ALEPH VERSION 21

Circulation Configuration Questionnaire

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Introduction

The purpose of the configuration questionnaire is to help both Ex Libris and the customer implement the ALEPH Circulation module in an efficient and appropriate manner for your library. This document contains three sections:

- Introduction
- Some Key Circulation Concepts
- Instructions for completing the Circulation Configuration Questionnaire Customer Reply Form (a separate file in excel format)

The numbers of the headings in this Instructions document correspond to the number of the headings in the Questionnaire Customer Reply Form (the separate excel file).

Where possible, this questionnaire tries to avoid using ALEPH-specific terminology. However, since the purpose of this document is to configure your ALEPH system, when you are asked for a code or status please provide your new ***ALEPH*** codes and not your legacy system's code. As it is important that you become familiar with some basic concepts, we have also provided background information that acquaints you with some key concepts and functional abilities of your Circulation module. Please be sure to read this section carefully before attempting to complete the questionnaire.

Also, note that the terms "circulation" and "to circulate" are used to indicate a variety of functions including, loaning, renewing, returning and requesting library material.

Important note

This questionnaire is detailed and covers most circulation-related functions (one exception is the Self-Check function). Note that you do not have to complete all sections at once. It is recommended to complete at least sections 2-8 which relate to basic circulation functionality and which can also affect the conversion of your data from the legacy system to ALEPH.

Some Key Circulation Concepts

Availability and Accessibility of items – This is an important concept in relation to placing requests. An "available" item is one that the patron can get himself because it is not on loan and because it is "accessible" – the patron can get the item from the shelf. An "unavailable" item is one that the patron cannot get because it is on loan or inaccessible (for example, it is in closed stacks, remote storage, and so on).

Claimed Returned – This is a special loan status that can be assigned to a loan when the patron claims he returned the item to the library, but it was not checked in.

Collection – A group of items shelved in a separate area from other materials can be defined as a "Collection." Your library may designate collections such as Maps, Oversize or 4th floor. Although collections are optional, their use is helpful to patrons when attempting to physically locate materials, especially when used in addition to the call number. Items assigned a collection, will have collection information placed in subfield c of the 852 field of the holdings record (where one exists) and the collection field of the item.

Hold – When an item is currently on loan, another patron may place a "hold" on it. The patron who has the item checked out will not be permitted to renew it, and the person placing the "hold" will be entitled to check it out after it has been returned. In other words, holds are usually placed on items that are on loan.

Hold Requests – In ALEPH, both holds and requests are referred to as "hold requests"

Items – Item records represent the physical library material itself – every discrete copy or 'piece' that can be circulated must have an item record and a barcode. There are a variety of item codes. Refer to section 4.2 Item Statuses on page 17. The item status is used to distinguish between groups of items and is used to define various aspects that affect the behavior of the item in the system - mainly in terms of circulation of the item i.e. it's circulation rules.

Like items – this is an important concept for placing holds and requests for items. In the OPAC the patron places a request for a specific item (that is, a specific copy of the material). In fact, the system places the request on all "like items" – that is, all copies that are the same**.** For example, if there are two copies of volume one of the "History of Europe", the patron will get either copy. 'Like items' must be the same year, volume, part and without an active item processing status. You can limit 'like items' to items that belong to the same sub-unit (that is, sublibrary), collection and that have the same item status.

Patrons – Patrons (also called borrowers or users) use and circulate library material. There can be a variety of patron definitions. Of importance to circulation functionality is patron status:

Patron (Borrower) Statuses

The following privileges are defined at the patron status level and should be taken into account when statuses are defined. Note that these statuses can be modified for individual patrons.

- Can the user borrow items?
- Can the user place hold requests?
- Can the user place photocopy requests?
- Can the user place requests for items that are available on the shelf?
- Expiration date of user privileges
- Cash limits

Refer to section 4.1 Patrons on page 12.

Pickup Location – The place to which an item that has been requested (from the library or in interlibrary, intercampus, or intra-campus loan) is delivered and held for the patron. By default the pickup location is the library that owns the item or the interlibrary loan desk. Optionally the library can permit patrons to select the pickup location.

Recalls – in some libraries when a patron places a hold on an item that is currently on loan, the library will "recall" the item and notify the patron to return the item before the current due date. In other words, when an item is recalled, its due date can be changed.

Renewal – An extension of the loan period for an item.

Requests – Patrons can place requests on items that are not on loan but are otherwise inaccessible because, for example, they are in closed stacks or in a remote storage facility. ALEPH also allows patrons, if they have appropriate privileges, to place requests for material that is both available (not on loan) and accessible.

Sublibrary – The sublibrary is a subsequent administrative unit in ALEPH and can be independent to a varying degree. Many features of circulation policy can be defined separately per sublibrary. Items always belong to a specific sublibrary and in this sense the sublibrary can be considered the basic circulation unit. Note that if your library has no sub-units, a single sublibrary which is the equivalent of the entire library can be defined. Collections of material may be defined as sublibraries if they have independent open hours, and/or its own circulation desk from which material must be loaned and returned it should also be defined as a sublibrary.
Reserve collections, unless they fit the description above, do not have to be separate sublbraries as the special circulation policies that apply to its items can be defined via the item circulation status (e.g. overnight loans).

Instructions for Completing the Circulation Configuration Questionnaire

1 Customer Information

Complete as required.

2 Circulation Functions

In addition to the basic circulation functions such as loaning, returning, renewing and requesting library material, ALEPH Circulation supports the following more specialized circulation functions. Please indicate those which you plan to use in the parallel section of the Customer Reply form.

Photocopy Requests Management
The photocopy requests functionality can be used by libraries that offer photocopy services to their patrons, that is, the library staff prepares photocopies according to the patrons' requests. Note that this service can be limited to specific patron statuses.

Do you have a photocopy service in your library? If you do, is the service available to all patrons? Please reply in the parallel section of the Customer Reply form.

For additional questions relating to photocopy requests, refer to section 12 Photocopy Request Management.

Closed Stacks Management

ALEPH supports closed stack management. Closed stacks are a shelving area in the library to which only members of the library staff have access. Closed stacks may be established to protect material or to conserve space. Items are retrieved from closed stacks by staff members upon request

Do you have closed stacks in your library? Please describe how patrons request and receive material from closed stacks. Please reply in the parallel section of the Customer Reply form.

For additional questions relating to closed stacks, refer to section 9 Closed Stack/Remote storage.

Remote Storage

ALEPH supports remote storage management. Remote storage is a form of closed stacks, where items are stored in remote locations and are retrieved upon request.

Do you have remote storage in your library? Please describe how patrons request and receive material from remote storage. Please reply in the parallel section of the Customer Reply form.

For additional questions relating to remote storage, refer to section 9 Closed Stack/Remote storage.

Reading Room Management

Reading rooms are specially designated rooms in the library where patrons can read or use library material. The reading room usually serves a dual purpose: it holds a non-circulating collection of material, and serves as a pickup site for items (circulation and non-circulating) that are transferred from the closed stack to the Reading Room for use by the patron.

ALEPH enables patrons to request that material(s) be sent to the reading room.

Do you have a reading room(s) in your library? How is this functionality used? Can patrons request library material for reading in the reading room? Please reply in the parallel section of the Customer Reply form.

For additional Reading Room-related questions, refer to section 10 Reading Room.

Item Booking & Media Maintenance

Item Booking is similar to Advance Booking in that it allows patrons to requests items in advance for a specified date and time. However, it also provides additional flexibility regarding the start and end times of the bookings, pre-processing times, the ability to limit requests by patron status, to specify delivery and pickup locations and the ability to schedule maintenance on media and equipment. In principle, any type of material can be booked; however, item booking is most commonly used for media such as films, slides, video recordings, CD-ROMs, etc. and equipment such as laptops and projectors and rooms, etc. Item Booking can also be used for reserving print materials for the duration of a course, or for reserving course reading materials.

Do you have ‘bookable’ materials? How is this functionality used?
For additional information on Item and Media booking, refer to section 11 Advance Booking vs. Item Booking.

Cash Management
ALEPH provides a cash management features within the Circulation module, enabling the library to manage cash transactions between the patron and the library. This can include overdue fines and other library related fees.

Do you plan to use the Circulation module’s Cash management features? Please reply in the parallel section of the Customer Reply form.

Cash-related issues are referred to throughout this document, and in particular in section 13 Cash Management.

Self-Check
The ALEPH Self-Check mechanism enables library patrons to borrow and return materials without the assistance of library staff, using self-check equipment. ALEPH supports the SIP2 protocol for interfacing with third-party products. Do you plan to use Self-Check? Please reply in the parallel section of the Customer Reply form. Please note that configuration of Self-Check is not included in this questionnaire.

3 Circulation Units

As noted above, the sublibrary can be considered the basic circulation unit. Circulation policies are defined by sublibrary along with item status and patron status. In some libraries multiple sublibraries are needed; note that most libraries use one sublibrary. This document provides information on the use of more than one sublibrary. If you need different policies for different sublibraries, please indicate this in your reply and complete the charts provided in the *Circulation Configuration Questionnaire – Customer Reply* per sublibrary. Also, if you need to define policies per sublibrary take note of sections identified by the header **"Note for sublibrary level policy".**

3.1 Defining Circulation Desks

Items belong to a specific sublibrary and it is necessary to define what the circulation desks of every sublibrary can do in terms of circulation with the items of other sublibraries. A "circulation desk" is the service point at which items are checked in and out of a library and can be comprised of a single or multiple workstations.

