

Missouri Evergreen Circulation Committee

Meeting Minutes for Tuesday, November 23, 2021 at 11am

I. Public Comments - None

II. New Business

- A. Opening for a Committee Member - Molly Johnson left her position so there is an opening on the committee. If interested in serving please email mmccarthy@jeffcolib.org for consideration.
- B. The placement of labels on discs best practices to prevent damage in players / consoles was discussed. Meredith McCarthy will email the library in question to let them know of the potential issues with using address type labels on discs.
- C. "Database_update_failed" error when placing holds with SMS notification but no carrier selected.
 - 1. This is a bug that was fixed in the 11/17 Equinox maintenance.
- D. Webster County courier label issues brought forward by Krista Jackson on the email listserv were discussed. Webster County now has two locations that receive courier service directly so please make sure to be using the correct newer labels from the file that can be found here:
https://www.henryindustriesinc.com/wp-content/uploads/2021/10/MALA-lib-data-3D_ver.32.pdf

III. New Libraries Coming On

- A. Reynolds County will be going live on 01/20/22.

IV. Ongoing Projects Updates

- A. Damaged ME items best practices working group - Meredith McCarthy
 - 1. Rhonda Busse is back from leave and will be looped back in on the discussion within the working group.
 - 2. Poll will go out shortly for setting up a meeting in early December.
 - 3. Link to the University of Delaware exhibit on damaged items that was discussed: <https://exhibitions.lib.udel.edu/use-or-abuse/>

- B. Staff permissions (Diane Disbro and Nate Beyerink) - No report

V. Other

- A. No meeting in December. Next meeting will be Tuesday, January 25th at 11am.
- B. Holds being placed while libraries are closed issues were discussed. There is a retargeting issue where the hold bounces when the owning library is closed to another copy at another library system instead of remaining on the copy at the patron's home library. Evergreen 3.8 will add a new feature with holds stalling which will allow the targeting to stay on the copy in the branch even when closed.

Committee Members:

Belinda Birrer childrens@poplarbluff.org

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Sandy Welker swelker@rrlmo.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Minutes for Tuesday, October 26, 2021 at 11am

I. Public Comments - None

- II. ME Users Conference / Future Regional Trainings** - The ME Users Conference in St. Louis was lightly attended but it gave a good framework on how to conduct possible regional trainings in the future. Shannon Midyett will be sending out an email poll soon regarding regional training opportunities for next year so please be sure to respond with what would work best for your library.

III. Courier Situation Update from Membership Meeting

- A. The overall courier contract is with Henry. Henry then contracts with master couriers who then hire independent contractors who run the routes. MALA and Henry do not control the internal HR of the couriers. The St. Louis hub's master courier broke their contract without notice. Those libraries affected have been notified.
- B. Report, report, report! MALA is not seeing all of the issues with items ending up with USPS showing up on the listservs as being documented via the reporting form. Please give as much detail as possible when reporting as to timing and where the items were coming from so they can try to isolate what is causing the issues. A button that directly links to the reporting form will be added to the homepage of the Missouri Evergreen website.
- C. MALA will pay postal charges assessed to member libraries due to the courier items being delivered by USPS. Report the charges on the regular MALA reporting form under Other and they will cut you a check.
- D. If you are missing days of your contracted courier service, please contact Jane at MALA directly so she can work with you directly about being charged for services you are not receiving.
- E. The contract with Henry is up in the spring of 2022. It will be bid out at that time.

IV. New Libraries Coming On

- A. Cedar County 11/4

Tuesday, October 26, 2021

- B. Reynolds County 01/20 - Has five locations but is not currently automated. A team will be assisting them with adding their holdings to existing ME records as they come on board.

V. Ongoing Projects Updates

- A. Damaged ME items best practices working group - Meredith McCarthy has been gathering documentation from other library systems and will be convening a meeting of the group soon. There was a discussion regarding the timing / protocol for billing for items between libraries. Documentation can be found here on the ME website: <http://moevergreenlibraries.org/circulation-training-materials>. Cass County's procedure / documentation was also shared and will be sent via email with the meeting minutes and recording.
- B. Checking / Updating the Circulation Contacts list on the website - Belinda Birrer has sent the needed updates to Ron Eifert and is still waiting on contact from five other libraries to confirm their information.
- C. Staff permissions (Diane Disbro and Nate Beyerink) - No report at this time.

