**Agenda – LSP Circulation Work Group  
October 15, 2019**

* Letters and Notices Best Practices Ideas
  + Should we list the most common letters?
    - Here are the ones we’re using: Borrowing Activity Letter, Courtesy Letter, Ful Overdue and Lost Loan Notification Letter, Loan Receipt Letter, On Hold Shelf Letter
  + Should we include instructions for SMS (text messages)? Looking at our survey results, only two colleges are currently texting out notices, but eight respondents said they were interested in this.
* Follow up on EBSCO print serials management
  + Our survey showed that the majority of respondents use EBSCO
  + Sara will demonstrate the EBSCO periodical check in/claims site
  + We should also outline the steps within Alma that can be used later after go-live
* Follow up on Textbook Information Access
  + Anne and Antonio’s document (<https://docs.google.com/document/d/1rgj3UGt0m_Wy54fd95U5ct-jCfWQmqOw7P1ejkNj9Ck/edit>)
* Working At The Circ Desk
  + We need a one-sheet basic list of instruction for student workers or those who are Circulation Desk Operator Limited
  + This should be a priority for us to give to everyone before go-live
* Webinar representing our work
  + November 22