

Meeting Minutes

Circulation & Customer Service Committee Virtual Meeting July 13, 2021, 10:00 a.m.

Members Present: Shawna Bryce, April Llewellyn, Melisa Pressley

Members Absent: Shanna Castellini, Amy Horn

1. June 8, 2021, Minutes Approved
2. Created and Adopted New Charge:
Circulation & Customer Service Committee Charge: is dedicated to supporting best practices regarding circulation and service to patrons with a focus on strengthening ties within our communities.

Our goal is a knowledgeable staff through professional education and improving customer experience. By offering a central forum for exchanging ideas and by providing educational opportunities, we build camaraderie among public librarians.
3. Discussed Ideas for Programming Topics for 2022
 - a. Create a survey for NCLA-PLS members to find out what topics in customer service and circulation they would like spotlighted.
 - b. Reach out to Bibliotheca for an informational discussion on implementing Open+.
4. Discuss Issues Currently Impacting Circulation and Customer Service
 - a. Our next meeting will include an open discussion to share ideas on transforming our libraries from a reactive environment to a proactive environment.
5. Summer Reading Highlights –
 - a. Discussed the success of outdoor story times and the noticeable enthusiasm and need from patrons to return to programming.
 - b. Discussed the challenges of maintaining a safe environment as it pertains to programs that require shared materials.
6. Open Discussion
 - a. Shawna volunteered to fill the Vice Chair position.
 - b. Discussed the hiring process and the challenges of creating a on boarding process for new hires.
 - c. Discussed training staff to better handle working with patrons with mental health issues.
7. Scheduled our next virtual meeting for August 10 at 10:00 a.m.