VI. Other

- A. There was discussion about the long transit list and making sure it stays on everyone's radar to complete the process in a timely fashion. Meredith McCarthy will sound out a reminder with the instructions attached to the general email list plus the circ list.

Committee Members:

Belinda Birrer childrens@poplarbluff.org

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Tuesday, October 26, 2021

Lee Ann Santee leeann@blrlibrary.org

Sandy Welker swelker@rrlmo.org

Molly Johnson molly@marshallmolibrary.org

Diane Disbro ddisbro@scenicregional.org (excused)

Missouri Evergreen Circulation Committee

Meeting Minutes

Tuesday, September 28, 2021 at 11am

I. Public Comments - None

II. Evergreen Users Conference on 9/29

- A. The agenda for the pre-conference was shared. Hope to see some of you there!

III. ME Cataloger on Staff - Gregg Whitmore

- A. Working on consistent training for catalogers in ME as his first major project.

IV. Ongoing Projects

- A. Damaged ME items best practices
 - 1. Subcommittee is gathering documentation from other library systems to serve as a jumping off point.
- B. Checking / Updating the Circulation Contacts list on the website (Belinda)
 - 1. Belinda Birrer will be taking this project over from Rhonda Busse and send the updated information to Ron Eifert.
- C. Staff permissions (Diane Disbro)
 - 1. MO Evergreen has a set of custom permissions for staff that don't seem consistent with the permissions needed at different levels.
 - 2. Consensus is that a subcommittee is needed to look at the current permissions versus what is needed and report back. Diane Disbro and Nate Beyerink have volunteered to serve and Meredith McCarthy will put out a call to MO Evergreen at large as well.

V. Other - None

Committee Members:

Belinda Birrer childrens@poplarbluff.org (excused)

Rhonda Busse busser@casscolibrary.org (excused)

Meredith McCarthy mmccarthy@jeffcolib.org

Tuesday, September 28, 2021

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Sandy Welker swelker@rrlmo.org

Molly Johnson molly@marshallmolibrary.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Notes

Tuesday, August 24, 2021 at 11am

I. Public Comments - None

II. Request to change the global expiration date of minors permission group from three years to one year

- A.** Neosho has requested that the minor profile permission group expiration date be changed from the current three years to expire instead at one year.
- B.** Diane Disbro moved to recommend that the request be approved. Belinda Birrer seconded. Motion carried

III. Addition of Collections as a Main Profile Permission Group Approved

- A.** Cass County received approval at the last membership meeting to add "Collections" as a Main Profile Permission Group to the consortium. This would basically be a profile that Unique would be able to change on the patrons account when they were put into collections. This would stop the patron from being able to check out items at the library and also notify staff that the patron was in collections. Other libraries would be able to use this Profile as well, either through Unique or manually if they wished.

IV. Developing Detailed Standards / Guidelines for Billing for Damage Done to ME Owned Items

- A.** There have been issues brought to the ME Board by member libraries regarding the billing of damaged ME owned items checked out by patrons of other member libraries. After much discussion at the last ME membership meeting the circulation committee has been directed by the Board to develop a standards / guideline document with pictures for when to bill for damaged items from consortium libraries and when to consider it just normal wear and tear. Belinda Birrer, Rhonda Busse and Meredith McCarthy volunteered to form a working group for this project and report back to the committee as needed.

V. Borrowing for Outreach / Long Term Borrowing

- A.** After a discussion regarding borrowing for outreach, book groups and other long term borrowing scenarios the consensus is that these

Tuesday, August 24, 2021

generally fall into a similar timeline as regular patron checkouts with renewals so no further action would be needed. Member libraries are reminded that checking out ME owned items for your in-house displays is discouraged. Issues with potential abuse of long term checkouts will continue to be addressed on a case by case basis by communication with the library in question.

