

## **Missouri Evergreen Circulation Committee Minutes**

Tuesday, June 25th at 11am

### **I. New Business**

- A.** The committee finalized the updates to the Materials Best Handling document. A section about Courier Service was added which includes guidelines for placement of courier labels, clarifications about what to include in the monthly report as well as links to find the latest version of courier labels, how to report courier issues or order more supplies and the MALA ILL Courier Manual. See additions to the Materials Handling Best Practices document at the end of these minutes.
- B.** Questions about Record In-House Use—Item alerts (missing, damaged, lost etc.) will not display when using Record In-House Use. However, staff can catch these items if your library makes sure Item Status is one of the columns displayed in the Record In-House Use interface. Rhonda Busse will contact Equinox to see if there is a bug for this issue.
- C.** Reminders
- Be careful to transit items safely—no open staples or broken containers
  - Patron requests for a library card at your library when the patron already has a card from another MEC library. The MEC Circulation Procedure Manual states:  
  
A new account may be created, as long as patrons do not have outstanding charges on other Missouri Evergreen accounts. If other MEC accounts are found and there are outstanding charges that exceed your library's fines/fees threshold, ask the patron to pay or reconcile charges on their other accounts first before creating another account.
- D.** Courier label updates: Please make sure your library is using Get Connected MALA Courier LABELS version 47 dated 4/24/24
- E.** Training at your library—What is your library's process for training new employees? What additional resources would be helpful? Terri Moser commented that Lena Hernandez from Equinox has a very well thought out process for circulation training for onboarding libraries. Macee Jarvis from Scenic Regional will send out their library's training modules over the circ and general membership listserv. Rhonda Busse will look for training videos currently available from Equinox.

### **II. Old Business**

- A.** The MEC Circulation Policy has been updated to reflect the clarifications on what types of materials should and should not be expected to transit between libraries.

### **III. Other**

- A.** Terri Moser brought up questions about the reciprocal borrowing process among MEC libraries. The discussion centered around questions about pros and cons, how to handle fines/fees between libraries, and how to join the list if your library was interested in being a reciprocal library.
- B.** Questions were raised about how fees were handled on the MEC app. We "think" that the money would go to the library whose account the patron logged in to. Libraries were encouraged to run reports to find their items that have been marked lost and paid for.
- C.** Maryann Knorr raised questions about how often other libraries are performing inventories of their collection. Many libraries replied that inventory occurred on a two to three year schedule. Others replied that they do it yearly, one said that it had been since Covid while others said they did inventory section by section spread over the course of a

year or two. Most expressed relief that they were not the only ones that weren't doing it more frequently.

### **Committee Members:**

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Additions to the Materials Handling Best Practices document.

### **COURIER SERVICE**

1. Ensure that the correct courier label is on the bag. Note that some libraries have courier service to more than one branch. The courier label should match the transit slip.
2. Follow MALA guidelines for placement of courier labels.
  - Courier Bags - Place a label in the clear label display window.
  - Tub, totes and other packages - Affix a label to the package.
  - Packages/boxes - Place a label on the top and on at least one side.
  - Do not use USPS totes.
3. When using a previously used envelope or carton, remove, cover or black out all visible shipping addresses from previous shipments.
4. [Keep a count of individual \*\*outgoing\*\* items for monthly reporting. Do not count bags shipped, but each individual outgoing item, which could be several to a bag.](#) This means each and every item (not bags) that leaves your library, whether it is a borrowed, loaned, mis-delivered, or reciprocal return, is counted. [\(Items to be counted include MEC items, traditional ILL, freebies such as DVD cases, etc.\)](#)
5. Check the MALA website regularly for the most current version of courier labels at <https://www.malalibraries.org/courier-service/> - connected
6. Report any courier issues or request additional courier bags by contacting MALA at <https://www.malalibraries.org/courier-service/courier-delivery-service-report-form/>
7. [For questions about courier reporting or service refer to the MALA ILL Courier Manual at https://www.malalibraries.org/wp-content/uploads/2023/09/MALA-ILL-Courier-Manual-REVISED-2023-24.pdf](#)