

Circulation Services Group Meeting of December 7, 2021

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

Attendees: Augustin Ramirez, Angela Arnold, Beth Shippey, Blake Lindsey, Bonita Dyess, Brian Light, Brice Sullivan, Craig Alderson, Dori Hsiao, Eileen Pinto, Ellen Dario, Erica Howland, Fedora Gertzman, Francis Francisco, Helena Meier, Jenifer Carter, Jenna Jackson, Jennifer Osgood, Jenny Schulke, Kristen Van Vliet, Lee Ann Titangos, Lillian Lee, Marito Solis, Mary Hardy, Michael Golden, Michele Buchman, Molly Rose, Nancy Lewis, Neda Salem, Paul King, Peter Basmajian, Peter Soriano, Phylicia Mossiah, Robert Toyama, Ryan Barnette, Scott Peterson, Shannon Monroe, Sheehan Grant, Sophie Rainer, Tim Converse, Weston Tate, Whitney White

- **Introductions**
- **Announcements**
 - CSG is canceling their January 2022 meeting. The co-chairs also reminded the group to nominate potential co-chairs for the upcoming year.
 - Sophie announced the Privileges Desk will be closed through January 9th, but that patrons can contact a staff member through email. Appointments can be scheduled if needed.
 - Peter Soriano reminded the group to submit Spring 2022 library hours for Alma to Systems
- **Review of AFN Procedures and Discussion**
 - Patrick Shannon and Shannon Monroe lead an open discussion on the new AFN procedures in Alma and took questions from the group.
 - Is it possible to see the date the item was requested in myILL? It may not be a patron facing field, but they said they could check.
 - Why are we seeing so many bad mismatches? Alma mismatch is a system-wide problem. After the patron makes a request, the request is assigned to a UC campus, and the system places the request on the wrong item. This is not the patron's fault.
 - As time permits, if staff can also find the right article/chapter (physical item or e-resource), they can email the patron with the correct citation.
 - If librarians want to email patrons directly, they can do so but only if the patron has access to the e-resource (if sending a link). Emailing a pdf is also an option.
 - If the requested item is a complete mismatch, do not give the wrong item to ILL; there is nothing they can do with incorrect items.
 - Sometimes requests can get caught in a cancellation loop. If this happens, contact the patron via email as opposed to using the automatic Alma messages.
 - If we have a request, but cannot attach the request in Alma to the item, please continue to send the item to ILL as they can still fulfill the request.
 - Only patrons can cancel their AFN requests; staff cannot. It's preferable to have a patron cancel their "bad" request first, and then have a staff person make the correct request.

- Items from other UC campuses will have the same fees/fines schedule even if lent to a Berkeley patron. If an overdue book is billed, the fee/fine will appear on the patron's network activity tab, not their local account. Patrons cannot pay these fines through our system; they would have to pay them directly to the owning campus. Billing info for other UCs can be found here: <https://uc-sils.atlassian.net/wiki/spaces/FIF/pages/1603174456/Network+Patron+TOU+Settings+UC+ILL+Patron>
 - “Traditional” ILL items (non-UC) are owned by the “Resource Sharing Library” and will appear on a patron's record under the loans tab. AFN items are UC-owned and will appear in the patron's network tab
 - How would ILL like staff to process digitization requests from non-UCB patrons for items that are available online and do not have a physical copy available? Should we cancel the request or send the printed slip to ILL? Please email the request ID number and a link to the full text to ILL.
 - ILL cannot handle unattached items. If a patron requests multiple volumes of a title, the request will only attach to one volume. An informational slide deck will be shared with the group to explain how to process these requests.
 - Should ILL continue sending slips or is there another method they can use? Continue using them for the first few weeks of the Spring semester for our new SLEs. Perhaps we can have a laminated flowchart that staff post at the circulation desk.
 - Should we continue using the ILL pick-up form? Yes, it's very useful. However, only use the form for pick-ups. AFN returns can go through the mail.
 - If anyone has follow-up questions on what issues we discussed here for AFN and ILL, please email Patrick and/or Shannon.
- Open Discussion
 - Peter Soriano mentioned a high volume of students asking if libraries are hiring and wanted to know what the response has been like to job postings. The group agreed that because of Handshake, it's very competitive job market right now and timing matters a lot.