

Circulation/ILL Advisory Group

Agenda – December 11, 2020

Zoom, 9:30 a.m.

Meeting Access Information:

URL: <https://us02web.zoom.us/j/85313541429?pwd=UDRYcGU1ZGZGb0s5SW1SaDNoMXI1UT09>

Meeting ID: 853 1354 1429

Passcode: 986467

Missing Part Check-in and Notices (40 mins)

- a. As of Polaris version 6.5, Leap offers a new check in mode: Missing Part Check-In. When an item is scanned using Missing Part Check-In: the item's circulation status changes to "Claim Missing Parts" and a block is added to the item record; the item counted as a claimed item on the current or most recent borrower's account; a missing part notice is generated for the patron.
- b. The missing part notice is issued from the checkout library, which in a consortium setting, may differ from the check-in library. Because of this, how the missing part notices are set up will impact the missing part workflow.
- c. A supplementary document titled, "Missing Parts Check In, which contains a full description of the notice and workflow options, was sent to the group along with this agenda.

ACTION: Provide recommendation on missing part notice set up to CCS. If recommending the option that requires shared notice text, discuss and make recommendation on notice text.

Items Cataloged as Serials vs Monographs (30 mins)

- a. The CAMM group is interested in feedback on patron/staff experience with placing holds on certain types of titles – titles that contain multiple editions on the same record. These titles are currently cataloged as monographs. They are exploring the idea of cataloging these types of titles as serials instead of monographs, which would augment the holds process, and are interested in gathering input on the change from public-facing staff.
- b. The effects of the cataloging change are detailed in the supplementary document, "Items Cataloged as Serials vs Monographs."

ACTION: Review and discuss the potential cataloging change. Make recommendation to CAMM.

Library Card Expiration Notice (15 mins)

- a. The previous Advisory Group discussion around custom vs standardized notices did not address library card expiration notices.

- b. Card expiration notices are sent 31 days before the card expires. This notice is optional and is only sent via email.
- c. CCS has received several requests to customize notice text to inform the patron of contactless renewal opportunities, such as links to online renewal forms.
- d. Should CCS allow custom library card expiration notices?

ACTION: Make recommendation on the library card expiration notice for CCS.

Training Website Feedback (15 mins)

- a. The CCS Training Website (<https://training.ccslib.org/>) provides structured training courses for both public services and technical services staff.
- b. CCS is continuing to build up the site and is interested in learning how the site could be improved.
 - i. What additional topics would be helpful for your staff?
 - ii. What types of learning activities do you find effective (examples: videos, handouts, simulations, independent activities)?
 - iii. Are there any specific ways the content can be improved (examples: shorter videos, more independent activities)?

ACTION: Discussion only. CCS will use feedback when creating new content and updating existing content.