**Circulation Workgroup Meeting**

**Oct 15, 2019**

**In attendance:** Michelle Ohnstad (Chair), Sara Cassetti, Lauren Saslow, Antonio Lopez, Tina Boghozian, Sheila MacDowell, Lori Lisowski, Amy Carbonaro, Josh Hughey, Anne O’Toole, Romelia Salinas (Professional Development Committee Liaison)

# **Agenda**

**         Letters and Notices Best Practices Ideas**

**o   Should we list the most common letters?**

**Here are the ones we’re using**: *Borrowing Activity Letter, Courtesy Letter, Overdue and Lost Loan Notification Letter, Loan Receipt Letter, On Hold Shelf Letter*

Lori added Fine/Fee Payment Receipt Letter and Return Receipt Letter as helpful for them because it is commonly used at Skyline.

Michelle asked who else had set up their letters. Anne shared they had set some of theirs up and are in progress with others. Tina said they’re in the process of doing so as well. She has encountered some issues that Michelle offered to help her with. Lauren has set up most of theirs, with the exception of the ones Tina was having trouble with: Notices 1, 2, 3, etc. She also shared she’s having trouble getting the campus to set up a donotreply email address. Michelle said they can just use the username “donotreply” and it will automatically bounce. Michelle offered to have an online meeting with anyone interested to review and assist with setting up notices.

Antonio asked about the scope of letters and notices. Michelle recommended just sticking with the basics – anything that requires a notice, letter or receipt.

The group agreed to work collaboratively on a best practices document for letters and notices.

* **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.**

The group agreed to hold off on focusing on this and prioritize setting up notices via email.

**         Follow up on EBSCO print serials management**

**o   Our survey showed that the majority of respondents use EBSCO**

* **Sara will demonstrate the EBSCO periodical check in/claims site**

Sara demonstrated using EBSCOnet for print periodicals check-in. Josh asked if we (MiraCosta) utilize a general holdings statement for the user catalog. We discussed adding a public note to the record to indicate holdings. Michelle, with Amy’s approval, has agreed to share out the EBSCOnet information for serials management.

* **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**](https://docs.google.com/document/d/1rgj3UGt0m_Wy54fd95U5ct-jCfWQmqOw7P1ejkNj9Ck/edit)**)**

Anne and Antonio reviewed their document for textbook information access. The group discussed presenting this document as largely information/notice rather than a best practices document (like a white paper). Antonio solicited suggestions for this.

**         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**

Sheila shared that she started a one-sheet already and will email it out to everyone. Her staff have said it’s very helpful.

* **This should be a priority for us to give to everyone before go-live**

Sheila’s one-sheet was shared with the group and is available on Basecamp. The group will provide feedback and make notes.

* **Webinar Series for Workgroup Leads**
  + Michelle will present the work of the group in the webinar series
  + Romelia stated she’s impressed with the work of the group and will bring back any suggestions we have to the Professional Development Committee. She also shared that, per a suggestion made at the CCL meeting yesterday (10/14) a weekly highlight email or wiki will be implemented to improve communication across the workgroups.