A key point to consider in defining the limits of your circulation desks is whether or not your library allows patrons to request a pickup from and/or return items to a sublibrary that does not own the item. In this case, circulation desks need to be able to loan/return items that do not belong to their sublibrary. When items are returned to a circulation desk that is not the sublibrary

of the item, the items are considered to be "in transit" until they are checked in by the owning sublibrary.

There are several options:

1. The library has a single circulation desk. All sublibraries can loan/return the items of other sublibraries. This option is suitable if the library has one physical location.
2. Every sublibrary has its own circulation desk. Items must be loaned/returned at the sublibrary of the item.
3. Items can be loaned and returned from all sublibraries. Unlike the scenario in the previous option, items must be transferred from sublibrary to sublibrary. When the item is returned to a circulation desk that does not belong to the sublibrary of the item, the item is considered "in transit" until it is checked in by the owning sublibrary.
4. More complex arrangements can be defined. You can define that certain sublibraries share a circulation desk while others have separate desks. If there are limitations to the way a patron can place pickup requests, for example, only items from specific sublibraries can be requested for pickup at other specific sublibraries, this can also be defined.

The following parameters are defined per workstation:

- The sublibrary or sublibraries represented by the workstation. If the workstation represents more than one sublibrary, a "principal" sublibrary can be defined. The name of this sublibrary will appear in related printouts
- The list of sublibraries for which the workstation can loan and/or return items

Indicate in the Customer Reply form which of the options above is most appropriate for your library. If you select option 4, please describe your setup.

4 Patrons and Items

Patrons and items are the two key players in circulation. As noted, patrons are those who request and borrow library material; items are the library material itself – every discrete piece that can be circulated must have an item record and a unique identifier, usually a barcode.

At its basis, the circulation policy is set by the interaction of a patron as defined by his or her patron status and the item as defined by its item circulation status**.** This section will focus on defining patrons and items.

As noted above, items always belong to a sublibrary. Patrons typically "belong" to the institution as a whole and not to a specific sublibrary, In other words, all registered patrons are eligible to use material from all sublibraries. However, if in your institution patrons do need to register separately at different sublibraries (for example, in some institutions the law or medical library requires separate registration); you can define patrons per sublibrary. If you do need to define patrons per sublibrary, take note of sections with the header "Note for patron per sublibrary."

Do you think you need to register patrons at the sublibrary level? Please describe your workflows in this respect. Please respond in the parallel section of the Customer Reply form.

4.1 Patrons

4.1.1 Patron Statuses

What types of patrons do you have in your library? (For example, a university will typically have undergraduates, graduates, administrative staff, and academic staff). Try to divide your users into groups that have common privileges. Every group will be represented in the system by a "patron status".

Below is a template list of patron statuses. You can choose to use this list as a guide to defining your patron statuses if you wish, and add/delete specific statuses as necessary.

Type of Patron	**Patron code**
Student: Undergraduate	01
• Specific undergraduate types (for example, senior honors, part-time, and so on)	02-09
Student: Graduate	10
• Master candidate	11
• PhD candidate	12
• Other graduate types (for example, dissertation only)	13-19
Student: Special	20
• Specific types (for example, summer students; short-term students)	21-29
Faculty	30
• Other faculty types (adjunct; visiting; narrower breakdowns)	31-39
Staff	40
• Other staff types (retired, part-time, and so on)	41-45
Internal patrons used for specific workflows. For example: Sublibrary - patron records need to be created for each sublibrary if items can be requested for pickup from or return to any sublibrary and “in transit” functionality is used. Refer to section 7.5 Processing Hold Requests. Cataloger – the Circulation GUI includes the option of “fast cataloging” of items that are not in the catalog. The system can automatically create a hold request for records cataloged in this way so that when the item is checked in, it is identified and transferred to the cataloging department. For Item booking. The item booking schedule can be displayed in the OPAC. You can link to this display from the Circulation GUI but there should be a patron record with an ID that is the same as the staff user's username.	50-55

Miscellaneous external users (for example, donors, courtesy borrowers)	56-79
Reserved for any conversion needs	90-99

Complete the chart in the parallel section of the Customer Reply form with a list of the patron statuses you would like to define.

A basic set of privileges is defined for each patron status. Transactions also take the item status into account, which might further limit the particular transaction.

For every patron status (that is, group of patrons) reply to the following questions.

1. Borrowing

- Can this group of patrons borrow material (items) from the library? (Yes/No).
  - For most patrons this is a Yes.
- If the patron has blocks or problems stopping the loan/renewal can we override these? (Yes/No)
  - For most patrons this is a Yes.
  - Note that the ability to override a trapped loan can also be configured at the staff permissions level.
- Should the system check whether the item returned is overdue at the point of return? (Yes/No)
  - In most cases this is a Yes. You might want to enter this as a No for special internal patrons.
- Can this patron renew loans? (Yes/No)
  - For most patrons this is a Yes.
- Should the patron be fined if material is returned late?
  - In most cases this is a Yes. Exceptions may include faculty and internal patrons.

2. Requesting Library Material

Can the patron request material

- If it is unavailable or inaccessible? (Yes/No)
- If it is available? (Yes/No)

You can distinguish between placing requests for material that is unavailable or inaccessible (that is, material the patron cannot access because the items are on loan or in a remote storage or closed stacks) and placing requests for material that is available. In many libraries, if the item can be fetched from the shelf, the library will not enable the patron to request the item. Other

libraries will allow patrons to request material from one location to another, even if it is available on the shelf.

- Can the patron place media or item booking requests? (Yes/No)
- Can the patron place requests for the reading room (if you are not using the Reading Room features, this will be "No" in most cases)? (Yes/No)
- Can the patron place multiple holds for the same item? (Yes/No)
  - In most cases this is not allowed. Exceptions may be patrons that represent institutions or faculty or staff that need to place multiple requests as part of their job.
- Do you want to define a list of priorities for requests (for example, if the same material is requested by a professor and by an undergraduate, should the professor get priority?)
  - You may want to have a higher priority for internal patrons (for example, CATALOGER) so that if there is a queue for the item, the internal patron will get it first.

3. Expiry Date

You can define a default expiry date for patrons. This can be an actual date such as the end of the semester (for example, 20060630) or a set number of days that is added to the patron's registration date (for example, 1 year).

For every patron status, define the expiration date/period in the chart in the parallel section of the Customer Reply form.

4. Photocopy Requests

Ignore if photocopy requests are not permitted in your library for any group of patrons.

If the library allows patrons to place requests for a photocopy, is this specific patron (via patron status) allowed to place photocopy requests? (Yes/No)

If Yes – should the patron be charged for the request? (Yes/No)

5. Patron Registration

How many days before the expiration date should the system warn Circulation staff of the approaching expiration date? The default is 30 days. Do you want to change this?

The system defaults the registration period to one year. Do you want to set a different default?

Complete the chart in the parallel section of the Customer Reply form for every patron status:

<u>Example: for Undergraduate</u>

1. Borrowing	
Can the patron borrow materials?	Y
Can the patron renew?	Y
Can circulation staff override a trap?	Y

Should patron be checked for blocks?	Y
Can patron renew materials from within the OPAC?	Y
Should patron be fined?	Y
2. Requesting Library material	
Can patron place hold requests?	Y
Can patron place item booking requests?	Y
Can patron request to view materials in the reading room?	Y
Can patron place multiple requests for the same material?	N
Hold request priority	Regular
3. Expiry date	
Default expiry date	20060731
4. Photocopy requests (Ignore if your library does not use this function)	
Can patron place photocopy requests?	
Should the patron be charged for the request?	
5. Patron registration	
How many days for warning	30
Default registration renewal period	1 year

4.1.2 Patron IDs and Passwords

Patrons may have several kinds of IDs, each with its pin number (verification). A patron will have at least two IDs:

The (mandatory) internal system ID that can be a meaningful number but more commonly it is a sequential number. This ID cannot be modified.

The second id is the external (mandatory) ID by which the patron identifies himself to the system (for example, in the OPAC and for circulation). In most cases patrons have a barcode on their library registration card, and this is used as the primary external ID. In ALEPH the primary external ID is called "the barcode".

Additional IDs can be defined. Examples include a student ID, a Banner ID or a social security number. Any of these IDs can be defined to enable patrons' access to the system.

In the parallel section of the Customer Reply form, complete the following.

- List the patron IDs you would like to use (with the exception of the internal ID). For every ID reply to the following questions:

- Describe the ID.
- Should the patron be able to access the OPAC using this ID?
- Should the patron be able to change the PIN code (that is, the verification)?
- Should circulation staff be able to use this ID to check out items (that is, can it be used in the Circulation GUI to locate the patron?)

For example:

ID Description	OPAC Access? (Y/N)	Change PIN code?	Circulation staff (Y/N)
Barcode	Y	Y	Y
Student ID	Y	Y	Y

4.1.3 Patron Addresses

Patrons can have several addresses. Ex Libris provides the following standard types:

- Permanent address
- Mailing address

Please consider the following and respond in the parallel section of the Customer Reply form:

- Do you think you will need additional types?
- Every address also has a validity period. Typically this is set to the period of time for which the patron is registered at the library. Do you wish to set this?

Additional Option

There is another option that is less commonly used. It is to pre-define system-wide "address periods" and define different addresses for every period. The periods may be, for example, the school year as opposed to vacation time.

You may choose from one of the following address type methods.

