

# Circulation Services Group Meeting of April 6, 2021

Tuesday, April 6, 2021; 2-3:30pm [Zoom Link](#)

Minutes – Ellen Dario

Participants: Brian Light (SSD), Jenna Jackson (Access Services), Mark Marrow (Access Services), Phylcia Mosiah (LHS), Kristen Van Vliet (ILL), Ellen Dario (NRLF), Jenny Schuelke (EPS), Rosemary Sallee (Preservation), Albert Chung (EAST), Jen Osgood (AHD), Francis Francisco (LHS), Erica Howland (SSD), Fedora Gertzman (Bancroft), Brice Sullivan (LHS), Peter Basmarjian (SSD), Samantha Teremi (AH/C), Molly Rose (ENVI), Beth Shippey (EPS), Paul King (IGS), Neda Salem (Ethnic Studies), Sophie Rainer (Access Services), Dori Hsiao (SSD), Michael Villarreal (EPS), Peter Soriano (EPS), Agustin Ramirez-Lee (ITSL), Nancy Lewis (Doe/Moffitt), Michael Golden (LBNL), Lillian Lee (SSD), Tom Brown (Doe/Moffitt), Nga Tran (Access Services), Ryan Barnette (Access Services)

1. Introductions
2. Announcements
  - a. UCB newsletter - BSA April Newsletter: <https://mailchi.mp/dbc3090eec7a/2021-bsa-april-newsletter-4202361> Subscribe on <https://bsa.berkeley.edu>
3. Claims returned process update (Jenna)
  - a. Email went out on 4/5 to lib staff along with shared google [sheet](#) with claims returns. November 1st is the new due date for claims returns. Send suggestions for streamlining CR process to Jenna
  - b. Main materials - still the same process
  - c. ILL materials - contact [cuy@library.berkeley.edu](mailto:cuy@library.berkeley.edu)
  - d. NRLF materials - contact [edario@berkeley.edu](mailto:edario@berkeley.edu) and indicate which location it was claim returned
  - e. If a claims return has been billed or has a hold, are there any new steps? If it's billed, we are unable to extend the due date. Still need to add to CR sheet.
4. Broad SILS timeline review (Mark)
  - a. Currently in the Test instance which will become production. Data was migrated in Feb '21
  - b. Go-live date is July 27th (very short window to configure Alma)
  - c. Terms of Use (TOU) aka loan rule determiner table in Millennium
  - d. Alma has fulfillment units/libraries
    - i. General - general circulating collections. Sublocs in Millennium that used the default circulation. Items that circulate 30, 90, 180 days to general users
    - ii. Limited - circulated between 2-4hrs/Bancroft
    - iii. Closed - Reference materials
    - iv. Reserves
    - v. Electronic Devices

- e. Letters (notices in Millennium) - with Mill. you can create notices on a very granular level. In Alma, those notices are already determined and very general overdue notices.
  - f. Decision made to no longer print receipts. Instead, users will receive an email notification.
  - g. Roles - still determining roles for all libraries or division. Still need to determine roles for cross-functioning people ex. Tech leads
  - h. Training - unable to provide a target date for other staff
  - i. Minimal Viable Product (MVP) - everything will not be in place on day 1. Spreadsheet provides a timeline
  - j. Online payments - still in process. More info soon.
  - k. Craig: Are there patrons who don't have an email account? Mark: There are a few patrons, mostly community borrowers. Have not made a decision regarding the opt-out email option.
  - l. Craig: If we're foregoing the receipt printers, will we still need printers for picklists? Mark: It's in the planning stages and it's tied to resource management, specifically printing spine labels. Peter: Alma will print to our network printers, but the receipt printers are incompatible.
5. What concerns do you want to make sure are addressed with consideration to reopening in the fall? (Blake)
- a. Craig - Do we have dates for when instruction starts, when are we coming back? We don't have any dates other than when instruction starts. The library doesn't have exact dates, the first two weeks of instruction will be remote.
  - b. Bonita - We as staff will not all return at once/same time.
    - i. There's a strong possibility that larger libraries will open first but this is all speculative.
  - c. Brian - speed of hiring SLEs.
    - i. No control over speed of hiring SLEs. This is all controlled by UCR. Blake suggested that we should receive at least two months notice
  - d. Jenna - hiring freeze especially w/ Doe & Moff being one of the first libraries opening.
  - e. Jenifer - Alma launch in July and possible MOFF surge while starting to open. Need time to adjust and hire more staff.
  - f. Mark - purpose of opening is to provide more study spaces and it will be a very slow process. We will continue with HT ETAS in the fall and OskiExpress. Shorter quarantine period from 7 days to 3 days.
  - g. Michael - Will we have more pickup locations in the fall for OskiExpress? No, still one location for now.
  - h. Jenny - How will safety and security be addressed in the fall? *ex. users who aren't vaccinated* Our desks aren't assigned for COVID.
    - i. Blake: Places that are highly staffed have plastic shields up. No solid plans yet, but they will take those considerations into account.
6. Open Discussion