VI. Other

A. Courier Issues

1. There was discussion regarding the continued issue with courier bags showing up in the USPS delivery and being way overdue. Please continue to report the issues to MALA as they are the conduit to the courier for the contract. Meredith McCarthy will inquire if there is a good contact at the State Library to register concerns with for when they negotiate the new contract.
2. Molly Johnson noted that Marshall is having issues with the driver not showing up on their designated delivery days due to faults at the hub. When you only have two days for courier delivery, missing one puts you way behind.

B. Circulation permissions list

1. The Onboarding Committee has been discussing the issue of staff permissions. Diane Disbro shared a spreadsheet of the existing circulation entries for staff permissions and noted some of the existing inconsistencies and issues. Staff permissions are globally set in that the base permissions are the same for everyone in that category. Additional permissions can be added on a case by case base but you can't take any away from the base permissions. Diane Disbro will take the questions about some of the inconsistencies to Equinox and report back to the committee.

Next Meeting: Tuesday, September 28th at 11am on Zoom.

Committee Members:

Tuesday, August 24, 2021

Belinda Birrer childrens@poplarbluff.org

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Sandy Welker swelker@rrlmo.org

Molly Johnson molly@marshallmolibrary.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Notes

Tuesday, July 27, 2021 at 11am

I. Public Comments

- A. Question was asked of who handles the courier bid process for Missouri Evergreen?
 - 1. Answer - The Missouri State Library is in charge of the courier bid process and contract. Please continue to report any issues to MALA so they have that information to convey when it's time for the next bid process.

II. Confirm Committee Membership

- A. The roster of committee members was confirmed. It is listed at the end of the notes.

III. Report on ME Open Demo

- A. We had thirteen libraries represented at the virtual event that went very well.. For those of you who couldn't make it, or who want to show the demo to your staff or trustees, we have a recording that can be found here:Recording of Demo (3 hours, 10 minutes)
<https://drive.google.com/file/d/1TX3kGpE3Oa1WTZA1koc503ncYcpOjAuX/view?usp=sharing>

IV. ME Users Pre-Conference @ MLA Conference in StL

- A. Wednesday, September 29th, 8am to Noon as a pre-conference to the Missouri Library Association Annual Conference at the Doubletree by Hilton Hotel in Chesterfield
- B. Early bird registration with cheaper rates closes August 9th. Registration overall closes on September 18th.
- C. Schedule can be found here with link to registration:
<http://moevergreenlibraries.org/wp-content/uploads/2021/08/Missouri-Evergreen-Users-Conference-1.pdf>

V. HTML Code Snippet Bug on User Edit Screen

- A. This bug has been fixed

VI. Damaged Billing Bug

- A. Mark Damaged isn't working the way it should. As you know, it brings up the dialog for Add Billing and then the billing type is Damaged Item

Tuesday, July 27, 2021

Override. Instead, it should apply Damage policies, list price and processing fee separately, and display billing type Damaged. Please add heat to bug <https://bugs.launchpad.net/evergreen/+bug/1849898>

VII. Other - None

Committee Members:

Belinda Birrer childrens@poplarbluff.org

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Sandy Welker swelker@rrlmo.org

Molly Johnson molly@marshallmolibrary.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Notes

Tuesday, June 22, 2021 at 11:00 a.m.

I. Public Comments

II. Report from Proximity Settings Task Force

Average hold transit times are now six days. That is a good number but there are still many items that take two weeks or more to reach the pick-up library. We will continue to look at courier hub performance and pull list performance as well as the efficiency of library hub assignments.

III. How to Handle Library / Branch Closings

The Committee will recommend that libraries notify the Chair of the Executive Board when a library or branch is closed for more than two days. The Executive Board will make sure the library knows the procedure for closing to prevent holds from spending time on a pull that isn't being monitored and will notify the rest of the consortium about the closure.

IV. Damages Between Libraries

It is imperative that the patron's home library be notified when he is being charged for a damaged item.

V. Patron Contact

Patrons should do business with their home library and shouldn't contact the lending library. If you are contacted by the patron of a different library, advise them to get in touch with their home library.

VI. MLA Conference

There will be a Missouri Evergreen break-out session at the 2021 conference. A proposal has been sent for a Missouri Evergreen preconference session as well. We would like to have annual regional ME one-day conferences throughout the state so that no one would need to travel more than two hours to participate.