1. The first is the default method that provides two standard patron address types:
    a. Permanent address
    b. Mailing address
2. The second method – address periods

Do you want to use the standard addresses?	
Address type code (up to 2 characters)	**Address type description (up to 50 characters)**
01	Permanent Address
02	Mailing address

Do you want to define "address periods" If yes, define the periods that you need.			
Address period code (up to 2 characters)	**Address period description (up to 50 characters)**	**Date from**	**Date to**
02	Mailing Address	**30-Aug-09**	**18-Dec-09**
01	Permanent Address	**19-Dec-09**	**10-Jan-10**
02	Mailing Address	**11-Jan-10**	**19-Mar-10**
01	Permanent Address	**20-Mar-10**	**25-Apr-10**

4.2 Item Statuses

Item statuses allow your institution to group items together in a manner that is relevant to your circulation policy. As you create items statuses, consider the types of items that are in your collections and try to divide your items into groups that share common characteristics in terms of loan policy and material type. You may group your items into up to 98 different item statuses.

Please keep in mind that the status of an item can change and that the system has a service for temporarily changing the status of an item (for example, change an item temporarily from a normal loan status to a short loan status).

Do not include transient statuses such as “on loan”, “recalled”, and “requested”, “in transit”. Also, do not include processing statuses like "on order", "in cataloging". For more on items processing statuses, refer to the *Cataloging,* and *Acquisitions* questionnaires.

An example of item statuses is below:

Item status	**ALEPH code**
Regular Loan	01
Non-circulating	02
Short term loans	04-39
• Overnight Reserve Loan	04
• Restricted Loan	08
• Media Loan	20
• Map Loan	23
• In-house Loan (2 hour)	26
• Microform Loan	27
• Closed stack	30
Temporary statuses for Inter-Library Loan. You can temporarily change the status of an item if it goes out on inter-library loan.	40-49

Other non-circulating conditions	50-69
Reserved for any conversion needs	90-99

Circulating Items

The following functionality relating to your circulation policy can be defined per item status. It should be emphasized that the policy defined at the item level serves only as a starting point for circulation. The system will only decide if an item can be circulated after a number of factors (for example the borrower status, pending requests for the item, overdue items) are taken into account.

Loaning

Loan policy is defined per item status. Please answer the following questions in the Response Form.

- Can the item be loaned? Yes/No
- Can the item be renewed by patrons? Yes/No
- For hourly loans – should patrons be able to borrow the same item several times consecutively or should there be a "waiting" period between loans? Yes/No. The waiting period can be defined in hours.

Requesting

Requesting policy (i.e. hold requests) is defined per item status. Please answer the following questions in the Response Form.

- If the item is on loan, can other patrons place a hold request on the item? Yes/No
- Can the item be recalled? Yes/No
- Is the item inaccessible (for example, is it in closed stacks or remote storage?)
- Can patrons place photocopy requests on this item?

Booking

If you enable advance or item booking for some or all items, please complete section 11.0 in the Customer Reply Form.

5 Library Opening Hours

The system stores information about library opening and closing days and hours. This information can affect various functions in circulation including due dates and fines.

Reply to the following questions in the parallel section of the Customer Reply form.

What are the library's normal opening hours during the week? Use a 24-hour clock to indicate the time, for example if the library opens at 8 a.m. and closes at 6 p.m. you should enter 0800-

1800 in the questionnaire. If the library is closed for the entire day (for example, on Saturday and Sunday), enter "closed".

Also consider, on what days of the year the library is closed or open less than usual. If these days are repeated for every year, indicate the day and month (for example, 25th of December to 2nd of January). If you know that the library will be closed on specific days for the coming year, indicate the full date (e.g. yyyymmdd; 20060930).

For holidays, with dates that vary from year to year (i.e., Thanksgiving, Yom Kippur, etc.) enter the dates for the current year. You will be able to modify these dates later from within the application.

Example:

Sublibrary (ALEPH code)	**Day/Date**	**Open/Closed**	**Open hours (hhmm-hhmm)**
WID	Monday	Open	0900-2000
WID	Tuesday	Open	0900-2000
WID	Wednesday	Open	0900-2000
WID	Thursday	Open	0900-2000
WID	Friday	Open	0900-2000
WID	Saturday	Open	1000-1700
WID	Sunday	Closed	
Schedule of exceptions:			
WID	####1225 through ####0201	Closed	
WID	20070317	Closed	

5.1 Time Zones

There are rare cases where the same Library has circulation desks in different time zones. The system can take this into account when it calculates due dates.

Does your library system transcend time zones? Please describe them in the parallel section in the Customer Reply form.

6 Loan Policy

The loan policy as described in the following section can be defined separately for every sublibrary within the system. If you need to define different policies per sublibrary, complete the questionnaire for every sublibrary.

6.1 Loan Periods and Grace Periods

Loan periods and grace periods can be defined per item status and patron status. A "Grace Period" is a designated period of time immediately following the due date during which a patron may return an item to the library without incurring a fine. You can also define a different due

date if the item being loaned already has requests placed on it (that is, there is a queue of requests).

Loan periods can be defined to be one of the following:

1. Absolute dates (for example if academic staff or other patrons are allowed to borrow items until the end of the academic year, or loans for over the summer holidays.)
2. A specified number of days. For example 28 days to be returned by either the library closing on the last day, or end of last day. You can also define a specific due date hour. This may be useful for short-term loans that the library wants returned early in the morning.
3. A specific number of hours (for example 2 hours).

A grace period can be defined to allow an additional number of days and/or hours that will not incur a fine.

Example for Item Status "Regular Loan" (01)

Now let's look at an example where faculty members can borrow items with a (01) regular status until the end of the academic year (that is, a specific date.) However, if the item has already been requested by another patron the loan period is limited to 14 days. All other patrons can loan regular loan status items for a period of 28 days, unless there is a request for the item. In this case, the period is limited to 14 days. The grace period for all patrons is one day after the due date with the due hour the same as from the original due date.

Key to Tables

- For each ALEPH Patron status and Item Process status defined previously,
- Enter a specific date as follows: YYYYMMDD (for example, 20060731)
- Enter the number of days as follows: nnn D (for example, 28 D – that is, 28 days)
- Enter number of hours as follows: nn H (for example, 2 H – that is, 2 hours)
- Enter "closing hour of library" or a specific hour: HHMM (for example, 0900 – that is, 9 a.m. 2400 – that is midnight, end of day.)
- If an item cannot be loaned to this patron status, enter "No Loan".
- Use "ALL" to indicate all patron/item statuses or "ALL remaining" to group together all statuses not yet defined in the table.

Example: Loan period if item has <u>not</u> been requested:

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Loan Period if item is NOT requested
Faculty (30	Regular loan (01)	20060731
ALL remaining	Regular loan (01)	28 D (until closing time)

Faculty (30	Restricted loan (08)	3 D
ALL remaining	Restricted loan (08)	3 D

Example: Loan period if item is requested
If you want different due dates if the item has already been requested by other users, complete this chart in the parallel section of the questionnaire.

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Loan Period if item IS requested
ALL	Regular loan (01)	14 D
ALL	Restricted loan (08)	3 D

Example: Grace Periods

Key:

- Grace days: nn D (for example 2 D – that is, two days). If no hours are defined, the due time remains the same.
- Grace hours: nn H (for example 2 H – that is, two hours).
- To define grace periods of one day, enter 0 D 24 H (you can also enter this as 1 D).
- Use "ALL" to indicate all patron/item statuses or "ALL remaining" to group together all statuses not yet defined in the table.

Grace Periods:

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Grace Period
ALL	Regular loan (01)	0 D 24
ALL	Restricted loan (08)	0 D 00

Please complete the charts in the parallel section of the Customer Reply form for loan periods and grace periods.

6.1.1 Adjust Due Date Hour that Falls After Closing Hour

It is possible that a due date hour falls after the library is has closed. This can happen for hourly loans (less than a full day). For example, a reserve item that is loaned for three hours and borrowed by the patron two hours before library closing time.

ALEPH offers two policy options in this case:

- **Closing Hour:** Modify the due date hour so that it is the library closing hour.
- **Following Day:** Modify the due date and due date hour to the following day's (on which the library is open) opening hour.

For every hourly loan item status, select the appropriate policy. Complete the chart in the parallel section of the Customer Reply form.

For example:

Item status	Policy (Closing Hour/Following Day)
In house loan (2 hour)	closing hour

6.1.2 Adjust Due Date that Falls on Closing Day

It is possible that the due date falls on a day on which the library is closed. ALEPH offers the following options in this case:

- **Following Day End:** Modify the due date to the first following day on which the library is open with the library closing hour as the due date hour; the patron will get one or more additional days. For example, if the due date is Saturday and the library is closed on Saturday and Sunday, the due date will be Monday and the item must be returned by the end of the day.
- **Following Day Open Hour:** Modify the due date to the following day with the due date hour as the opening hour of the library. For example, if the due date is a Saturday and the library is closed on Saturday and Sunday, the due date will be a Monday and the item must be returned when the library opens.
- **Previous Day End:** Modify the due date to the first open day before due date with the closing hour of the library as the due date hour; in this case the patron will get less days. For example, if the due date is a Saturday and the library is closed on Saturday and Sunday, the due date will be a Friday and the item must be returned by the end of the day.

For every item status that is loaned for more than one day, select the appropriate policy using the numbers above. Complete the chart in the parallel section of the Customer Reply form.

For example:

Item Status	Policy
Regular loan	Following Day End
Overnight Reserve	Following Day Open Hour
Restricted Loan	Following Day Open Hour

6.2 Loan Limits

Do you want to limit the number of items a patron can borrow in one circulation transaction? You can define the maximum number of loans per item status for every combination of patron/item status. You can also define a global limit – that is, a limit for all statuses together.

