

Resource Sharing & Fulfillment Open Call
Thursday October 14, 2021, 11am - noon

Agenda and Minutes

Attendees please add your name as you join the call: jean fenske(Evergreen), Robert Deane (OIT), Stacey Kemi (PCC), Brian Kelley (Reed), Bahram Refaei (Linfield),Renee Corbett (walla), Jewel Evenson (UW), Jen Jacobs (LCC), Paula (UO PDX), Karen Kunz (OIT), Jennie Rossie (UW), Valerie Sterling (OSU), Dena Madrid (WSUV), Raymond Bailey (Lane), Charity Braceros-Simon (Willamette), Hilary Robbeloth (Puget Sound), Molly Gunderson (PSU), Jennifer Bosvert (PacFG), Lori Hilterbrand (Alliance), Brent Waller (UW),Paul Gardner (OHSU) Jenny Bornstein (L&C), Lara Nesselroad (UO), Emily Moxley (COCC), Evan Lantzy (UID), Tyler Rodrigues (UID), Bill Kelm (WU), Jada Pelger (UPS), Kristin Henrich (UID), Katie Bowler (OSU HMSC Guin), Brian McManus (WSUPUL), Julie Drengson (OSU-Guin),Cassandra Palmore (UPS), Mark McDaniel (Reed), Kate Jones (SOU), Sydney Thompson (CWU), Jane Scott (UPOINT), Abigail Mason (OSU-Valley) Jeffery McDonald (EOU)

Recording started

1. Announcements (Charity) Charity welcomed everyone on the call. Invited questions in the chat or Anonymous Ask
 - a. [Anonymous Ask](#)
2. [Helmer Award](#) (Paula) Reminder about the Helmer award and deadline and introduced Hilary.
 - a. [Diversity, Equity, Inclusion and User Experience: Speaker Series](#) (Hilary) ([application](#))

Hilary offered some great tips for anyone interested in applying for the Helmer Award including:

1. Include details up front for intended project

When the DUX team came up with the Speaker series, they included learning objects which would benefit the community.

2. Make a plan for marketing and outreach
3. There is a preference for anti-racist themed projects, and the DUX team did some leg work to demonstrate their commitment to that theme.
4. Remember to include the tie-in to the Alliance's vision and mission
5. Create a detailed budget
6. When asking for letters of support, give the writer plenty of time
7. The recipient will most likely find out if they are chosen to receive the award in January.

November 3rd wraps up the DEI and User Experience Speaker series, and the speaker will be Kalani doing a talk on *Trans and Gender Diverse Description Issues in Libraries*, then they report to the board.

Questions? Lori gave a shout-out to the DUX team for doing the hard work and promoting positivity and getting really good participation. Lori also commended Hilary on writing the grant.

Hilary thanked Lori and spoke about how it takes many eyes to put everything together towards a detailed plan.

Thank you Hilary! As is known the RSF team won a Helmer award for offering OCR scanners and training up to 5 member libraries. Members who received the scanners received training in April. As of yet the full intended impact is not known. Charity pointed out the OCR for all summer tips and tricks and images that can be used in your library: [OCR for All](#) (Charity)

3. [October Release Notes](#) (Molly)

Molly introduced the October release notes pointing out:

- Changing emails to multiple recipients simultaneously
- Nice screenshots showing expiration dates which can be changed
- Streamlining digitization for digitization workflow
- Resolved WSU case of Send loan receipt action in patron services page

4. Fulfillment Standing Group Demo - Holidays on the Alma Calendar (Paul & Molly)

- a. <https://www.orbiscascade.org/programs/rsf/fulfillment-essentials/>

Paul Gardner then did a demo on changing calendar dates in Alma. See recording for process, Apply changes is important!

The FSG will continue to do tips & tricks demos each RSF Open call, feel free to send Molly or Paul an email with ideas/suggestions

5. What would you like to see the RSF Team work on next? (Stacey)

Stacey opened up discussion for further RSF projects that would address group needs. She suggested they could be under headings such as: public service, best training practices, social issues, fines in libraries.

Stacey said fines have become an issue for PCC as they are contending with different hours/service models

Lori had watched a documentary on patients leaving hospitals well, but not necessarily healed and suggested opening an editorial topic of “what has happened to us?” during this time

Renee Corbett: Adding reservations for study spaces and seats and then cancelling the seat reservations and going back to reserving study spaces only.

Kate Jones: Implementing RapidILL and Alma Digital for CDL especially for Course Reserves, discussion about ILL management systems in light of the release of Rapido.

Kristin in reply to Kate: CDL/Reserves/Rapido/digital resource sharing is a big one for all of us, probably need more discussion/community

Jennifer Jacobs: Streaming media? Who are you licensing from? Budget and requesting processes? Converting your physical collection?

Karen Kunz: COVID series on signs, changes, mask mandates, etc.

Paul Gardner: Shipping/personal delivery: tips, tricks, policies that help

Lara: Covid changes, like in course reserves, faculty more trained in online resources, less reserves

Katie Bowler: feels same about course reserves, no students using theirs

Kristin Henrich: would love discussion on anything having to be let go since reopening like new digital services, hard to balance

Molly: PSU is considering a hybrid model, some online, some in-person classes, concerns for the library and staffing longer hours, doing multiple tasks, concern of impact

Lara: as state and local guidelines change back how to adapt like “food designated areas” just changed.

Kate Jones agrees with Lara and Molly about walking back or evolving services that were provided during the pandemic and patrons are now used to

Robert Deane: Lara we ran into that at OIT regarding “food designated areas.”

Kate Jones: Curious on how CASE Act impacts copyright. Do libraries need to be concerned for course reserves and resource sharing?

Lori shared link: <https://copyrightalliance.org/case-act-signed-into-law/>

Stacey: different conversations about large open spaces without attached class list usage

Charity: concern for 25 students hired during COVID, now having to adjust to in-person encounters. Noticed they are carrying covid baggage. Would like discussion on student support.

Renee Corbett: We offered them extra protection in the form of shields and partitions at the front desk if wanted

Lara: I super agree with Charity on the return for the student employees. We had a pre-term “huddle” for our continuing student employees to mostly say, hey, so this is going to be a LOT and y’all get to feel that and ask for help.

Emily: dealing with staff changes and shortages and how to rally? How to keep going when taxed?

Stacey wrapped up and thanked all for great ideas for conversations/discussions.

Charity: please email us with further suggestions, topics

Lori: next meeting change because of Veteran's Day

In agreement to hold the next RSF call on **November 4, 2021 at 11 AM.**

Charity: thank you all for your input! See you next call!