

## **Missouri Evergreen Circulation Committee Minutes**

Tuesday, November 26<sup>th</sup> at 11am

### **I. New Business**

- A.** Reminders were given to follow the Materials Best Handling Practices guidelines, found on the MEC website under Member Resources > Circulation Training Materials, to insure materials are transiting as safely as possible.
- B.** Heather Arnold informed libraries about the Holds Go Home setting, selected by the MLC group of libraries, with the hope that this setting would encourage libraries to select shorter age protection for their new material.
  - This setting is intended to force your library material to return “home” if a patron from the home library places a hold on it.
  - Currently MEC has a consortium level setting where holds will be filled based on library and proximity settings but would require that Holds Go Home after 6 months if a patron from the items home library has placed a hold on it.
  - Questions were raised about how this setting might affect transit volumes if more libraries changed to this setting.
  - The plan moving forward is to have the circulation committee, most likely with the help of Equinox, take a deeper dive into the potential benefits or challenges that implementation of this setting might cause for the entire consortium.
- C.** A proposal to allow holds to be placed on age protected items was discussed.
  - Most libraries would like to be able to place holds on age protected items even though the hold would not be filled until the protected time period had elapsed.
  - Multiple libraries expressed frustration that they have to tell patrons they are unable to place holds and that they will have to remember to request the item at a later date.
  - Libraries also expressed that it is sometimes difficult to make purchasing decisions because of the way the current hold system works.
  - Rhonda Busse will work with Equinox to explore what it would take to change this holds process.
- D.** Terri Moser proposed approving Scotch Removable Tape to secure MEC Item Condition Reports to items. Belinda Birrer reminded libraries that printing the condition report on self-adhesive removable receipt paper is permissible because that type of receipt paper has already been approved. After a brief discussion it was decided that Rhonda Busse would poll the committee members after the holiday, and if needed a recommendation would be made to the Ex Board.
- E.** Typically, a patron will have one active card, but there are special situations when a patron might have multiple active library cards. Katie Earnhart shared how Cape Girardeau Public Library uses multiple active cards to manage patrons taking advantage of their reciprocal borrowing agreement with Riverside Regional Library.

**F. Message Bee update:**

- On Monday, December 2, 2024, Equinox will mask the field asking for the cell phone carrier and remove the requirement that this information be filled in as part of the patron registration process.
- After some initial issues the message success rate is 97 to 98%
- Most failures are happening because something is actually wrong with the phone number (either entered incorrectly or the patron has a different number) or the phone itself (not accepting calls).
- MEC cannot turn messaging back on from our side. ***A patron must text "start" to 660-324-0279 to turn notices back on if they turned off text messages via Message Bee.***
- Rhonda Busse will follow up with Steve Potter, Ex Director, to try to facilitate the notification of libraries whose patron's messages have failed.

**II. Old Business**

- A.** Last reminder 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.** The December Circulation committee meeting is cancelled.

**Committee Members:**

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