Complete the chart in the parallel section of the Customer Reply form.

Example:
All patrons can borrow an unlimited number of Regular Loan items. Undergraduates and Graduates can only borrow up to three Overnight Reserve Loan items. Faculty members can borrow an unlimited number of Overnight Reserve Loan items. In this case, a global limit for all item statuses is not necessary.

Patron Status Description (ALEPH Code)	**Item Status Description (ALEPH Code)**	**Loan Limits**
Undergraduate & Graduate (12)	Regular loan (01)	Unlimited
Faculty (30)	Regular loan (01)	Unlimited
Undergraduate & Graduate (12)	Overnight Reserve Loan (04)	3
Faculty (30)	Overnight Reserve Loan (04)	Unlimited

6.3 Renewal Limits

You may define the maximum number of times that items can be renewed (when no other patron has requested the item). There are three methods of doing this:

1. Limiting the number of times an item can be renewed. Note that the limit defined is a 2-digit number (00-99).
2. Limiting the period during which an item can be loaned in days, weeks or months
3. Combining the above two methods, with the system using the lower limit. So for example, if the new due date is calculated to fall later than the allowed limit, the due date will be shortened to the limit. If the number of renewals passes the allowed number, the renewal will be blocked.

Using either method, a different limit can be set for every patron/item status combination.

Which method would you like to use? Please reply in the parallel section of the Customer Reply form.

<u>Example</u>

For all patrons - regular loans can be renewed for a period of up to a year. Restricted loans can be renewed once. Overnight Reserve Loans cannot be renewed.

6.3.1. Number of times the item can be renewed:

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Renewal Limits
ALL	Regular loan (01)	---
ALL	Overnight Reserve Loan (04)	0
ALL	Restricted loan (08)	1

6.3.2. Renewal Period

Enter:

- Dnnn for number of days (for example, D030 for 30 days)
- Wnnn for number of weeks (for example, W004 for 4 weeks)
- Mnnn for number of months (for example, M012 for 12 months)

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Renewal Period
ALL	Regular loan (01)	M012
ALL	Overnight Reserve Loan (04)	--
ALL	Restricted loan (08)	--

6.4 Re-shelving

When items are returned, it takes time for them to be returned to their place on the shelf. You can define a certain period that these items display in the OPAC with the status “re-shelving” so users are aware that the item is not on the shelf. You may define the re-shelving time in hours and minutes for every combination of item status and collection.

Complete the charts in the parallel section of the Customer Reply form.

Example – Item Status "Regular Loan" (01)

The re-shelving time is 30 minutes for "In house (2 hour)" loans, 1 hour for other short tem loans, and 25 hours for "Regular loans."

- Enter the re-shelving time as HH:MM (for example, 2400 – that is, 24 hours)

Collection Description (ALEPH Code)		**ALL**	
	Item Status Description (ALEPH Code)		
	Regular loan (01)	2400	
	In-house (2 hour) loan (26)	0030	
	All other short term loans	0100	

6.5 Overriding Loan Blocks

A loan transaction may be blocked for a variety of reasons including an automatic block due to an overdue item or a manual block placed by circulation staff on the patron record. In principle, the system allows Circulation staff, if they are authorized to do so, to override such blocks. You can define various levels of authorizations.

In the standard setup, Ex Libris offers two levels:

1. Circulation Supervisor who is authorized to override all blocks
2. Circulation Staff who are not authorized to override any blocks. This level would be suitable to student circulation staff.

For most libraries, two levels are sufficient. Do you need additional levels? Please reply in the parallel section of the Customer Reply form.

7 Hold Request and Recall Policy

You may allow patrons to place hold requests on items that are currently on loan, so that they will be informed of the item's return (i.e. availability), and become the next patron who can loan the material.

Is the Patron allowed to place holds on items that are not on loan (but are accessible)? Such permission would enable Patrons to place requests from outside the library. The requests would have to be processed by the library.

This section deals with hold requests and recalls placed on items that are not available – that is, that are on loan. Please refer to section **9 Closed Stack/Remote storage** for requesting policy for items that are inaccessible (closed stacks and remote storage) and section **11 Advance Booking vs.** Item Booking for media and item booking requests.

Note that you can enable patrons, or only certain types of patrons (e.g., faculty), to request items that are available and also accessible. The items are delivered in this case to an internal mailbox or even to the patron's home address. If you offer such a service, refer to section **7.6 Pickup Locations**.

7.1 "Like Items"

"Like items" is an important concept for placing holds and requests for items. In the OPAC, the patron places a request for a specific item (that is, a specific copy of the item). In fact, the system places the request on all "like items" – that is, all copies that are the same**.** For example, if there are two copies of the "*History of Europe"*, the patron will get either copy. 'Like items' are always the same volume (if the user requested volume 1 of History of Europe, he will not get volume 2). Other conditions that constitute a "like item" are configurable. This includes the sublibrary, collection and item status.

Note: The definition for "Like Items" is global, meaning that once it has been defined it is in effect for all sublibraries, collections, and item statuses.

In the parallel section of the questionnaire, please answer the following questions:

1. Should "like items" be defined to be in the same sublibrary? (Yes/No)
   - If your library requires patrons to pickup items from the owning sublibrary, you should define "like items" as being in the same sublibrary. If your library enables patrons to pick-up items from any circulation desk (that is, the library will transfer items from the owning sublibrary to the pickup location), "like" items do not have to be in the same sublibrary.
2. Should "like items" be defined to be in the same collection? (Yes/No)
   - If, in most cases, the same item is in different collections because the circulation policy differs, the collection should be taken into account in defining "like items"
3. Should "like items" be defined as having the same item status? (Yes/No)
   - If you give the same items very different statuses (such as "one week loan" and four week loan"), different statuses perhaps should not be considered the same.

7.2 Recall Policy

Skip this section if you do not recall items

You may "recall" an item that is on loan when it is requested. Recalling the item changes its due date and sends the patron a notice with the new date.

If you plan to use the recall functionality, please reply to the following in the parallel sections in the Customer Reply form.

You can define a "minimum guaranteed loan period" for recalled items. For example, if the normal loan period for an item is one month, you may want to guarantee the patron a loan period of at least two weeks if the item is recalled. A different period can be defined for every combination of patron and item status.

You can also define a "handling" period which is used if the minimal guaranteed loan period has already passed, for example a week, during which there is time for the recall notice to reach the patron and for the patron to return the book. A different period can be defined for every combination of patron and item status.

The recall due date is calculated based on these two parameters. The system will first check the minimum guaranteed loan period and check if we are still in that period, if so the recall due date will be the end of this period. If this period has already passed then the “handling” period will be used to calculated the recall date date.

Complete the following chart in the Customer Reply form for all items statuses which can be recalled.

Example:

Patron status	**Item status**	**Minimum guaranteed loan period**	**Handling period**
All	Regular loan (01)	14 Days	7 Days

7.3 Hold Request Limits

Do you want to limit the number of requests a patron can place? You can define the maximum number of hold requests for every combination of patron/item status. You can also define a global limit – that is, a limit for all statuses combinations of item/patron status.

Complete the chart in the parallel section of the Customer Reply form.

Example:

All patrons can place an unlimited number of hold requests for Regular Loan items. Undergraduates and Graduates can place up to three hold requests on an Overnight Reserve Loan. Faculty can loan an unlimited number of Overnight Reserve Loan items. In this example global limits are not used.

Patron status	**Item status**	**Hold Request Limit**
All	Regular loan (01)	Unlimited
Faculty	Overnight Reserve Loan	Unlimited
All patrons except for Faculty	Overnight Reserve Loan	3

7.4 Default hold Request Period

When a hold request is placed in the OPAC by the patron or by Circulation staff in the Circulation client, you can define a period during which the patron is interested in receiving the material. During this period, the request is considered to be active; once the date has passed, the request is no longer active and can be deleted by a batch procedure. This is also called the 2last interest date" for the hold. It can be used if the patron needs the material for a dissertation or project and once this project is finished, they have no further need for the material, therefore if the hold is not filled in this time, it will then expire.

The default period for both the OPAC and circulation client is three months. Do you require a different default? Reply in the parallel section in the Customer Reply form.

7.5 Processing Hold Requests

When an item with a hold is checked in, the system notifies Circulation staff that the item has pending requests and staff can process the request.

In most cases, this processing entails sending a notification to the patron that the item he requested is now available and printing a slip for item that is placed in the "hold shelf". Usually the item is not loaned to the patron until he retrieves it from the holds shelf. Refer to section 7.7 Hold Shelf Management for more on the management of the holds shelf.

Additional Options

Some libraries will deliver items to the patron or place the item in their local mailbox. See also "pickup locations" in section 7.6 Pickup Locations. If you offer this service, you can automatically loan the item to the patron and print a delivery slip. Will you require this option? Please reply in the parallel section of the Customer Reply form.

7.6 Pickup Locations

The "pickup location" for hold requests is the location from where the patron picks up a requested item. Every sublibrary can be a pickup location. Typically the pickup location is the sublibrary to which the item belongs. Optionally, the library can permit patrons to select the pickup location and when the user places the request in the OPAC, the system will display a list of permitted pickup locations. In this case the library must transfer the item to the requested pickup sublibrary. The system will display a message to circulation staff and print a transfer slip. The item will be loaned to the pickup sublibrary and it will display as being "In transit" in the OPAC. Once the item reaches the pickup sublibrary, it should be checked in and from this point on the regular hold request workflow is enacted.