Tuesday, June 22, 2021

VII. Other

The upgrade to 3.6 caused printing problems for both libraries using and not using Hatch.

Committee members:

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Agenda

Tuesday, April 27, 2021 at 11:00 a.m.

I. Public Comments - This is an opportunity for non-committee members to ask questions and make comments.

II. New Features in 3.6

- a. Marking Missing and Damaged from Items Out
- b. Hopeless Holds

III. Upcoming Migrations

- a. James Memorial - July 29 – Scenic is on the migration team.
- b. Henry County - August 19 – Trails is on the migration team.
- c. Cedar County
- d. Rolla Public

IV. Other – The Henry Courier Hub list needs to be updated.

Belinda Birrer (Poplar Bluff), Sandy Welker (Riverside Regional), and Molly Johnson (Marshall) will be joining the committee in July.

Meredith McCarthy will be recommended to the Executive Board to be the next Chair of the committee. Diane is completing the unexpired term of Shannon Mangrum.

There will be no meeting in May. Next meeting will be held June 22 at 11:00 a.m.

Committee members:

Rhonda Busse – busser@casscolibrary.org

Meredith McCarthy – mmccarthy@jeffcolib.org

Janice Butcher – jjbdspl1935@gmail.com

Teresa Tidwell – ttidwell@cville.lib.mo.us

Lee Ann Santee – leeann@blrlibrary.org

Diane Disbro – ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Notes

Tuesday, March 23, 2021 11:30 a.m.

- I. Public Comments - none**
- II. What to include in training materials for new member libraries – see attachment**
- III. 3.6.2 – Upgrade is scheduled for April 28. Most of the changes are to the staff catalog.**
- IV. Transit List – Continue to clear the Transit List frequently.**
- V. Other – It was decided in closed session to revise the Circulation Policy to remove the limits to the number of members the committee can contain and the number of years that members can serve. The membership will be asked to vote on the change in the next membership meeting.**

Committee members:

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Agenda

Tuesday, February 23, 2021 11:00 a.m.

I. Public Comments

It was pointed out that when the Update Inventory checkin modifier is left on at all times, all materials checked in, including those not belonging to the library doing the checking in, are updated in inventory. This makes reporting at the owning library more difficult.

II. Video instructions to add to the ME YouTube channel

These subjects were suggested for videos on the YouTube channel:

- Using the column picker
- Setting up print templates
- Adding bills from Item Status
- Performing a numeric search
- How to find the TCN
- Running the report to find bills owed by other libraries for lost items
- Setting up Circulation and Holds History in the OPAC

III. What to include in training materials for new member libraries

- Contact the patron's home library when billing for damages
- Preparing items for transit
- Modifying Hold Shelf Expiration Date for ILLs

IV. Other

At the end of June 2021, Teresa, Janice, and Diane will leave the committee and three new members will join the committee.

Committee members:

Rhonda Busse busser@casscolibrary.org
Meredith McCarthy mmccarthy@jeffcolib.org
Janice Butcher jjbdspl1935@gmail.com
Teresa Tidwell ttidwell@cville.lib.mo.us
Lee Ann Santee leeann@blrlibrary.org
Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Notes

Tuesday, January 26, 2021 11:00 a.m.

- I. **Public Comments** - None
- II. **Charging for items lost in transit** – MALA is not going to pay for items lost or damaged in transit unless it is obvious that the loss / damage is the fault of the courier. The Circulation Policy reads, “The borrowing library is responsible for the safety of borrowed materials from the time the materials leave the owning library until their safe return to the owning library.” Few items are actually lost in transit. Libraries are encouraged to contact each other when items have been long in-transit to try to track down the items. Several attendees said that they do not charge the borrowing library for items lost in transit because it is the cost of doing business. Libraries may want to create their own spreadsheet for tracking items long in transit or the consortium could create a spreadsheet for the entire consortium.
- III. **Change “Choose Parts” to “No Part Specified”** – The Committee will recommend making this change in the holds screen.\
- IV. **Changes to the Circulation Policy** – One correction was made to the proposed Circulation Policy revision. The revised Policy and the revised Materials Handling Best Practices document will be presented to the membership for acceptance.
- V. **Changing the library short names** – No one wants to make a change to the member library short names. First, everyone is used to the current names. Second, changing the names won’t necessarily help staff route materials correctly. Staff need to be reminded to be careful when routing materials so that they are sent to the correct library. It was recommended that, during the on-boarding process, new member libraries be cautioned that the short name they choose should not be similar to an existing short name.
- VI. **Other** – Equinox reports to ME the number of help desk tickets submitted each month. We would like to see the text of the tickets that have been sent in the past six months to learn if the questions could have been handled inside the consortium without submitting a ticket. It was suggested that a best practices document be created giving direction about when to send a ticket, when to query a listserv, and what should and shouldn’t be changed in Administration.

