

Missouri Evergreen Circulation Committee Meeting Minutes

Tuesday, September 26th at 11am

I. New Business

- A. Damage noted on another ME library's material
 - Be sure to document damage on the ME Item condition slip-be specific enough so front line circ staff know what is being noted
 - Make sure to be polite and kind in wording your description of the damage
- B. Removing personally identifiable information from transit slips
 - We have recently noticed an uptick in the number of Hold Transit Slips that contain personally identifiable information in the form of patron barcodes
 - Transit slips are workstation specific, so each workstation needs to be checked.
 - To check your Hold Transit Slip template go to:
Administration>Workstation>Print Templates>use the Template Name drop down to bring up Holds Transit Slip
 - If it is necessary, delete this piece of computer code:
<div>Hold for patron {{patron.card.barcode}}</div>
 - The code found on the MEC website by searching **Transit** should be the correct code.
 - Lee Ann Santee spoke about the need for this to be included in the onboarding process for new libraries joining Missouri Evergreen.
- C. Staff account security—potential issues and steps to take to lower your risk
 - Each member library shares the responsibility to protect and accurately maintain data.
 - If your library has individual staff accounts: make sure to delete those accounts when a staff member no longer works for your library
 - If your library uses one login for all the circulation computers: change your passwords regularly and consider changing passwords each time a staff member no longer works for your library.
 - Ron Eifert described potential liability to a library if a data breach were to be traced back to them, and encouraged anyone with questions to contact either Steve Potter or himself.
 - Lori Mangan ask where to find instructions for how to change passwords, and several members chimed in on the best way to do it.
- D. Circulating fragile items
 - Do not send extremely damaged or fragile items to fill holds at another library. Contact the requesting library, if you are the only library that has the item, so they can inform their patron and possibly get the item through OCLC. Consider making extremely fragile items not holdable.
- E. How to spot a fake/bootleg DVD—several more DVD's are under review
 - Encourage front line staff to read How to Spot a Fake/Bootleg DVD found under Circulation Training Materials on the ME website.

II. Old Business

- A. Thank you to Livingston County Library for hosting the Regional Circulation Training Refresh held September 12th.

- There continues to be a large number of libraries requesting in-person training on reports.

III. Other

- A.** Karen Jones asked if it was ever allowable for a library to modify information for another library's patron. A discussion resulted in the following main conclusions:
- While not prohibited in the Circulation Policy, please do not edit/modify another library's patron information. If necessary, contact the patron's home library and allow them to make any needed changes.
 - Lee Ann Santee and Terri York added good tips on how to make sure you are bringing up and working in the correct patron record. Suggestions included: verifying contact information such as address, phone number or email address, verifying birthdates, and being sure to enter the patron's full middle name vs just an initial.
 - Rhonda Busse encouraged libraries to use the Preferred name field so that patrons could be pulled up by either their preferred or legal name.
- B.** Ron Eifert informed those attending MLA that ME library attendees would have a ribbon added to their name tag encouraging people to "Ask Me About Missouri Evergreen".

Committee Members:

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