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.