

Missouri Evergreen Circulation Committee Minutes

Tuesday, August 25, 2026 at 11am

I. New Business

- A. New Circulation Committee member – Macee Garvey from Scenic Regional
- B. To answer questions about how Lost items are treated by Evergreen, libraries were referred to the Accounting for Lost and Damaged Items document found on the Circulation Resources page of the MEC website.
<https://moevergreenlibraries.org/wp-content/uploads/2026/08/Accounting-for-Lost-and-Damaged-Items.pdf>
 - Items attain lost status in two ways:
 - The item reaches the overdue threshold set by the patron's home Library. Patrons are automatically billed by the Evergreen ILS when an overdue item reaches the home library's threshold (libraries can set their own threshold, there is a variety of time periods, 21 days to 60 days were mentioned, currently being used at MEC libraries).
 - The patron reports that an item has been lost. Staff members mark the item Lost by patron and the Evergreen ILS will bill the last patron who had the item.
- C. Recently questions have been raised about why lost fees might remain on a patron's account after the item(s) are returned in circulating condition.
 - Removal of Lost fees, when an item is returned, is controlled by the owning library's settings for **Void lost item billing when returned** and **Void processing fee on lost item return**.
 - Currently there are 2 libraries that have these settings set to False.
 - Equinox suggests that any library considering changing the setting to True should review the **Restore overdues on lost item return** setting if they charge overdue fees.
- D. Regional Training Registration - [MEC Regional Circulation Trainings](#)
Regional Training Agenda - <https://canva.link/71t7d75i7gwx7jf>
 - Registration cut off is one week before the training date at each location. If there is a need for a last-minute registration, contact the Circulation Chairman to see if it is possible for the hosting library to adjust catering numbers.
 - As of August 25, there are 123 registrations.
- E. Heather Arnold introduced the new report **List of items in On Holds Shelf status for longer than 45 days**, which will be automatically sent to everyone on the circulation listserv each month. The list is currently long, but the hope is that libraries will catch up and clear out the backlog of long on hold shelf items resulting in a much shorter list.
- F. Equinox requests that libraries be reminded of the importance of renewing staff accounts so that staff do not become "locked out" when these accounts expire. Equinox can fix the problem if it occurs, but they are requesting that libraries take steps to renew these accounts before there is an issue.
 - Make sure there is an email associated with each staff account so that reminders can be sent before the expiration date. Make sure the email goes to an account that is not likely to change such as Tech Services or the Director.

- Consider staggering expirations dates so that all staff accounts do not expire on the same date and at least someone would be able to log in.
- Set reminders on your online calendar so accounts can be renewed before the expiration date.

G. 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. **Equinox suggests that the account information be sent to them for removal.**
- 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.

II. Old Business

A. Courier Label updates: Please make sure your library is using Get Connected MALA Courier LABELS version 57— 4/15/2026

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

III. Other

A. Our next meeting will be September 22, 2026

B. Working session for Evergreen ILS Tasks and Regional Training

Committee Members:

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