Next meeting: February 23 @ 11:00 a.m.

Tuesday, January 26, 2021

Committee members:

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Agenda

Tuesday, December 8, 2020 at 2:00 p.m.

I. Public Comments - This is an opportunity for non-committee members to ask questions and make comments.

II. Addition of Circulation resources to the Missouri Evergreen website – *Thank you to Ron Eifert for getting circulation materials added to the website.*

III. MOU – Attendance will be taken at meetings and noncompliance to policy will require follow-up. *Strategic Planning Committee is going to gather operational information from other Evergreen consortia.*

IV. Customizing staff permissions – *Is anyone doing this? Some libraries have done some tweaking to the permissions but many give Circulation Admin permissions to circ staff. Diane is going to continue to look at the individual permissions to try to understand each one in relationship to circulation staff.*

V. In-person borrowing (not associated with Reciprocal Borrowing) away from home library – *checkout limits and holds pickup Check out limits are a Penalty Threshold not a Circulation Policy. Penalty Thresholds are associated with patrons and Circ Policies are associated with materials. Therefore, the policies of the patron's home library (the card used to check out) regulate the number of items allowed to be checked out as well as the fine threshold and any other blocks on the patron's account. The only way to ensure that a card isn't used out of district is through an ILS setting (which may not exist). Policy alone won't prevent it since self-check machines can't follow a policy.*

VI. Add information about Circulation Committee to Circ Policy? *Yes. Need to add language that will ensure that committee members are selected from a variety of library types and that there are term limits (to encourage participation). Diane will work on wording.*

December 8, 2020

Missouri Evergreen Cataloging Committee

The Cataloging Committee chairperson will be appointed by the Executive Board, and its members will consist of catalogers recruited by the chairperson. Consideration will be taken to appoint committee members of varying library sizes. Cataloging committee members will be chosen from active catalogers with a demonstrated history of strong cataloging skills. Committee members will have the highest permission allowed in the Missouri Evergreen catalog, with the ability to edit other libraries' items.

The Evergreen catalogers will meet monthly. The meetings will be led by the Cataloging Committee and all catalogers are encouraged to participate. Regular participation strengthens our catalog and allows for open communication. Participation in meetings will help member libraries ensure compliance with this policy.

VII. Other

Next meeting: January 26, 2021 at 11:00 a.m.

Committee members:

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Agenda

Tuesday, October 27, 2020 at 11:00 a.m.

I. Public Comments - This is an opportunity for non-committee members to ask questions and make comments.

II. Assess the Circulation resources on the Missouri Evergreen website

III. Add a sentence to the Circulation Policy

Intra-Missouri Evergreen Borrowing

Patrons are only allowed to borrow materials through established procedures; no in person borrowing at member libraries is implied.

Add - Patrons may use their home library card at other member libraries only when both libraries involved give permission.

IV. Materials with no indication on the exterior that they belong to a library

V. Bills being sent for items that have been lost for fewer than six months

Other

Next meeting: December 8 at 11:00 a.m. ?

Committee members:

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Diane Disbro ddisbro@scenicregional.org

October 27, 2020

Your Missouri Evergreen Circulation Committee wants to make your job easier! At the meeting yesterday, we talked about resources we can add to the website so that they will be at everyone's fingertips. **YOU CAN HELP by sharing tools that you use at your library.** You may have training materials and internal forms that aid your work flow that would also help the rest of us. Send them to me!

We will modify this information about **handling damages between libraries** from the Scenic Procedure Manual to create simple steps to follow when an item is damaged. If you read through the entries below and find something that needs to be changed, please let me know.

