

## Summit COE Working Group Call

Wednesday, May 11th, 2016, 9:00 – 10:00 PST

Attendees (please **bold** your name as you come in):

**Jesse Thomas, Kate Cabe, Erin Bledsoe, Heidi Nance, Julie Carter, Dawn LoweWincentzen, Sue Shipman, David Ketchum, Shanel Parette, Ray Henry**

### Credentials:

Please join the meeting from your computer, tablet or smartphone.

<https://global.gotomeeting.com/join/632836261>

Or you can also dial in using your phone:

Phone Number: 1-646 749-3122

Access Code: 632-836-261

### Agenda:

1. Review minutes from last call.
2. Summit COE document now posted on Alliance website.
3. **Team charge**
  - a. Current version on Alliance website.
  - b. Recruitment and ongoing membership – email or contact Ray by **Thursday (5/12) at 4pm** if you want to stay on or cycle off.
4. **AAR revisions**
  - a. Review comments from [revised draft](#) and finalize instructions.
  - b. The next step will be to get D&D Team approval, after which point Ray will update the document on the Alliance website.
  - c. We are also planning on holding a special open call next **Thursday (5/19) at 9:00am** to walk through these instructions and give people some tips about how to identify and resolve their old problem requests.
  - d. **Shanel, Jesse (and maybe Kate) volunteered to lead this discussion.**
5. **Summer Meeting**
  - a. Feedback from survey, grouped into headings
  - b. Summit and Fulfillment sessions are scheduled for Tuesday, July 12<sup>th</sup>. We have the full day, but only one venue.
  - c. Here are some possible topics based on the feedback.
    - Summit topics (AM)**
      1. Summit 101 (90 minutes)
      2. Queue Maintenance/Troubleshooting (45 minutes)
      3. Troubleshooting (45 minutes)
      4. Courier 101 (30 minutes)
        1. Turnaround time metrics

5. Summit Visiting Patrons (30 minutes)
6. Alma/ILLiad Integration
7. GES/Display Logic Rules (carryover from last year)

**Fulfillment topics (PM)**

1. Fulfillment Rules/TOU's
2. Customizing Notices
3. Course Reserves

**6. Other Topics for Discussion?**