Missouri Evergreen Circulation Committee Minutes

Tuesday, October 27, 2026 at 11am

I. New Business

A. Circulation Committee Recognition

Many thanks to Terri Moser, from Neosho-Newton for her years of service on the Circulation Committee.

B. Regional Training Recap

- Nearly 150 people attended one of the five Regional Training Days.
- One surprising discovery at every training was that many libraries were unaware that the **Number of Retrievable Recent Patrons** library setting can be configured with a value of up to 10. This allows front-line staff to view a list of recent patrons who have visited a specific workstation. Similar functionality is available when placing holds if the **Place holds for recent patrons** setting is set to True.
- Several attendees expressed appreciation for the opportunity to connect with staff from other MEC libraries and enjoy the camaraderie of meeting in person.

C. Allow others to use patron account conversation

- **Allow others to use patron account** is a library setting that allows patrons to grant others permission to access their accounts. Four permissions may be granted: Place Holds, Pick Up Holds, View Borrowing History and Check Out Items.
- Selected permissions are displayed in the patron summary, and can be added when creating a new card or by clicking on Edit in the patron's record.
- Several libraries shared that they manage requests for account access by adding Alerts to patron records.

D. Clear Hold Shelf Bug

Equinox has identified a Clear Hold Shelf Bug that causes all holds to be canceled when you click **Clear these Holds**, even if individual items have been selected. The committee encourages libraries to add heat to the bug report with the hope that the issue will be resolved.
https://bugs.launchpad.net/evergreen/+bug/2160980

E. Holds Reminders

- Run the Pull List for Hold Requests several times a day, if possible, to identify items on your shelves that can fill local holds and reduce unnecessary transits.
- Don't renew an item if the system indicates it is needed for a hold. Exceptions could be made if there are multiple identical items available at other MEC libraries which could fill the hold.
- Assign someone to monitor the Hopeless Holds list.
- Investigate items appearing on the **List of items in On Holds Shelf status for longer than 45 days** report.

F. Deleting Expired Patron Accounts

In order to protect patron information and ensure accurate reporting to stakeholders and the State Library, patron accounts that have been expired for three (3) years should be deleted and purged from the Missouri Evergreen Consortium's shared patron database.

- Each library is responsible for deleting its own expired accounts by **December 31, 2026**. The consortium's server host will purge all deleted accounts from the system in **January 2027**.
- Deleting or purging patron accounts does not affect circulation statistics. For example, if an item with barcode *123* circulated ten times in 2021, and you later delete or purge the records of all ten patrons who checked it out, item *123* will still show ten circulations for 2021. You simply will no longer be able to identify which patrons checked it out.
- Libraries can enter the maximum amount a patron may owe for their library to be willing to delete the account. The output will also show which patrons are a Group Lead Account. Group Leads will be designated with the numeral 1 in the Is Group Lead Account column. Non-Group Lead accounts will be designated with the numeral 0 in the Is Group Lead Account column.
- Instructions can be found on the MEC website under **Member Resources > Circulation Resources** > **Deleting Expired Patron Accounts**.

II. Old Business

A. Courier Label updates
Please make sure your library is using Get Connected
MALA Courier LABELS version **63—October 2026**

- Periodically check that all outdated labels have been destroyed to prevent items from accidently receiving an old label.

III. Other

A. Brentwood Public Library (MCL-BR) will reopen Thursday, October 29th. They hope to begin running the Pull List for Hold Request list this week.

B. Our next meeting will be November 24, 2026

Committee Members:

Heather Arnold harnold@mlc-stl.org
Belinda Birrer assistantdirector@poplarbluff.org
Rhonda Busse busser@casscolibrary.org
Janice Butcher jbutcher@dspl.missouri.org
Macee Garvey circcoord@scenicregional.org
Christal Haueter chaueter@lebanon-laclede.lib.mo.us
Darcy Humphrey dhumphrey@carthagelibrary.net
Jennifer Mathes jmathes@jeffcolib.org
Madison Morris mmorris@wgpl.org
Lee Ann Santee leeann@blrlibrary.org