2.) *If an item not belonging to Scenic Regional Library is damaged, check it in and contact the owning library to explain the damage, discuss billing, and find out if the owning library wants the item to be returned or discarded. We can neither change the status to Damaged nor delete materials belonging to other libraries. The owning library must do that. Contact information for MO Evergreen library staff can be found on the website. moevergreenlibraries.org. Complete the **Our Patron Damaged an Item Belonging to a Different Library** form and wrap it around the item. Keep it on the Damaged Item shelf if the owning library allows us to keep it. Since all MO Evergreen libraries do not share the same billing policies, it is important that the owning library determine the charge. Add a message in the patron's record including the title and barcode number, the nature of the damage, and the name of the owning library so that when the lending library notifies SRL of the fine for the damage, there will be a record of the problem. Ideally, the owning library will mark the item Damaged, generating a circulation bill for the item. However, it is possible for SRL staff to add the charge for the damaged item as a grocery bill in the patron's account. See Bills.*

3.) *If an SRL item arrives back home with damage not addressed by the borrowing MO Evergreen library, mark the item Damaged and notify the patron's home library that its patron has been charged for a damaged item. The ME library may request photos or other verification of damage and may request that we return the item to them so that the patron can see it and keep it after it has been paid for. It is the ME library's responsibility to contact the patron and explain the bill on his account. Complete the **Patron from Another Library Damaged SRL Item** form and send it to the Business Office. You may delete the item from the catalog after coordinating with the ME library and sending the Patron from Another Library Damaged SRL Item form to the Business Office.*

Does your library have a book club collection that it shares with the rest of the consortium? Please send me information about if and how the books are listed in the catalog and how they can be borrowed.

The Missouri Evergreen Reciprocal Borrowing Agreement says: *Libraries who are members of the Missouri Evergreen Consortium's reciprocal borrowing agreement have agreed to allow walk-in patrons from any Missouri Evergreen library to check out materials free of charge. Patrons may use their home library card to check out materials. The fourteen libraries that have signed the agreement allow patrons in good standing at any ME library to check out materials in their buildings. If this arrangement*

October 27, 2020

is a problem for the patron's home library, the agreement will need to be rewritten.

Materials that have no markings on the outside identifying them as belonging to a library run a very real risk of ending up in a book sale as a donation. Member libraries are strongly encouraged to put a label on the outside of materials or stamp the edge of the book block so that staff can easily see that it belongs to a library.

Please do not bill for lost items between libraries until the item is six months overdue. Money paid between libraries is not refunded. We all know that lost items often make a reappearance within six months and none of us wants to be out of pocket for payment that won't be refunded. This report can be used to find out which libraries owe you for lost items. ME-Reports > Library Money > Lists: OR Library Money > Lists > List circulation bills from owning branch to circulating branch (Diane uses the second report.)

If there is something that you want added to the Circulation portion of the website or a question and answer that you want added to the FAQ section, please let me know.

Missouri Evergreen Circulation Committee

Meeting Agenda

Tuesday, September 22, 2020 at 11:00 a.m.

I. Public Comments - This is an opportunity for non-committee members to ask questions and make comments.

II. Update on Proximity Settings and catalog changes

Kate Coleman, Chair of the Cataloging Committee, reported on the removal of eRecords from the catalog and on the merging of books whose content is identical.

Diane reported on the impact new proximity settings have had on reducing the amount a time a hold spends in transit. We won't be able to get an accurate read until all libraries are open and nothing is being quarantined before check-in. There is anecdotal evidence to support the sparse data that shows holds are indeed spending less time in transit.

III. Suggestions for onboarding process for new member libraries

Lee Ann suggested that someone from a Missouri Evergreen library be present at new members libraries both when they are receiving their Equinox training and on the go-live date. During training, questions specific to MOEV come up that Equinox is not able to answer.

IV. Other

V. Next meeting: October 27, 2020 at 11:00 a.m.

Committee members:

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Lee Ann Santee leeann@blrlibrary.org

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee

Meeting Notes

Tuesday, August 25, 2020 at 11:00 a.m.