Ex Libris provides the following standard options:

- The requested item must be picked up from the sublibrary of the item
- The requested item can be picked up from any sublibrary

Which would you like to define? Reply in the parallel section in the Customer Reply form.

Additional Options

- Defining additional pickup or delivery locations. As noted above, every sublibrary can be a pickup location. You can define additional types of "pickup locations" or delivery locations. For example, some libraries may deliver/mail items to the patrons' home address. A delivery location called HOME DELIVERY can be defined. Other libraries may deliver requests to the patron's internal mailbox (this is common in special libraries). A pickup location called MAILBOX can be defined. You can also define a reading room as the pickup or delivery location. Refer to the section on Reading Rooms below.
- Defining more complex pickup setups. You can define more complex setups also taking into account the item and patron status (for example, only certain patron statuses can select the pickup location; pickup location can be selected only for specific types of items). Please define your needs in the parallel section of the Customer Reply form.

7.7 Hold Shelf Management

As noted above, items that were requested will be placed on the "holds shelf" while they will wait for the requesting patron to pick them up. You can define the period of time for which items will be kept on the holds shelf. If the patron does not pick the item up within this period, the item will be removed and returned to its regular shelving location. ALEPH provides a report for managing the removal of items from the holds shelf.

The period of time requested items will be kept on the holds shelf can be defined in number of days, weeks or months. Note that only library open days are taken into account. A different period can be defined for every combination of patron and item status.

Complete the chart in the parallel section of the Customer Reply form.

For example

Patron status	Item status	Hold Period
All	All	1 week

8 Fines, Overdue Notices and Patron Blocks

8.1 Fining Policy

You can define different fining policies in ALEPH. There are two main types:

1. Cash fine. ALEPH enables the library to fine users for overdue loans and charge the user's cash account. Fines can be determined by daily or by hourly rates. Another option is to charge the user per overdue notice sent to him - in addition to or instead of the fine.

2. Blocking loans. Instead of a fine, you can withdraw the user's loaning privileges. For every overdue day, the user will not be able to loan items from the library. If the user returned several items late, the number of days can be cumulative (all days for all items) or overlapping (the number of days for the most overdue item).

You can combine the two types and have both a cash fine and block loans.

Describe your library's fining policy in the parallel section in the Customer Reply form. Will you use cash fines or loan blocks?

8.1.1 Cash Fines

In addition to the fine rate itself, you can define the following relating to cash fines. In most cases this policy is determined globally but if necessary it can be determined by item/patron status. The following cash fine policies can be configured:

- You can fine per overdue hour (generally used for hourly loans) or overdue day. For very short loan periods it is even possible to fine per minute.
- Do you want to fine long term loans in days or hours?
- Do you want to fine hourly loans in days or minutes?
- Should the fine include days/hours during which the library is closed? For example, if the patron returned the item a week late and the library is closed on Saturday and Sunday, should he be fined for the closed days?
- You can define a fixed amount that is always added to the fine. Do you want to add such a fine? If you do, complete the chart in the parallel section of the Customer Reply form.
- You can define a maximum fine level, that is, to define a ceiling to the fine (for example that a fine for an overdue item cannot exceed £100). Do you want to define a maximum fine level? If you do complete the chart in the Customer Reply form.
- You can define a minimum fine level. It may be that below a certain amount it is not worthwhile collecting the fine. Do you want to define a minimum fine level? Complete the chart in the parallel section of the Customer Reply form.
- You can round up fines so that they are always round numbers. The system rounds up when the sum after the decimal point is equal or more than 0.50 and rounds down when the sum is lower than 0.50. For example, if fine rounding is used, then a fine of 1.50 will be 2.00 and 1.25 will be 1.
- Fine rates can be defined for every combination of item and patron status.

Complete the chart in the parallel section of the Customer Reply form.

Example for Fine Rates

Faculty members are not fined. For all other patrons: regular loans are fined at 50 pence per day. Overnight Reserve loan items are fined at £2 per day. In-house loans are fined at £1 per hour.

Patron status	Faculty	All remaining		
Item status				
Regular loan	No fine	0.50		
Overnight Reserve loan	No fine	2.00		
In-house loans	No fine	1.00		

Recall Overdue Fines

Skip this section if you do not recall items

You can define a special increased fine rate for recalled overdue items. This fine is defined *in addition* to the regular overdue fine. This recall fine rate can be an added amount or defined as a ratio of the original fine rate.

For example:

Regular fine – 50 pence

Recall fine defined as amount – 20p

Patron will be fined 50p a day, plus an added amount of 20p.

Regular fine – 50 pence

Recall fine defined as ratio – 2

Patron will be fined double the regular fine, therefore £1.00 per day.

Do you want to define a recall overdue fine? Please reply in the parallel section of the Customer Reply form.

In Circulation, You can "rush" recall an item. This means that the patron will not be assured a minimum loan period (refer to section 7.2 Recall Policy for an explanation). If you want to define a separate fine, please complete the parallel section of the Customer Reply form.

Which method do you want to use? Complete the appropriate chart in the parallel section of the Customer Reply form.

Example for ratio:

Patron status	**Ratio for recall**	**Ratio for Rush recall**
All	1.0	1.0

You can also define a separate maximum fine level for recalled items (since the fine may be larger). This can be defined per patron status. If you would like to do this, please complete the parallel section of the Customer Reply form.

Patron status	**Maximum fine**
All	£ 150.00

8.1.2 Loan Blocking Fines

Loan blocks can be cumulative or overlapping:

- Overlapping block date - A patron who returns one item late is blocked from borrowing/renewing for a period equal to the number of days the item was overdue. A patron who returns two or more items late is blocked from borrowing items or renewing loans for a period equal to the highest number of days an item was overdue. For example, a patron who returns two items late, one 5 days overdue, the other 10 days overdue, is blocked from borrowing items for 10 days.
- Cumulative block date - A patron who returns items late is blocked from borrowing / renewing for a period equal to the total number of days all items were overdue. In other words, a patron who returns two or more items late is blocked from borrowing items or renewing loans for a period equal to the sum of the number of days each item was overdue. In the example above, the patron would be blocked for 15 days.

Which type of block do you want to define? Reply in the parallel section of the Customer Reply form.

You can also define a “fine block factor” for every overdue day. For example, to define that for every day an item is overdue, the patron will be blocked two days. The fine block factor is a global configuration and is used for all item and patron statuses.

Do you want to define a “fine block factor”? If so what is the factor?

8.2 Overdue Notices Policy

When users fail to return items on time, the system can be defined to send overdue notices.

It should be noted that you can also send patrons courtesy notices. Courtesy notices are warnings that are sent out before the item becomes due. If you do not want to send overdue notices but you do want to remind patrons that they have overdue items, you can continue to send courtesy notices even after the item has become due.

Do you want to use the courtesy notice functionality? Reply in the parallel section in the Customer Reply form.

The following features concerning overdue notices should be defined:

1. Form of overdue notice. Overdue notices can be sent for every item as a separate notice or all notices can be sent together. How do you want to send notices?

   Do you want to define different text for different notices? For example, to have "stronger" language as additional overdue notices are sent out?

2. Interval for sending overdue notices. You can specify the number of days an overdue notice should be sent after the item becomes overdue and the number of days between sending additional overdue notice letters. A different interval can be sent for every letter number (up to 9 letters can be sent). You can also define a shorter interval if the item has been requested

by another patron. This can be defined separately for every combination of item and patron status.

3. "Lost Letter". You can change the status of a loan that was not returned after repeated overdue notices to "lost" The system will produce a "lost letter" notice in place of an overdue notice. The patron will automatically incur any lost item charges that have been defined (refer to section 8.3 Lost Loans). If you want to use this function, you need to define when an overdue item becomes "lost".

   For example – interval for a Regular loan:

   Faculty members are sent courtesy letters.

   Interval for all other patrons. First letter is sent two days after the item became overdue. Additional letters are sent every two weeks. If the item has been requested by another user, the first letter is sent 1 day after it is overdue and additional letters are sent once a week. After the 4th overdue notice has been sent, the item will be considered "lost" and a "lost letter" will be sent to the patron.

   Complete the chart per item status in the parallel section of the Customer Reply form.

   - Col. 1 is the Notice number.
   - Col. 2 is the number of days from due date/previous notice if the item is not requested by another patron
   - Col. 3 is the number of days from the due date/previous notice if the item has been requested by another patron

   For Regular Loan (01)

Patron status	**Notice number**	**Number of days**	**Number of days if the item was requested**
Faculty (30)	----	---	---
All remaining	1st	2	1
	2nd-4th	14	7
	5th – Lost letter	14	7

4. Charge for overdue notices. Some libraries charge patrons for every overdue notice that is sent. If you want to charge per overdue notice, complete the chart in the Customer Reply form. Note that if you send a separate notice per item, you can define a separate charge per letter number (for example the charge can increase as additional letters are sent out). A separate charge can be defined per patron status. If necessary an added VAT can be indicated as a separate charge. The amounts are always in your local currency.

   Complete the chart in the parallel section of the Customer Reply form.

Example:

Patron status	Notice number	Charge	VAT percentage
Faculty (30)	All	No charge	
All remaining	1	1.00	
	All other notices	2.00	

8.3 Lost Loans

Items on loan can be declared "lost" as a result of the following workflows. Note that the *loan* and not the item is flagged as lost). After a period of time the item itself can be flagged as “lost” and the loan is deleted.

Circulation staff can flag the loan as "lost" in Circulation.

OR

The loan is flagged as "lost" due to the overdue notices policy (as explained in section 8.2 Overdue Notices Policy).

