Circulation Services Group Meeting of September 7, 2021

Tuesday, September 7, 2021; 2-3:30pm [Zoom Link](#)

Jennifer Osgood (co-chair), Blake Lindsey (co-chair), Craig Alderson, Angela Arnold, Ryan Barnette, Peter Basmarjian, Tom Brown, Albert Chung, Ellen Dario, Georgia Dong, Bonita Dyess, Michael Golden, Sheehan Grant, Dori Hsiao, Jenna Jackson, Cassandra Karp, Paul King, Nancy Lewis, Brian Light, Shannon Monroe, Phylicia Mossiah, Scott Peterson, Sophie Rainer, Agustin Ramirez, Neda Salem, Rosemary Sallee, Jenny Schuelke, Patrick Shannon, Andrew Shapiro, Beth Shippey, Marito Solis, Brice Sullivan, Samantha Teremi, Michael Villarreal

1. **Introductions**
2. **Announcements**
3. **AFN Update (ILL)**
   a. Patrick Shannon presented to the group AFN procedures for [how to process multi-volume monographs](#) (MVMs)
      i. Requests come in at the title level, so the first barcode that is scanned is the one that will be associated with the request, even if the patron wants multiple volumes. Subsequent scanned items will not trigger a hold.
      ii. If multiple volumes are needed, then staff will need to capture the patron information from the first item scanned and create new requests for each volume.
         1. If the patron has made a specific request, fulfill that request.
         2. If the patron has not made a specific request but there are a limited number of volumes, send all volumes (up to four).
         3. If there are more than four volumes and the patron hasn't made a specific request, contact the patron and ask for clarification.
   b. Digitization requests
      i. On the fulfillment end, the process remains the same up to the attachment step.
      ii. Until staff are able to reliably attach requests to physical items, staff can check out the item to the ILL scan departmental patron account (ID: ILL-SCANS)
      iii. This way, the item can be tracked in Alma--item will appear in-transit to ILL--and the item will not show as "on shelf" to patrons. However, it will continue to stay on the "pick from shelf" list.
   c. ILL is developing a process to more efficiently pick up items from units, as currently ILL SLEs are going to units which have no items ready for pick-up. ILL may be sharing a form soon that locations can fill out with the number of items for pick up, number of items for scanning, etc.
   d. Question about "update expiry"; can ILL make updates?

        i.   They can see the expiry date, but haven't attempted to make updates.

       ii.   Worst case scenario, they can reach out to update expiry if necessary.

4. **Student Employment Issues**
   a. Students are not yet in UCPath, although they are already working; SLEs cannot get paid until they are in UCPath, even if we use paper timesheets to track hours.
      i. Persistent problem across all units, not clear there are any escalatory paths.
      ii. CSG will work with the Student Supervisor Group to collate and escalate the issues around student pay; they have already created a list of employees not yet added to the system.
   b. Monitoring people cards / issues around Covid and leave
      i. Students often will work through illness, and may not fill out the symptom screener correctly, or come to work even if they fail the screener. The group discussed if there are any ways to offset the money SLEs lose from missing shifts.
      ii. A couple people offered to reach out to Susan Swarts regarding Covid leave for students.

5. **Alma Discussion**
   a. Handling claims returns
      i. Staff can use the "claims returns" workflow within Alma, although there are drawbacks. Alma does not move claims returned items into a work order, and does not prompt staff to do periodic shelf checks. Staff should use the Fulfillment Search dashboard located at Analytics > Reports > Fulfillment Searches, and going to the claims returned page.
      ii. Alma will not allow you to mark something "claims returned" once it's been billed for replacement.
         1. Other campuses have been keeping track of those items outside of Alma.
      iii. How would subject specialty libraries like Privileges to handle "claims returns" in the short term?
         1. Short term, forward those to the owning units, to handle initial search and placing things on claims return.
         2. Long term, we are still working on the full procedure.
   b. UC BEARS (e-reserve) items
      i. The owning unit for these items is now Doe Library, even if the book is owned by a subject specialty library. As some of these items were already checked out to patrons when they were added to UC BEARS, it is important to check the spine labels of returned books to make sure they are sent to the correct place.
   c. Withdrawn items
      i. All withdrawn items migrated over to Alma as being owned by Doe Library, so when checking in items that have been withdrawn, be aware of the label location on the spine label (or inside of the book) so the item gets routed correctly.

d. Tips and tricks
    i. If you miss a print job, you can go to the Admin tab and select "Printouts Queue"; past print jobs are archived here and you can print the job again if needed.
e. Unresolved issues