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Welcome!

Welcome to the inaugural issue of the CLA Circulation Interest Group newsletter. The newsletter exists to give people working in library circulation departments a place to share ideas, ask questions, and a convenient way to learn information relevant to our jobs. It will be published every three months, and we’d love for you to be a part of the discussion. There’s a very short survey at the end of this newsletter that asks for your input on what you would like to see in future editions.

The Interest Group is for all levels of Circulation and Access Services staff whether they are librarians, paraprofessionals, or pages.

The CircSpot

The Scoop: Keep an Eye on SB 179

By Jenn Johnson

One of the standard questions we ask on a library card application is a person’s gender, which can be a tricky and sensitive question. Traditionally, most libraries follow what appears on a patron’s ID. Their legal name and gender are in our records due to possible financial ramifications, such as fines and fees.

On July 3rd, Oregon will become the first state to offer a third gender option on their state issued identification. June 15th they passed an option for residents to select “Not Specified.”

Something similar may be coming to California. California Senate Bill (SB) – 179 Gender Identity: female, male, or nonbinary passed committee for the third time on May 31, 2017 and has been moved to the full assembly. It is not yet the law of the land, but you can sign up to track the bill at https://leginfo.legislature.ca.gov

No one likes to be taken by surprise by a patron quoting a new law or policy.

The bill addresses a number of issues; however, as of publishing, the part that we want to be aware of is:

“This bill, on January 1, 2019, would require the applicant for a driver’s license or identification card to choose a gender category of female, male, or nonbinary to be included as part of the applicant’s description…”

If this passes, you will want to prepare your staff to see a new category on a patron’s California ID or Driver’s License.
How long have you been working in libraries? When did you start in circulation? I first started working for OC Public Libraries on April Fool’s Day 1990. I began as a Library Page working for the El Toro Library. I paged for about nine months and then was offered a Library Clerk position. I have worked as a Library Assistant as well as a Circulation Supervisor for about 10 years at two different locations.

How many people or locations do you oversee? As OC Public Libraries’ Circulation Coordinator, I oversee all library staff, which is roughly 375 employees at 34 locations. I troubleshoot the ILS, other third party circ-related software, peripherals; assist with interpreting the circulation policies; and give guidance with handling sticky patron situations.

Why did you choose to go into circulation? Honestly, the reason I was interested in the Circulation Coordinator position in 2007, was because my colleagues encouraged me, which gave me the confidence to apply. I was eager to see if I could make a difference by proposing enhancements and improvements, not only with the ILS, but also with the policies and procedures. I now am part of the Policies and Procedures Committee where I write and revise policies and work with Orange County Information Technology’s (OCIT’s) Application Developers to improve our ILS functionality and test other vendors’ circulation products from peripherals and RFID to self-checkout software.

Along with our current Library Administrators, I want to make positive contributions: primarily I wish to create an enjoyable library experience not only for the patrons but for the staff by re-thinking and re-evaluating legacy policies and procedures. I like exploring the new benefits that the libraries can provide such as Museum Passes and working with school districts to introduce library services to a new generation. I am always searching for ways to bring our services to the community beyond the brick and mortar. As the Circulation Coordinator, I can work with vendors and OCIT to make a difference in the library experience.

What was your most recent position before this one? I was the Circulation Supervisor at the Aliso Viejo Library. They had been open for two years, and I was their fourth Circulation Supervisor. I was lucky enough to have Library Clerk vacancies. Yes, to me it was lucky as I was able to convince my former Library Clerks to transfer and work with me again.

What do you like best about working in circulation? I like when I am able to make improvements for staff! I enjoy listening to staff, being able to support their needs, finding ways to improve their processes and improving the library patron’s experience by listening carefully to patron needs and expectations.

What is your favorite circulation-related story? (e.g., largest fine, strangest excuse, most heartwarming interaction) There are so many stories. I always felt I should have memorialized but never got around to. It’s too bad the dangerous and upsetting ones come to mind first but that’s part of our reality.
Meetings via Google Hangouts and at CLA

By Jenn Johnson

One of the things I’ve noticed about CLA is that a lot of circulation staff aren’t able to attend the annual conference. Many libraries have a limited budget for conference attendance, and staff need to justify why they’d like to attend the conference and what they can learn there. Traditionally, there haven’t been a lot of circulation focused sessions, which means that it’s hard for circulation staff to justify attending.

Since our group is about all staff who work in circulation, and not just people who are able to attend conferences, we’d like to offer alternative ways to meet.

One option available is through the Google Hangouts video conferencing tool. Although you do not need a Gmail account to use the video-call feature, you do need a Gmail account if you want full functionality such as text chat.

We will have an Interest Group meeting at the conference in November; however, we’d like to have a virtual pre-conference meeting in late October. More information on that will be forthcoming.

For more information on how to use Google Hangouts, you can go to the G Suite Learning Center at https://gsuite.google.com/learning-center/products/hangouts/. If you would like to try a practice session before the meeting, please email me at Jennifer.Johnson@carlsbadca.gov to arrange a time to chat.
St. Mary’s College of California Library Offers Extended Hours and Frantic Finals Snack Station

By Shannon Meaney-Ryder

To support students as they prepare for final exams, the library at St. Mary’s College of California offered extended hours until 3 a.m. and collaborated with the Campus Activities Board (CAB) to provide a “Frantic Finals Comfort” food station. The station offered cocoa, tea and healthy treats. Students could take a short break from their studying for this comfort food when they felt tired, frazzled, or hungry.

Please go to the web address below to let us know what you’d like to see in future editions of a The CircSpot.

https://www.surveymonkey.com/r/MR6ZLLF

Highlighted Access Services/Circulation Publications

By Shannon Meaney-Ryder

Here is some recent literature you may find interesting~ check it out!


Who Are You People?
Meet the people leading the CLA Circulation Interest Group

**Jenn Johnson, co-chair and founder of the Circulation Interest Group,** is the Circulation Lead Librarian at the Carlsbad City Library. She has been in libraries for almost 20 years, starting as a student assistant at CSUSM. She’s worked in Children’s, Adult Services, Teen Services, World Languages, and now Circulation. She’s passionate about circulation because in addition to being the face of the library, she feels that the vital role they play is often overlooked and hopes to make a difference though this Interest Group.

**Shannon Meaney-Ryer, co-chair for the Circulation Interest Group,** is currently the Access Services Department Head, Publishing Services and Subject Specialist Librarian at Saint Mary’s College of California. Shannon has more than 20 years experience in the area of access services within the library field. She has extensive experience in academic, specialized and public settings, in the areas of access services, reference and technical services. Her primary focuses have been in information literacy, access services, emerging technologies, and library management/leadership.

**Judy Kamei, Social Media Chair for the Circulation Interest Group,** has several years of experience as a reference librarian, cataloger and depository librarian. She currently is City Librarian at Signal Hill Public Library, which she loves because she gets to do it all—collection development, ILS administration, programming and even answer an occasional reference question.

Would you like to become more involved in the interest group?
Contact Jennifer.Johnson@carlsbadca.gov

A Chance to Win!

Join us at one of the virtual meetings, the CLA Interest Group Meeting, or visit our table at the CLA Interest Group Fair and be entered to win one of two enamel pins by Out of Print.

**The CircSpot** is the newsletter of the California Library Association Circulation Interest Group. Articles, ideas for upcoming newsletters or recommendations for someone to feature in “The Spotlight” can be submitted to clacircinterestgroup@gmail.com