Circulation Services Group Meeting of March 7, 2023

Attendees: Craig Alderson (SOCR), Angela Arnold (MUSI), Steven Chong (LIT), Albert Chung (EAL), Ellen Dario (NRLF), Francis Francisco (BIOS), Samantha Garcia (ITSL), Jordan Gerner (IGS), Sheehan Grant (AHD), Mary Hardy (ILL), Kali Kushner (BIOS), Nancy Lewis (DMCS), Brian Light (SSD), Erika Lindensmith (PRES), Blake Lindsey (ENGI), Mark Marrow (ASD), Helena Meier (ILL), Jen Osgood (AHD), Neda Salem (ESL), Beth Shippey (EPS), James Smith (ENVI), Peter Soriano (EPS)

Introductions

Announcements
1. Nancy's departure is forthcoming (Mark)
    a. Interim will be announced via email
2. Bonita departed the library in February (Peter)
    a. Peter is the temporary contact for EART
    b. Pending replacement
3. SILS website publication pending - possibly Summer (Mark)
4. ALMA Fulfillment Training website updating (Peter)

Document Review: Handling Damaged Items at Circulation Desks
1. Q: Is this something we can accomplish at our service points?
    a. Concern about the scale of work - especially for larger libraries and limited staff, it can be impossible to thoroughly check each item
    b. Amount of work to correct damage (like erasing) was demoralizing for patrons and staff
    c. Need to prioritize damage type, such as water damage or mold
    d. Preservation can assist with determining normal wear and tear rather than patron-caused damage
    e. Need input from scanning services, as damage can prevent scanning and lead to replacement purchases - this may need input from Collection Services
    f. Concern about note function accessibility in Alma - only supervisors can add loan notes, and these notes can only be viewed from a patron account
2. Q: What is the threshold for escalating to Preservation?
    a. Preservation will not fix marking or highlighting, though they will replace pages with offensive marking
    b. The amount of work to note minor damage in Alma is not worthwhile
    c. Alma was chosen for faster service, not detailed control over collections
    d. It is difficult to track when the damage occurred - no good way to hold patrons accountable, so fining can feel arbitrary
    e. SLEs don't notice damage to the same level as staff - too subjective

      f.   No "set in transit, leave checked out" option in Alma, lack of view of ILL or other UC notes - hard to manage books that leave our campus

      g.   Inconsistency with SLE review amongst each library

3. Q: Is this a discussion on other campuses?
   a. Even if we make changes at our campus, we can't control what other UCs or libraries do
4. Q: We don't want to charge patrons for common negligence or wear and tear, correct?
   a. Loan notes have to be added by a supervisor at checkout (if this process is worthwhile, we need to modify SPA/SLE accounts), or the owning library has to add a Fulfillment note when the item is checked out/paged (which may not be sustainable, when the library is larger or sparsely staffed)
   b. We could make physical loan notes using the old due date slips, but those can be altered/added by patrons
   c. If an item is significantly damaged, should we limit loanability instead?
5. This document should be returned to the Fulfillment Resources group - the group can add comments within the next week

Document Review: CSG Copy of Quick Guide: ILL AFN Pick-Up
1. The ILL Pick-up Form has been revised to portray workflows and clarify which items go directly to ILL staff vs. library mail
2. These type of training documents should be added to SILS website - please send any documents on to the Fulfillment Resources group

View Recommendations in Alma (Nancy/Peter)
1. The recommendation button was not addressed in any existing SILS training
2. Staff should review the list weekly, and can limit the list by location. Alma roles determine what types of recommendations staff see.
3. For a helpful guide, staff can click on the question mark icon and select "Help for this Page"
4. The requests list shows items such as lost in transit (this also appears on the analytics report) and items that have been on the hold shelf too long (may have been checked out incorrectly or expired with no notification). To remove an item for your request list, scan it in. If an item has been lost in transit, contact the other library for a shelf check
5. The total number of items on the report include both active and completed requests
6. If an item has an external identifier number, it is an ILL item. ILL items now have longer expiration periods, so you may see active requests on the list, with hold expiration dates that have not passed yet. Those items do not require any action
7. You can also see recommendations for purchasing additional copies of high-request items (which can be ignored)
8. If you find anything interesting, share with the circulation staff listserv

Additional Announcement - ALMA Fulfillment Training website (Peter)
1. The website will now include notes about updates rather than re-recording videos
2. All videos and updates can be viewed on a single page, so update your bookmarks

3. Staff/Supervisor tasks page will be void with the new SILS website, and the Report an Issue page has been succeeded by the Helpdesk ticketing system
4. This website may have additional changes because of the SILS website

Upcoming Library Policy Review (Jen)
1. PSC wants to accomplish a review of public services-related library policies this year - a lot of the material is outdated
2. CSG can help prioritize which policies to review, so staff should look through the policies list and identify those most frequently used
3. PSC is also looking to improve discoverability; our policies are currently scattered or buried on our website
4. If there is a policy we don't have, or an item that isn't listed on the Code of Conduct, let Blake or Jen know and they can take it to PSC at the end of March
5. Q: Would we consider increasing our replacement cost to account for the price of cataloging (in cases when we accept replacement)?
   a. A: Increases in our fees require petitioning campus