

## Missouri Evergreen Circulation Committee Minutes

Tuesday, October 22nd at 11am

### **I. New Business**

- A.** We began the meeting with a discussion of when it is appropriate to use copy/item holds:
- You need to send a specific copy to be mended or have something corrected with its catalog record
  - To move an item quickly between branches in your system
  - To not take every copy from a particular library when you need multiple copies of the same title
  - To more quickly fill a hold for a patron at your library when the item belongs to another library (why send it back just to have it be sent right back to your library)
- B.** Instructions and reminders were given for using and removing Blocks (Staff\_CHR) in the Notes interface
- C.** We discussed how to note prior damage before you send an item to fill a hold, especially when you know the item has issues but is still readable/usable.
- Some libraries have a sticker/stamp that indicates previous damage
  - Some libraries write a note about the damage inside the front cover
  - Add item alerts so that frontline staff see the note as they check in and checkout
- Rhonda Busse will send instructions on how to add or edit item alerts to both the circulation and general listserv.
- D.** One month hold protection is now available
- E.** Ron Eifert has added 2 new lists to the contact information tab of the MEC website:
- MEC Libraries with Addresses
  - MEC Libraries with Addresses/Courier Hubs
- F.** A discussion about how to handle deceased patron accounts included several suggestions:
- Expire the account and add alerts to inform staff of the account status
  - Make the account inactive and eventually purge the account
  - Work with the person responsible for the estate, if needed, to see if they can find and return library material
  - If items cannot be found, consider checking them in a marking them missing. Several libraries “write off” the cost of unfound items.
  - If the patron has unfound items belonging to another MEC library, communicate with that library about what has occurred. The other library has the option to invoice or write off the cost of those items.
- G.** Updating patron accounts belonging to other MEC libraries.
- Please do not renew or modify patron accounts belonging to other MEC libraries.
  - The General Staff permission group is a global permission level—this permission will most likely be removed as part of the project to review circulation permissions. If your library has staff members with this permission level, even as a secondary permission, consider moving them to one or more of the regular cataloging, circulation or administration permission sets.
  - Unless you are a reciprocal library, please do not check out material to other MEC library patrons. Doing so can create problems with checkout periods, fines and non-resident fees.

#### H. Message Bee update from Steve Potter:

- Several libraries reported that they are not receiving hold notification texts and questions were raised about the time delay between when an item is received and when the notice goes out. Many libraries want to adjust the lag time for their email notifications to more closely match the lag time of text messages to eliminate confusion about whether patrons are being notified about the same or a different hold.
- Steve Potter will be working with Rogan, at Equinox, to resolve the problem of hold notifications not being sent, to find out what the time delay for sending out messages will be and if the texts will be sent as a batch.
- Rogan says that the “Send Test Text” button should continue to function
- All messages will be coming from this phone number 660-324-0279
- After Message Bee is up and we are sure everything is functioning correctly the Default SMS Carrier field will most likely be masked.

### II. Old Business

#### A. Libraries were encouraged to begin working on deleting patron accounts that have been expired for 3 years.

- Each library is responsible for deleting accounts by December 31<sup>st</sup>. Equinox will purge the deleted accounts in January.
- Use the template: **Patron Accounts with Expiration Dates and Balance Owed (updated with balance less than or equal to with Group Lead field)**
- Complete instructions can be found on the Circulation Training Materials page of the MEC website.

#### B. Courier Label updates: Please make sure your library is using Get Connected MALA Courier LABELS version **49a—8/16/24**

- Periodically check that all “old” labels have been destroyed so that items do not accidentally receive an “old” label.

### III. Other

- A. We welcomed several MLC libraries to their 1<sup>st</sup> Circulation Committee meeting. They of course had questions which the circulation committee members and other attendees were able to answer or clarify for them.
- B. Resource sharing with MLC libraries has already begun. Their courier labels will all have MLC with 2 letters to identify the specific library. MLC-BR, MLC-FE, MLC-KI, and so on.
- C. MEC now has 5,043,805 items!

#### Committee Members:

Heather Arnold [harnold@mlc-stl.org](mailto:harnold@mlc-stl.org)

Belinda Birrer [assistantdirector@poplarbluff.org](mailto:assistantdirector@poplarbluff.org)

Rhonda Busse [busser@casscolibrary.org](mailto:busser@casscolibrary.org)

Janice Butcher [jbutcher@dspl.missouri.org](mailto:jbutcher@dspl.missouri.org)

Christal Haueter [chaueter@lebanon-laclede.lib.mo.us](mailto:chaueter@lebanon-laclede.lib.mo.us)

Jennifer Mathes [jmathes@jeffcolib.org](mailto:jmathes@jeffcolib.org)

Terri Moser [terri@neosho.lib.mo.us](mailto:terri@neosho.lib.mo.us)

Lee Ann Santee [leeann@blrlibrary.org](mailto:leeann@blrlibrary.org)

Sandy Welker [swelker@rrlmo.org](mailto:swelker@rrlmo.org)