

E-mail Notices Help Libraries Reach Students

Using a new functionality within the LINCC circulation module, libraries can now use e-mail to notify students about overdue and lost materials or to inform students that materials they requested are now ready to be picked up at the library.

Hillsborough Community College (HCC), Gulf Coast Community College (GCCC), and St. Petersburg College (SPC) assisted CCLA in prototyping this functionality.

CCLA Senior Library Services Consultant Brenda Rutten said, "It's essentially a student service, even though it's generated from within the library management system. In fact, some of the libraries are adding courtesy e-mails reminding students in advance of when materials will be due."

GCCC now sends primarily electronic notices.

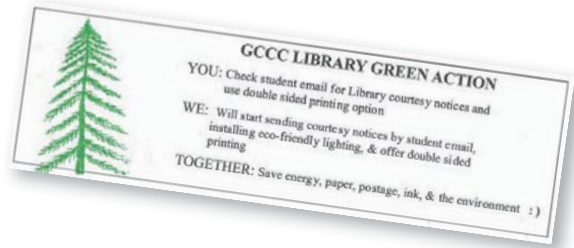
"Using e-mail notices has proven successful for three big reasons," said GCCC Circulation Librarian Matt Burrell.

"First, the electronic notices demonstrate that the library is eco-friendly," he said. "Second, the courtesy notices have become a positive service that the library promotes to our students. And third, we save thousands of dollars in postage that we have repurposed to acquire new books."

Rutten said, "Hillsborough chose to send batch overdue and e-mail notices by both print and e-mail through fall to give students time to adjust to the new method. When classes resume after winter break, the print notices will be dropped."

"St. Petersburg College is using the e-mail notices at the Gibbs campus right now, but the institution plans to make the transition at all of its campuses," she said.

"This functionality offers flexibility," Rutten added. "We had three prototype sites, and they've all used it differently."



The electronic notices demonstrate that the Gulf Coast Community College library is eco-friendly.

— Matt Burrell,
Circulation Librarian



Talking Tech Offers LINCC Library Staff Forum for Conversation with Peers

CCLA launched a Talking Tech webcast series to enable LINCC librarians to share best practices with their colleagues and discuss various ways to implement new technologies at their institutions.

Manatee Community College Library Public Services Supervisor Judy Born, who participated in the discussions, said the series provided a much needed forum for exchanging ideas.

"We share many of the same resources, have similar staffing and student needs and it's amazing the variety of ideas we

have for making the best use of our library resources," she said. "I really enjoy learning about what other librarians are doing and thinking about how we might be able to do something similar in our library."

To open the series, CCLA Executive Director Richard Madaus spoke about "Libraries and the Technology Curve" on June 25.

For the second webcast, Alicia Ellison from Hillsborough Community College (HCC) presented a talk on July 16 titled "Using LibGuides to Share and Connect with Students."

Most attendees were unfamiliar with LibGuides, but after the presentation several expressed interest in exploring how their institutions might use the service.

Chad Mairn from St. Petersburg College presented "Creating a Library Presence in Course Management Systems" on August 20, which was the last Talking Tech webcast of the summer series.

LINCC library staff can access recordings of the discussions through LINCCLearn's web site.

CCLA plans to host additional sessions.