A loan can also be flagged to be "claimed returned" by circulation staff if a patron claims he returned an item that cannot be found. Optionally, the loan can be set automatically to "lost" after a certain period has passed and the item was not found. The policy for determining when this happens is defined in section 8.3.2 Changing "Claimed Returned" loans to "Lost Loans".

Do you want to use the "lost loans" functionality?

The following lost items features should be defined:

- Default Lost Item Charges
- Changing "Claimed Returned" loans to "Lost Loans"
- Refunding a Lost Loan that has been returned

8.3.1 Default Lost Item Charges

There are three types of charges. The charges defined here are defaults and can be modified if necessary by the circulation staff using the Cash features.

Notice charge. Charge for the "lost letter" sent to the patron. This is relevant to the second of the two workflows noted above. In case of the first, this charge can be waived.

- Handling charge. Charge for handling the replacement of the lost item
- Replacement charge. Charge for the lost item.
- Separate default charges can be defined per sublibrary, collection, item and patron status. You can also define different charges based on a call number range.

Complete the charts in the parallel section of the Customer Reply form.

Examples

Notice Charge

Call number range	Collection	Item status	Patron status	Charge
All	All	All	All	No charge

Handling Charge

Call number range	Collection	Item status	Patron status	Charge
All	All	All	Faculty	No charge
All	All	All	All remaining	5.00

Charge for the lost material

Call number range	Collection	Item status	Patron status	Charge
Any	General	All	All	25.00
Any	Microform	All	All	50.00
Any	Oversize	All	All	50.00
Any	Periodicals	All	All	50.00
Any	Rare	All	All	100.00
Any	Reference	All	All	50.00
Any	All remaining collections	All	All	25.00

Overdue Notice Charge for Recalled and Rush Recalled Item

You can define an additional notice charge if the item was recalled or rush recalled. This can be defined per patron status. The additional charge can be defined in one of three methods (as determined in section 8.1.1 Cash Fines).

If you want to define an additional charge, complete the chart in the parallel section of the Customer Reply form.

Example for ratio:

Patron status	Ratio
All	1.0

8.3.2 Changing "Claimed Returned" loans to "Lost Loans"

As noted above, circulation staff can flag a loan as "claimed returned". You can specify that after a given number of days after the due date, such a loan will be updated to a "lost loan". This means that the patron will be sent a lost loan notice and will incur the lost loan charges defined above. The number of days can be defined per item and patron status.

If you are interested in this functionality complete the chart in the parallel section of the Customer Reply form.

Patron status	**Item status**	**Number of days from due date to change "claimed returned" to "lost"**
Faculty	--	Not relevant
All other patrons	All	90 days

8.3.3 Refunding a Lost Loan That Has Been Returned

Lost loans are sometime found and returned to the library. This section deals with what should happen to the charges the patron incurred if a lost loan was returned.

The following should be defined:

Which type of cash transactions can be refunded *automatically* by the system? Cash transactions can be one of the following:

- Open – an open transaction that has not been paid
- Closed – a transaction that has been paid
- Waived – a transaction that was waived
- There are two options:
  - Refund all transactions except for waived transactions
  - Refund all transactions except for waived and closed transactions

Which most suits your policy? Reply in the parallel section of the Customer Reply form.

Refund rate for automatically refunded transactions. What is the refund rate for each of the three charges explained in section 8.3.1 Default Lost Item Charges (notice, handling and replacement charges). The rate is expressed as a percentage. The default is no refund for the notice and full refund for the handling and replacement charges (that is, 0%, 100% and 100%). Note that the refund rate is defined globally for all item and patron statuses. Do you require a different refund rate? Also note that you can define the refund rate so that it applies only for closed transactions, all other transactions, as defined above, are fully refunded. – is this necessary? Reply in the parallel section of the Customer Reply form.

8.4 Patron Delinquencies and Blocks

A patron that is blocked cannot loan or renew items. Patron blocks can be set manually by circulation staff. Block messages can also be displayed to circulation staff automatically by the system when a patron is "delinquent", that is, he has overdue items or unpaid fines.

8.4.1 Manual Blocks

You can set manual blocks that prevent a patron from loaning and renewing library materials. Some examples of reasons for blocking a patron:

- Patron consistently returns books late.
- Disruptive behavior in library
- Personal item left in library - contact Circ desk
- Too many Claimed Returned Items
- New patron self-registration - Web OPAC
- Patron to contact academic adviser

Do you want to use any of these or would you like to add any others to this list? Reply in the parallel section of the Customer Reply form.

Note that you can also manually block any of the specific privileges noted in section on Patron statuses, 4.1.1 Patron Statuses.

8.4.2 Automatic Patron Blocks

The system will automatically block a patron from loaning and renewing items if the patron has a specified number of overdue items and or a certain amount of unpaid fines.

Note: ALEPH system blocks are displayed messages occurring as the system checks the rules and are not stored as patron block records. In other word, ALEPH system blocks are created on-the-fly and not saved.

The library can control the following relating to automatic patron blocks:

- When is an item considered overdue? In most cases an item is considered overdue when the due date has passed. You can also configure the system so that an item is considered overdue only after the patron was sent an overdue notice. Would you like to use this alternative definition? If so, after how many notices should the item be considered overdue? (more often, this is 1)
- A patron can be considered delinquent, and hence blocked from checking out items, once he has a single overdue item. You can also define a threshold for the number of overdue items a patron is allowed to have. A different threshold can be defined for every patron status. You can also indicate a separate threshold if any of the overdue items has been recalled.
- You can define the maximum amount a particular patron can owe the library (due to fines and other charges managed by Cash) before they are automatically blocked by the system. A different threshold can be defined for every patron status.

Note for patron per sublibrary: It is possible define a separate threshold per patron sublibrary or you may define an overall limit for ALL sublibraries together.

For example:

Patron status	Patron Sublibrary	Number of overdue items	Number of recalled overdue items	Cash Limit
Faculty	Main	10	2	Not relevant
All others	All	5	1	£100

Complete the chart in the parallel section in the Customer's Reply document.

9 Closed Stack/Remote storage

This section deals with requests for items that are inaccessible to patrons – for example, items in closed stacks and/or remote storage. The typical workflow is for patrons to place requests for such items. The system prints call slips for the requests so they can be processed by the library. Using the call slips, the library locates the items and places them on the "requests" shelf for pickup by the patron.

ALEPH considers both requests for items that are on loan and items that are in closed stacks or remote storage to be "hold requests". This section highlights some features of closed stacks/remote storage.

The main difference between closed stacks and remote storage is that closed stacks are generally in the main library premises, while remote storage items are housed in locations that are not part of the library buildings. In certain cases, the location may require days of travel to reach. Section 9.4 Remote Storage deals with remote storage functions.

Request Limits
The hold request limits defined in section 7.3 Hold Request Limits include requests for items on loan and items that are in closed stacks or remote storage.

9.1 Pickup Locations

The pickup options for closed stack/remote storage are the same as those described in section 7.6 Pickup Locations. Typically, items must be picked up in the sublibrary of the item but, as noted in section 7.6, you can also define other pickup or delivery locations.

Please describe the setup you require in the parallel section in the Customer Reply form.

9.2 Printing Call Slips

Requests for items in closed stacks and/or remote storage must be processed by the library. The requests can be printed using a utility that can be run on an hourly basis. More commonly, they are printed using a daemon that prints the requests as they are entered by patrons. The following can be defined per location (sublibrary, collection, call number range), item status and whether or not the request is a "rush" request (circulation staff can place "rush" requests).

- Should a hold wait letter be printed? If the item is not available (that is, all copies are on loan), should the system e-mail/print the patron a letter notifying him that he will have to wait for the item?
- The number of call slips. Usually several slips are printed:
  - For the circulation staff who tries to locate the item
  - For the located item
  - As a marker in the shelf from which the item was removed.
- Regarding the format of the call slip, a number of different formats can be defined. You can start with one format and add additional ones if required later.
- The printer to which the call slip should be sent. Every printer used should be identified by an ID of up to 10 characters.

Complete the chart in the parallel section in the Customer Reply form. Create a separate chart per sublibrary and for "rush" requests (if required):

Collection	**Call number range**	**Item status**	**Wait Letter**	**Format**	**Number of slips**	**Printer**
All	All	Closed stacks	Y	Regular	2	Main

9.3 Requests Shelf Management

The items that are retrieved for the patron from the closed stacks and/or remote storage will typically wait for pickup in a special shelf. This can be the same shelf as described in section 7.6 Pickup Locations or a separate location. As in the case of the holds request shelf, you can define a period of waiting time during which the patron must pickup the item. The pickup time can be defined in days, weeks or months. For material from closed stacks and/or remote storage, the period is usually defined in days. Note that only library open days are taken into account.

Patron status	**Item status**	**Hold Period**
All	All	2 days

9.4 Remote Storage

9.4.1 Defining Remote Storage Locations

Closed stacks can be defined as a distinct sublibrary although in most cases it is sufficient to define items in closed stacks with a special item status. Remote storage locations need to be defined as a distinct entity.

Remote storage codes can be up to five characters; remote storage names can be up to 50 characters.

Remote storage code	Remote storage name
ANNEX	Library Annex

9.4.2 Opening and Closing Hours of Remote Storage

Define for every remote storage closing and opening days and hours – that is, its hours and days of operation. Complete the chart in the parallel section of the Customer Reply form. The chart is the same as that in section 5 Library Opening Hours.

