

Circulation Services Group Meeting of May 5, 2020

Tuesday, May 5, 2020, 2:00-3:00pm, via Zoom

Attendees:

Fedora Gertzman (co-chair), Blake Lindsey (co-chair), Craig Alderson, Angela Arnold, Ryan Barnette, Peter Basmarjian, Tom Brown, Michele Buchman, Jenifer Carter, Albert Chung, Ellen Dario, Bonita Dyess, Vaughn Egge, Francis Francisco, Michael Golden, Sheehan Grant, Sarah Harrington, Erica Howland, Jenna Jackson, Paul King, Lillian Lee, Nancy Lewis, Brian Light, Erika Lindensmith, Paul Lynch, Phylcia Mossiah, Jen Osgood (minutes), Sophie Rainer, Agustin Ramirez, Molly Rose, Neda Salem, Rosemary Sallee, Jenny Schuelke, Virginia Shih, Beth Shippey, Marito Solis, Peter Soriano, Brice Sullivan, Samantha Teremi, Nga Tran, Kristen Van Vliet, Michael Villarreal

1. Announcements

Lillian Lee announced the formation of the E-Reserves team, which was created to make course materials accessible to students for Summer 2020, as well as Fall 2020. As the project manager, Lillian had questions for reserves staff about non-Millennium reserve statistics. Millennium Reserves notes are not always helpful or complete, so if any staff member keeps their own statistics outside of Millennium, the E-Reserves team is interested in looking at the data, especially for last Summer and Fall. Staff can email the team at ereserves@lists.berkeley.edu. Staff should also forward to the team any requests or syllabi they receive from professors for Summer and Fall 2020 course materials.

Additionally, the team is still looking for volunteers, so if staff would like to participate, they can email Susan and Lillian. The team is expected to meet later this week.

Nancy Lewis introduced Tom Brown as the new Circulation Supervisor for Doe/Moffitt Circulation Services. Tom officially began his new assignment on April 1, 2020. His two workstations will be located in 197 Gardner and 345 Moffitt, and he will be working on Sunday through Thursday, from 5 p.m. – 2 a.m.

Nancy also gave an update to the group on library materials with existing holds. A list was run in Millennium to capture all holds across all libraries. The list was exported and broken into owning locations. If there was a hold on an item with an electronic copy, the patron was notified that an e-resource was available. For holds that had no e-copy, selectors were notified so that an e-copy could be purchased if desired.

Angela Arnold told the group she is taking a leave of absence through the month of May. While she will check messages occasionally, immediate concerns should be sent to Sheehan Grant.

2. SLE discussion: Student pay balances, communication, and work from home tasks.

Sarah Harrington wanted to know how and what the group was communicating with their student library employees. Some circulation supervisors are sending out weekly emails, but other supervisors are in communication less often, feeling that there isn't enough concrete information to warrant frequent updates. We did receive an update from LHRD that students can be paid through the end of May, but nothing more about working through Summer. There was discussion about what to ask of our SLEs, such as future availability, and some supervisors are sending targeted emails to students who they know are local to the Bay Area. Supervisors are also preparing remote projects for SLEs who still want to work.

3. Planning for reopening: Unit needs and potential pain points.

Blake Lindsey, as one of the members on the Models 2020 project team, wanted to ask the group how they envision reopening their libraries and what they would need to make that happen – essentially, what are the minimum operating needs to make your collection accessible, with the knowledge that we will likely have reduced hours and reduced access points. The upcoming Library-wide virtual town hall on May 13 will answer some of our questions, but Blake wanted to know the group's thoughts.

The group discussed some likely possibilities, such as staff needing to watch their own circulation desks if we have few to none returning SLES, or that SLEs may be reassigned to other libraries. Signage was brought up as a need, and Sheehan (another team member) said that signage will be created. Sheehan also emphasized the slow roll-out of reopening, that it will be slow, methodical, and science-based, and that any plan would place the safety of ourselves and our constituents above other issues.

Craig Alderson noted contact with patrons as a concern; staff can modify and clean our spaces, but we cannot control our patrons. He wanted to make sure that the team recognized that staff members in a higher-risk group, or staff with family members in a higher-risk group, should be allowed to opt-out of public-facing roles. He also wanted to know if library security was involved in developing the re-opening plan.

Following on that, Bonita Dyess emphasized being mindful of staff with children, especially if childcare options such as schools and camps are closed.

Blake closed the topic by reminding the group that any questions, concerns, or ideas can be emailed to the Models 2020 team. A shared Google document will be created after the town hall so that staff can note their circulation-related thoughts and issues.

4. Open discussion for any other issues people want to bring

Craig asked the group to consider how we will hold meetings in the future after staff are allowed to return to campus. If they are virtual, then staff will need equipment to assure meeting attendance.

Blake solicited the group for ideas for WFH projects.