

# Circulation & Customer Service Committee Virtual Meeting

June 8, 2021, at 10:00 a.m.

## **Roll Call:**

April Llewellyn

Shawna Bryce

Shanna Castellini

Melisa Pressley

Amy Horn

## Open Issues:

- April (chairperson) began meeting with a request for someone to volunteer as secretary for the committee. Shanna volunteered to serve in this position. The group provided consensus for Shanna to serve as secretary.
- April introduced the current charge of the committee per the NCLA website: <https://nclaonline.org/page-18365>. Request was made by April for each committee member to email her with suggestions for an updated charge statement-explained that once each was received, she would summarize and present for further discussion at next meeting.
- Discussion highlights on directions of interest for the committee:

## Technology:

Drive through services, lockers, preferred access and staffing, circulation statistics/reports best practices, investing in digital collections versus physical, using databases such as NoveList which provide recommendations for further reading.

### Collection:

Patron driven acquisition, diversifying collection, displays and their benefits, staff picks and recommendations for further reading, cataloging best practices to increase ease of discovery.

### Programming:

In house-outdoor-and virtual, efficient use of space and time, programming goals such as connection and engagement.

### Customer Service:

Welcoming, connection/engagement between staff and patrons.

- Method of delivery for committee workshops-at this time it is understood any workshops or presentations provided by committee will be virtual. Biennial 2021 conference presentation is provided for.

Discussed topic for a near future workshop on reading body language/non verbal communication.

- Recruitment: spread the word for joining committee at biennial conference and continue doing so through listserv.

- Funding: to be discussed further.

· It was the group's consensus to continue meeting monthly. Next meeting will be July 13, 2021-10:00am.

Meeting adjourned at 10:50am.