9.4.3 Remote Storage Item Statuses

It should be noted that when an item is moved to remote storage, its item status does not have to change. The system will automatically add an "in remote storage" item processing status if an item has an item status for circulation and an item processing status which indicates the state of the item in terms of the library's item processing workflow. The basic elements relating to the item circulation policy that you defined in section 4.2 Item Statuses per item status can be modified for the same item status when it is in remote storage. If this is necessary, complete the chart in the parallel section of the Customer Reply form. The chart is the same as that in section 4.2.

9.4.4 Delivery Times for Items from Remote Storage

You can define default delivery delay and delivery times for items from remote storage. Based on this patrons will receive a message about the estimated waiting time when the request is placed. The can be done by defining a delay period and the standard delivery times (up to 6) from the remote storage during the day. This can be defined separately for every sublibrary. If you enable photocopy requests on items in remote storage, you can also define different delay periods for photocopy requests as opposed to requests for the item itself.

Complete the following chart in the parallel section in the Customer Reply form:

- Col. 1 Delay period. The amount of time it takes to process the request
- Col. 2 Delivery hours. Material is delivered from the remote storage to the library at the following times. The time is entered as hour and minutes (HH:MM). Separate multiple times with a comma.

For hold requests (that is, for the item itself)

Delay period	Delivery times
60 minutes	10:00, 15:00

In this example, if a request is placed at 9:30 a.m., this means the item will arrive at 3:00 p.m.

For photocopy requests

Delay period	Delivery times
120 minutes	10:00, 15:00

10 Reading Rooms

Skip this section if you do not have reading rooms

Reading rooms are specially-designated rooms in the library where patrons can read or use library materials, often consisting of items which cannot be loaned outside of the library. Reading rooms are often used in conjunction with closed stack materials, in which case the items are transferred from the closed stack to the reading room for use by the patron.

The typical workflow commences with the patron placing a request for material to be brought to the reading room. When an item is received in the reading room, the system will temporarily change the sublibrary of the item to the reading room and loan the item to the patron. You can notify the patron that the item is now available in the reading room. You can also define different loan periods and renewal limits for items loaned to the reading room.

10.1 Defining Reading Rooms

Every reading room should be defined separately in the system. Please list your reading rooms in the chart provided in the parallel section in the Customer Reply form.

A reading room code is up to five characters; a reading room name is up to 30 characters.

Reading Room code	Reading Room name
MAIN	Main reading room

10.2 Requesting to the Reading Room

If you want patrons to be able to request items (or specific types of items) to be sent to a reading room, the following parameters need to be defined.

- The sublibrary and the item status of items that can be requested to a reading room. The specific reading rooms need to be defined
- The patrons (via their patron status) that can request items to be sent to a reading room. The specific reading rooms need to be defined.
- Can the item be requested only as a loan to a reading room or can it also be requested as a regular loan?

Complete the chart in the parallel section of the Customer Reply form.

Example: Closed stack items from the "Main Library" sublibrary can be requested by all patrons to the "Main Reading Room."

Sublibrary of	Item status	Patron Status	Reading	Reading

item			rooms/s	room/Regular loan?
Main Library	Closed stacks (30)	All	Main	Both reading room & regular loan

10.3 Reading Room Loan Period, Loan and Renewal Limits

If you want to define different loan periods, loan limits and/or renewal limits for reading room loans, complete the charts in the parallel section of the Customer Reply form. These are the same charts as those in sections 6.1, 6.2, and 0 above.

Advance booking allows for patrons to borrow items on a short-term basis (i.e. one or two hours) from a reserve collection. Patrons may place advance booking requests, from the Web OPAC or staff may do so via the GUI, during one of the time slots available in the booking schedule. The patron may then borrow the item from the circulation desk of the Reserve item's collection during their allotted time slot.

11 Advance Booking vs. Item Booking & Media Maintenance

ALEPH provides two separate features for managing short term loans. They are:

1. **Advance Booking**
   Advance booking manages items in a reserve collection and allows patrons to reserve items (e.g. for one or two hours) after placing a request on the item from the Web OPAC or GUI for an available time slot. The borrower can then borrow the item from the Reserve item collection at their requested time. It works on fixed time slots defined on the system.

2. **Item Booking & Media Maintenance** –
   Item booking is usually used for equipment, rooms and media items. Similar to Advance booking, both patrons and staff may place an item booking request from the OPAC or GUI for a specific time period. However, with Item Booking & Media Maintenance time slots are not fixed, just maximum periods defined, special delivery locations may be used, pre and post-processing time configured, and maintenance can be scheduled for items (i.e. laptops, projectors, etc.)

11.1 Advance Booking

Skip this section if you do not plan to use Advance Booking.

Many libraries maintain a reserve collection from which patrons may borrow items on a short-term basis (i.e. for one or two hours). For advance booking, the library sets up a booking schedule that patrons may use to request to borrow an item during an available time slot through the Web OPAC. After placing the request for an item, the patron may go to the reserve item collection where they may borrow the item.

Please note that the terms reserved items, short loans, and advance booking are used interchangeably within the system.

There are four configurable features in Advance Booking:

- Advance Booking Item Schedule
- Days in Advance
- Preview Period
- Release Period

11.1.1 Advance Booking Limits

Should there be a re-booking limitation? That is, should the patron be allowed to book consecutive hours ("back-to-back" bookings) or should there be a period of time between bookings? This limit is expressed in hours. Enter "no limit' if this is not required.

Please complete the corresponding section of the Customer Reply form

11.1.2 Advance Booking Item Schedule

For the advanced booking functionality it is necessary to define the fixed slots that will be available for booking of the item.

Items may be on loan for certain periods during the day and also overnight. For example, reserve items can be configured for two-hour loan intervals during the day and for one-hour loan intervals during the night. Items can also be defined as not available for overnight loans. Both reservations and loans cannot be made on an item during a time period that has not been defined.

Example:

Regular Schedule

Sublibrary (code)	Item Status (code)	Item Description	Period End Date (yyyymmdd)	Slot start - Day	Slot start – Hour (hhmm military time)	Slot end – day	Slot end – hour (hhmm military time)

WID	03	Reserve Day	20990101	Monday	0900	Monday	1400
				Monday	1400	Tuesday	0900
				Tuesday	0900	Tuesday	1400
				Tuesday	1400	Wednesday	0900
				Wednesday	0900	Wednesday	1400
				Wednesday	1400	Thursday	0900
				Thursday	0900	Thursday	1400
				Thursday	1400	Friday	0900
				Friday	0900	Friday	1400
				Friday	1400	Monday	0900

In this example throughout the year, there are standard slots (the date 20991231 is used to denote the date until which this definition is valid)

Please complete the appropriate section in the Customer Reply form.

11.1.3 Days in Advance

1. Short loan items can be reserved by patrons in advance for a specific slot during the day or night. For example; depending on configuration, patrons can place a reservation up to two weeks in advance.

   Example:

Please state the number of days in advance an item can be scheduled *(Note: This is a system wide parameter):*
Days in Advance (days):
14

In this example, patrons placing advance booking requests may place the request 14 days before they wish to borrow the item.

Please complete the appropriate section in the Customer Reply form.

11.1.4 Preview Period

A “preview period” can be defined and added to the scheduled timeslot to create a new “Current” timeslot:

Preview Period + Scheduled Timeslot = Current Timeslot

The preview period is a fixed amount of time that can be added to the beginning of each timeslot to increase the total time the patron may borrow the reserve item if it is available. This setting is useful for cases where patrons may come to the Reserve desk earlier than scheduled to borrow a loaned item.

Example:

Preview Period (hh:mm):
00:30

In this example, if the item is available, patrons may borrow any reserve item 30 minutes before their scheduled time slot. Therefore, even if a patron had scheduled a reserve item for 2:30 pm, if for some reason the patron arrived at the library early and wished to obtain the item at 2:00 pm, the patron would be able to do so if this item is not already reserved or requested (i.e. available).

Please complete the appropriate section in the Customer Reply form.

11.1.5 Release Period

A “release period” can also be defined. The “release period” is used when an item is not picked up by the first requesting patron, and the system releases the item so that it can be loaned to someone else. In other words, the release period can cancel the request for an item if it is not borrowed after a specified time. Release periods can be defined per item status. For example, if the release period is 15 minutes for a particular item status that was scheduled for 2:00, any item with that status will be released from reservation and loan so that it can be loaned to another patron.

Example:

Item Status	**Item Description**	**Release Period (hh:mm)**
02	Day Reserve	00:15
03	Night Reserve	00:45

Please complete the appropriate section in the Customer Reply form.

11.1.6 Advance Booking charges and Fines for Deletion of Advance Booking

You can define per patron status a charge for an item booking request. A separate charge can be made for the following:

- Advance Booking Request
- Advance Booking Request Loan (note that this charge is added to a loan charge)

- Booking Request Delivery – charge for delivering an item to the patron
- Charge for deletion of an item booking. This charge (this is a type of fine) will be incurred if an item that was booked was not actually checked out by the patron. The charge is incurred when the booking is deleted by a batch procedure. Note that you can define a "detention interval" during which the patron can delete a booking request so that he or she does not incur this charge or fine. If you want to define a deletion interval, refer to section 11.1.7 Deletion Interval below.

Complete the chart in the parallel section of the Customer Reply form.

Example:

Patron status	Booking request	Booking Loan	Booking Delivery	Booking deletion
Faculty	No charge	No charge	No charge	No charge
All remaining	No charge	No charge	No charge	$1

11.1.7 Deletion Interval

As noted above, this is the period during which the patron can delete the booking without incurring a fine. The delete interval is defined in minutes, hours or days. A different interval can be defined per item and material status.

