Office hours is on the 17th at 4 pm.

**Upcoming Calendar Items:**

Next meeting: Apr. 14, 1:00 p.m.

Next office hour: Mar. 17, 4:00 p.m.

CWG Wednesday Webinar: 11:00 a.m. Mar. 24

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

LSP Governance Committee meeting: Apr. 2

**Rotation for Minutes:**

Mar. 10: Parisa, Los Angeles Southwest College

Apr. 14: Anne, Santa Rosa Junior College

Apr. 28: Lena, Pasadena City College

May 12: Patty, Southwestern College

May 26: Amanda, City College of San Francisco