

Circulation Services Group Meeting of July 7, 2020

Tuesday, July 7, 2020, 2:00-3:00pm, via Zoom

Attendees: Blake Lindsey (EPS, Co-Chair), Fedora Gertzman (BANC, Co-Chair), Angela Arnold (MUSI, Recorder), Craig Alderson (SOCR), Brian Light (SSD), Erica Howland (ENVI/SOCR), Esther Gold (DMCS), Paul King (IGSL), Jenny Schuelke (EPS), Tom Brown (DMCS), Molly Rose (ENVI), Vaughn Egge (AHD/ISD), Michele Buchman (LHS), Beth Shippey (EPS), Neda Salem (ESL), Mark Marrow (ACCS), Peter Soriano (EPS), Sheehan Grant (AHD), Bonita Dyess (EART), Michael Golden (LBNL), Francis Francisco (LHS), Jen Osgood (AHD), Rosemary Sallee (PRES), Brice Sullivan (LHS), Jenna Jackson (ACCS), Kristen Van Vliet (ILL), Albert Chung (EAST), Jenifer Carter (MRC), Nga Tran (ACCS), Auggie Ramirez-Lee (ITS), Sophie Rainer (ACCS), Michael Villarreal (ENGI), Ellen Dario (NRLF), Samantha Teremi (AHD), Ryan Barnette (DMCS), Phylcia Mossiah (LHS), Nancy Lewis (DMCS), Sarah Harrington (ACCS), Shannon Monroe (ILS)

Agenda

1. Announcements
2. Update on SILS training - Peter Soriano
3. Chapter 1 updates / questions - Blake Lindsey
4. Ideas for continued off site work? - open discussion

1. Announcements

P. Soriano: In light of Agnes Concepcion's retirement from EPS (Engineering & Physical Sciences Division) and the current hiring freeze, a couple staff have agreed to assume different, though not unfamiliar, roles: Michael Villarreal will be the Circulation and Reserves Supervisor for Math, Physics, and Chemistry; Blake Lindsey will be Circulation and Reserves Supervisor for Engineering. Should public evening and/or weekend hours resume at any EPS locations prior to restoring staffing to pre-COVID-19 levels, the EPS Division may seek assistance from other divisions in covering such hours.

2. Update on SILS training - Peter Soriano

The current target date for launch of the UC-wide SILS is July 27, 2021. As UC Berkeley representative for the SILS Internal Training group, Peter is tasked with onsite (or equivalent)/localized? training for UC Berkeley staff and student employees. The COVID situation necessitates scheduling local training likely in early 2021, rather than late Spring or early Summer 2021, and perhaps without benefit of Ex Libris staff assisting onsite. Peter seeks volunteers in the following three related areas; those interested should consult their supervisor and email Peter directly. The time commitment required for each activity is modest.

- Participating in developing and delivering training, using a Train the Trainers model. The exact nature of the training and how it will be delivered remains unclear. Considerably more training documentation, for Alma, both basic-level and more thorough, is available to teachers and learners, than was for Millennium. While not scheduled as late as originally planned, the training sessions are still probably months away, in early 2021.
- Participating, over the next several weeks, in one or more training modules (or set thereof) offered by Ex Libris covering a specific area of Alma each week. Prioritize training sessions depending on their relevance to one's work roles. A training session consists of viewing a brief video and completing a worksheet, on which one may enter questions for Ex Libris. Participants must complete each week's training portion in preparation for a later Q&A Zoom call with Ex Libris staff; whether just P. Soriano or all participants would be on this call is still TBD.)