I. Public Comments - None

II. Final approval of the Materials Handling Best Practices draft *Page 2 under Receiving Materials #2: "Conditions to note include" will be changed to "Conditions to note include but are not limited to."*

III. Update: standardizing shelving locations *Ron Eifert learned from Equinox that standardizing the names of shelving locations will not reduce the number of lines in the report run to find statistics for the State Library. Each shelving location for each branch of each member library from which the reporting library borrowed has its own line in the report. We can, however, ask member libraries to reassess the function of each shelving location with an eye to stop using ones that no longer serve a purpose or changing the name of the location so that it indicates the target audience.*

IV. Suggestions for the MOU task force (Emily Slama, Pam Withrow, Cathy Dame). This is what the current policy says about member responsibilities:

IX. Responsibilities and Duties of the Members

Each member agrees to:

- a. Pay applicable costs according to the schedule established annually by the Executive Committee;
- b. Train its own staff to use the system and designate one staff member whom the Consortium may contact concerning the operation of the automated system at that library;
- c. Input and share bibliographic and patron records;
- d. Participate in the Consortium in an active and ongoing fashion;
- e. Abide by the by-laws and policies of the Consortium;
- f. Honor all other existing policies of the member libraries as they pertain to resource sharing;
- g. Keep such records as may be required by the Consortium or as may be required by any governmental agency, and provide such records upon request.
- h. Participate in the State-wide courier system at a minimum level to be determined.

No member shall alter the automated system or any part thereof, nor use the system in any manner except as authorized.

Our goal is to get everyone on the same page. The punishment should be appropriate for the transgression. The last sentence of section IX should be clarified so that it is understood what is and isn't "altering the ILS."

V. Other

Does Equinox know what our policies are so that they don't create settings that are non-compliant? New member libraries should have an on-site visit from a cataloging and a circulation staff person from an existing member library. The purpose of the visits would be to explain Missouri Evergreen policies and procedures. We should develop a Missouri Evergreen Welcome Wagon!

Tuesday, August 25, 2020

VI. Next meeting: September 22, 2020 at 11:00 a.m.

Committee members:

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Diane Disbro ddisbro@scenicregional.org

Missouri Evergreen Circulation Committee
Meeting Notes
Tuesday, July 28, 2020 at 10:00 a.m.

Fourteen people attended the meeting held through Zoom.

I. Public Comments

Kate Coleman told attendees that ISBNs will be discussed at the next ME membership meeting on August 6 at 10:00 a.m.

II. Final approval of the Circulation Policy draft

The draft of the updated policy will be presented to the membership at the August 6 meeting. In addition to clearing up some language, the issues of libraries not sharing all of their materials with other member libraries and libraries imposing their internal lending policies on patrons of borrowing libraries are addressed in the updated policy.

Pam Withrow reminded us that pre-Covid 19, a committee was tasked with adding penalty language to the MOU so that member libraries would know what the penalties are for not following policies.

III. Is the information about your library in the ME website up-to-date?

Attendees were encouraged to keep the information about their libraries up to date on the website.

IV. Questions about the mobile application?

Meredith McCarthy explained that scanners that don't work with the patron barcode displayed on the app may be able to be reprogrammed for Codebar or Code39 formatting.

V. Proximity settings update

We are waiting until the end of August to pull statistics about how changing proximity settings has impacted wait times for holds and the number of items in transit.

A few libraries have reported shorter wait times and reported lending to and borrowing from libraries that they hadn't interfaced with in the past.

VI. Other

Diane Disbro will check with Ron Eifert about picking back up the work on shelving locations. Meredith McCarthy is willing to help with this project.

July 28, 2020

VII. Next meeting: August 25, 2020 at 11:00 a.m.

The Circ Committee monthly meetings will be moved from 10:00 a.m. to 11:00 a.m. indefinitely because of the weekly State Library meetings held at 10:00 a.m.

Committee members

Chair - empty

Rhonda Busse busser@casscolibrary.org

Meredith McCarthy mmccarthy@jeffcolib.org

Janice Butcher jjbdspl1935@gmail.com

Teresa Tidwell ttidwell@cville.lib.mo.us

Diane Disbro ddisbro@scenicregional.org