LSP Project Circulation Work Group Meeting Minutes
April 16, 2020
11:00am

Attendees: Sara Cassetti (chair), Melissa Taylor, Antonio López, Anne O'Toole, Lauren Saslow, Lori Lisowski, Sheila MacDowell, Amy Carbonaro

1. **Round-robin check-in**
   a. How are we doing?
      It isn't easy, but everyone is adjusting to working from home and providing student and faculty services remotely. Among the accomplishments:
      ● Updating course reading lists in Alma with e-textbook availability
      ● Posting e-textbook lists with direct links on library web sites
      ● Cataloging and distributing hundreds of computers and hotspots
      ● Creating libguides of e-resources
      ● Embedding librarians in all courses on Canvas
      ● Locating free e-resources for students on demand
      ● Updating policies and procedures for Alma
      ● Data clean-up
      And looking ahead:
      ● Collaborating with campus bookstores on increasing the use of OER and RedShelf
      ● Purchasing a few library subscriptions to RedShelf or something similar for student access
   b. What's working? Challenges?
      ● It would be helpful to have an e-book label in Primo.
      ● Being able to communicate directly with students regarding technology and other resources available to them if the SIS or Alma doesn't have the most current contact information is a challenge. Phone numbers change and students don't always look at email.
      ● The digital divide is an issue. Digital inclusion is a big topic right now and this may be the time to push for solutions. See https://www.digitalinclusion.org/definitions/
      ● We don't know how long the e-book publishers will continue to offer free access to students. Will the books be available past May 24 (which is not the end of the semester for some schools), through the summer or in the fall? We have to be prepared for that to end at some point.

2. **Updates from Governance Committee Meeting on 4/3/2020**
   a. LSP Project transition from implementation to support (Amy C.)
      No significant issues have emerged, but everyone is in COVID crisis mode. Amy Beadle and Amy Carbonaro are tracking SalesForce tickets to see if there are any patterns or issues. Let Amy C. know if you have any concerns.

b. ExLibris Best Practices webinar
No word yet on a date.
c. Funding update
The current crisis has highlighted the need for remote services and the advantages of a cloud-based system, which has made the push for full-funding more visible and a higher priority by the Chancellor. Advocacy is there. Current funding for state-wide subscriptions should last until January or February 2021.
d. ELUNA
   i. Alma round of voting on enhancements has been postponed until May. Final round voting will be this summer.
   ii. ELUNA conference is cancelled. Be sure to cancel your hotel. Watch for word of free webinar presentations.

3. **Announcement: CCC Chancelor's Office Virtual Town Hall, Wed. 4/22 @ 9am**
   a. Kicking off first-ever Board of Governors Virtual Advocacy Day
   b. Members of the Board and Chancellor's Office staff will be advocating for system priorities, including additional funds and resources necessary in the wake of the COVID crisis, to support the California Community Colleges and our students.
   c. Participants are required to register in advance at this link:
   https://cccconfer.zoom.us/webinar/register/WN_QGajoM6pSSOVf6QNWTvKug

4. **"Best Practices During Closure" document**
   a. Review content
   Everyone agreed that the organization and content looks good. Kukos to Sara for pulling everyone's suggestions together in a logical format. Having the embedded links to ExL documentation and FAQs is very helpful.
   b. Additional items?
   Is there something to link to for fines and fees? Add a mention of OER under Electronic Resources.
   c. Organization and formatting of content before sending to Governance Committee
   Send any additional comments or suggestions to Sara by **9:00 AM April 20.** Sara will make any final edits, then forward to the Governance Committee for review.

- Change library open dates to push out due dates and/or bulk change due dates. Note that bulk due date changes can affect other institutions due dates as well, e.g., ILLs. (See: How to make the due date be a fixed date)
- Patron account expiration dates may need to be adjusted. Due dates cannot be pushed beyond the account expiration. (See instructions here.)
- Waive any fines and fees accrued as a result of the closure.

ELECTRONIC RESOURCES & ACCESS TO TECHNOLOGY
- Prepare student and faculty guides to e-resources, including textbooks when available (RedShelf, Vitalsource, Cengage Unlimited, OpenStax, EBSCO, etc.).
- Notify faculty when e-versions of textbooks available so links can be posted in Canvas. RedShelf textbooks are accessible to students without .edu email addresses only when links are integrated into Canvas course.
- Consider adding free e-resources to Alma with an end date embedded in the record as applicable. This may require keeping a separate log of what's been added so it can be deleted later. Choosing to do this is personnel resource dependent. As one librarian said, balancing discovery vs. staff time. (See How to activate an electronic collection for a limited time period.)
- Prepare for all online classes and working off-site by having an inventory of all loanable IT (laptops, Chromebooks, hotspots, calculators, etc.) in-library and in other departments. Develop distribution plans for getting equipment to students, faculty and

Tasks, Concerns, Recommendations During Extended Library Closures

Tasks, Concerns, Recommendations During Extended Library Closures LSP Project Circulation Work Group April 2020 Turn off patron requests button in Primo, or use those requests to inform ebook purchases. Turn off notices to patrons. Prepare guides to e-resources.

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