Because this series of training sessions is already underway, interested staff must reach out to Peter as soon as possible. The schedule of offerings:

- [Orientation and Navigation & Searching \(1 module\) - July 1-8, Q&A on 8/13](#)
 - [User Management \(1 module\) - July 1-8, Q&A on 8/13](#)
 - [Fulfillment \(1 module\) - July 8-15, Q&A on 8/20](#)
 - [Resource Management \(3 modules\) - July 15-Aug 5, Q&As on 7/27, 8/3, and 8/10](#)
 - [Electronic Resources \(1 module\) - Aug 5-12, Q&A on 8/17](#)
 - [Acquisitions \(1 module\) - Aug 12-19, Q&A on 8/24](#)
 - [Course Reserves and Booking Requests \(1 module\) - Aug 19-26, Q&A on 8/31](#)
- Starting in or around this September, test and play in Vanguard, the sandbox/development instance of Alma loaded with real data specific to Berkeley and (per M. Marrow) several other consortium members. Identify and report issues and provide other feedback to Ex Libris.

Peter noted that differences in the logic of Alma and Millennium mean that there is not a 1:1 relationship between the two system's functions and tasks, and that training modules for Alma break down quite differently from those for Millennium. M. Marrow added that there may be a limit to the number of simultaneous users of Vanguard. Also, certain features and limitations of Alma may have policy and procedural implications; for example, Alma's use (out of the box, at least) of email for providing receipts, alongside existing issues with UCB's physical receipt printing, may lead to an email receipt standard here.

3. Chapter 1 updates / questions - Blake Lindsey

With the Chapter 1 phase of reopening in effect as of June 29, Blake invited anyone participating in this chapter to share their experiences, and the group to ask questions of those Chapter 1 people. Blake described personally observing at most a handful of coworkers besides Security staff, plentiful space and ability to distance at MAIN, and quickly addressing the backlog of returned materials and new returns as they come. Items are separated according to home location. To allow a full week of quarantine and to prevent premature handling, materials are also separated into rooms (in this case, study rooms) according to the day of the week they entered quarantine.

Blake reported that PPE is abundant and available, and thus far, people moving about campus were using face coverings. M. Marrow noted that everyone on campus is supposed to carry photo ID and a letter approving their presence on campus each day they come; UCPD officers have been patrolling campus and may stop anyone to check for these.

4. Ideas for continued off site work? - open discussion

Blake noted the widespread planning efforts on the part of the Library and larger campus to prepare for the reopening chapters, Fall, etc. Citing negative news, the resurgence of COVID-19 in California and lack of progress nationally, Blake invited the group to consider the possibility and implications of the Library's needing to extend Chapter 1 or even reverting to the Chapter 0 setting. What might such a pause or reversal look like for library staff, and what work could staff initiate or continue offsite?

B. Shippey suggested accelerating Alma training overall as something that could be accomplished largely offsite. Blake expressed an intention to explore making a repository of Alma training materials available to anyone interested. M. Marrow mentioned that divisional Chief Operations Managers (COMs) might share links to videos and documentation already made available to Access Services and Interlibrary Services staff. P. Soriano noted that with internal training still months away and a plethora of types, levels, and scope of Alma training materials available, some thought to which materials would be most appropriate to recommend to whom, and when, was warranted.

B. Light encouraged colleagues to consider issues and needs of the wider UCB Library, as opposed to primarily in their respective units and divisions, to raise in various forums and when thinking about their individual work. M. Marrow concurred, especially given that work in these early reopening chapters is largely done without regard to one's own division. For example, work teams based at MAIN are likely to run out to other locations to page items, then bring the items back to MAIN for checkout and making available to patrons. B. Light also pointed out that career staff should be prepared to perform, at some point, some work normally done by student employees. S. Grant added that everyone should expect, if working on campus, to work at MAIN or elsewhere novel, at least in earlier chapters. J. Jackson shared, in

case colleagues sought a project, that MAIN student employees have been identifying actual replacement costs for items and updating the replacement cost field in Millennium for items that cost more to replace than the default value of \$150. A discussion of selecting sets of items to update and other considerations followed. J. Jackson also asked whether any details of any curbside pickup service may be available; M. Marrow responded that there was no news to share, at present; discussions of such a service with Beth Dupuis and colleagues planning paging and pickup possibilities were imminent.