Item status	Material type	Period
Media loan	All	1 Day

11.2 Item Booking & Media Maintenance

Skip this section if you do not wish to use this functionality

Item booking can be used for any type of material. Typically, however, it is used for media, rooms, equipment, and/or reserve items that can be loaned for brief periods and are in high demand. The media maintenance functionality also allows for maintenance to be scheduled for media and equipment items. No configuration responses for the maintenance of media and equipment items are requested in this questionnaire. The functionality is not synonymous; item booking can be used without the media management.

11.2.1 Item Statuses

The following questions must be considered in relation to item status and Item Booking:

- When can the item be booked?

- Only during library open hours – Open
- Only during library closed hours – Closed
- During both open and closed hours – Both
- Should there be a re-booking limitation – that is, should the patron be allowed to book consecutive hours ("back-to-back" bookings) or should there be a period of time between bookings? This limit is expressed in hours. Enter "no limit' if this is not required.

Complete the chart in the parallel section in the Customer Reply form.

Example

Item Status (code)		**Booking period**	**Re-booking limitation**
07		Open	No limit

11.2.2 Loan Periods and Grace Periods

The loan periods and grace periods should be defined for items that can be booked. As described in section 6 Loan Policy, different loan periods can be defined per item and patron status. The loan period can be in days or in hours. Note that the loan period defined here is a maximum period – the patron can book the item for less than this amount.

Patron status	**Faculty**	**All other statuses**		
Item status (code)				
Media loan (07)	2 D	4 H		

Key to Grace Periods

- Grace days: nn D (for example 1 D – that is, one day)
- Grace hours: nn H (for example 2 H – that is, two hours). If no hours are defined the due time remains the same.

To define a grace period of one day, enter 1 D 00 H or 0 D 24 H.

Example:

Patron status	**Faculty**	**All other statuses**		
Item status (code)				
Media loan (07)	None	None		

11.2.3 Booking Requests Limits

You can define the maximum number of booking requests per item status for every combination of patron/item status. Note that this limit is always for a specific sublibrary (that is, even though the same limit can be defined for all sublibraries, the system counts per sublibrary). For example, if you decide on a limit of 3 requests, the patron will be able to place 3 requests from every sublibrary that has items with the specified status. You can also define an overall limit for all item statuses and an overall limit for all sublibraries.

Complete the chart in the parallel section of the Customer Reply form.

Example:

Patron status	**Item status**	**Booking Limit**
Faculty	Media Loan	Unlimited
All patrons except for Faculty	Media Loan	3

11.2.4 Item Booking Periods

Item booking, especially in the case of media, typically will require some processing. This needs to be added to the loan period by the system in order to determine when the item is available.

The following can be defined for every combination of item status and item material type. The item material type is a field in the item record that describes the type of material (for example, Video, Film, Map). It is explained in more detail in the *Cataloging, Holdings and Item Control Questionnaire*.

The following parameters can be defined:

Head time This is the amount of time required to process the item booking BEFORE the item can be given to the patron. The head time is defined in minutes, hours or days.

Tail time This is the amount of time required to process the item once it has been returned and before it is ready for the next request (the next "head-time"). The tail time is defined in minutes, hours or days.

Release time This is the amount of time that the item will wait for the patron. If the patron does not pickup the item within this time, it can be loaned to another patron.

Maximum Advance booking period. This defines how far in the future bookings can be made. This can be defined in days, weeks, months or years.

For all of the above parameters use the following key to complete the chart in the parallel section of the Customer Reply form:

- Min – minutes
- D – days
- W – weeks

- M – months
- Y – years

Item status	Material type	Head Time	Tail Time	Release time	Max. Period
Media loan	All	30 Min	30 Min	15 Min	3 M

For example:

The library is open from 9 a.m. to 5 p.m. and booking is allowed only when the library is open. An undergraduate can book from 9:30 a.m. (opening hour + head time) until 1:30 p.m. The item will next be available for booking from 2 p.m. (return hour + tail time)

In addition to these parameters, you can also define a global (for all item statuses) delivery time. This can be used if the booked items need to be delivered. The system will add this time to the head time and to the tail time (that is, before the item is picked up and after it is returned). The delivery time can be defined in minutes, hours, days or weeks. Do you want to define a delivery time? Enter the time in the parallel section in the Customer Reply form.

11.2.5 Overlapping Bookings and Loans

It can happen that a patron with a booking request for an item, would like to borrow the item early, before the booking period becomes active. If the due date of this loan falls before the booking period, the booking remains in place and the loan will be a normal one. If the due date of this loan falls after the booking period has begun, then either the due is changed to the end of the booking period or the end of the booking is brought forward to the due date.

```
                 +++++++ booking period ++++
                 |                          |
 |----------------|---------|-----------------|
 8:00          12:00  13:00            18:00
 |                          |
++ desired loan period ++
```

For example, the booking is for 12:00 until 18:00,

The same patron sees that the material is available earlier (8:00) and would like to take it then. The item could be issued until 8:00 for the earlier period PLUS the booking i.e. until 18:00. Or the item can be loaned at 8:00 but be due back at the new time of 13:00 (the usual loan period for this status).

If there is an overlap – that is, the due date falls within the booking period, you should select from the following options. Select the most appropriate option in the parallel section of the Customer Reply form.

1. Change the due date to the booking due date. This is the system default.
2. Delete the booking request, and loan the item until the earlier due time.
3. Manual Option: Circulation staff will be asked to choose between options 1 and 2.

You can also define a period of time per item status and material type during which such a loan will be considered a fulfillment of the booking request (that is, the booking request will be deleted and there will be no overlap). This period can be defined in minutes, hours, or days.

Complete the following chart in the parallel section of the Customer Reply form:

Item status	**Material type**	**Period**
Media loan	All	1 H

11.2.6 Printing Item Booking Requests

Item booking requests can be printed in the same manner as requests for closed shelf or remote storage. Refer to section 9.2 Printing Call Slips. If you need to print booking requests complete the chart in the parallel section of the Customer Reply form.

11.2.7 Pickup and Delivery Locations

As in the case of regular hold requests and requests for closed stack items, items that can be booked can be picked up in a variety of locations (see section 7.6 Pickup Locations). Ex Libris provides two standard options

- The requested item must be picked up from the sublibrary of the item
- The requested item can be picked up from any sublibrary

As noted in section 7.6 Pickup Locations, more complex setups are possible. In the case of item booking, you can also define a variety of "delivery locations" from where the patron would like to use the material.

Indicate in the parallel section of the Customer Reply form which of the two options above you would like to use or whether you require a more complex setup.

11.2.8 Item Booking charges and Fines for Deletion of Item Booking

You can define per patron status a charge for an item booking request. A separate charge can be made for the following:

- Booking Request

- Booking Request Loan (note that this charge is added to a loan charge)
- Booking Request Delivery – charge to delivering an item to the patron
- Charge for deletion of an item booking. This charge (this is a type of fine) will be incurred if an item that was booked was not actually loaned by the patron. The charge is incurred when the booking is deleted by a batch procedure. Note that you can define a "detention interval" during which the patron can delete a booking request so that he or she does not incur this charge or fine. If you want to define a deletion interval, refer to section 11.2.9 Deletion Interval below.

Complete the chart in the parallel section of the Customer Reply form.

Example:

Patron status	**Booking request**	**Booking Loan**	**Booking Delivery**	**Booking deletion**
Faculty	No charge	No charge	No charge	No charge
All remaining	No charge	No charge	No charge	$1

11.2.9 Deletion Interval

As noted above, this is the period during which the patron can delete the booking without incurring a fine. The delete interval is defined in minutes, hours or days. A different interval can be defined per item and material status.

Item status	**Material type**	**Period**
Media loan	All	1 Day

11.2.10 Preview Period

You can define how far in advance the slots will be viewed. The preview period is defined in minutes hours or days. A different preview period can be defined per item status and material type (as explained in section 11.2.4 Item Booking Periods).

Item status	**Material type**	**Preview Period**
Restricted loan	All	28 days

12 Photocopy Request Management

Skip this section if you do not enable photocopy requests

The photocopy requests function can be used by libraries who offer photocopy services to their patrons, that is, the library staff prepares photocopies according to the patrons' requests.

12.1 Pickup Location for Photocopy requests

As with pickup of hold requests, Ex Libris provides the following standard options:

- The requested item must be picked up from the sublibrary of the item
- The requested item can be picked up from any sublibrary

Which option does your library use? Reply in the parallel section in the Customer Reply form.

As with hold requests there are additional options:

Defining additional pickup locations: As noted above, every sublibrary can be a pickup location. You can define additional types of "pickup locations". For example, some libraries may deliver/mail items to the patrons' home address. A pickup location called HOME DELIVERY can be defined. Other libraries may deliver requests to the patron's internal mailbox (this is common in special libraries). A pickup location called MAILBOX can be defined.

Defining more complex pickup setups: You can define more complex setups also taking into account the item and patron status (for example, only certain patron statuses can select the pickup location; pickup location can be selected only for specific types of items). Please describe your needs in this respect in the Customer Reply form.

12.2 Printing Photocopy Requests

A photocopy request can be printed using a utility run on a regular basis. It can also be printed using a daemon that prints the requests as they are submitted by patrons. The following can be defined per location (sublibrary, collection, call number range) and item status:

- Should a "wait letter" for the patron be generated if the item is not available (that is, on loan)?
- Should a pickup letter for the patron be printed?
- How many photocopy requests should be printed? Usually several slips are printed:
  - For the circulation staff who makes the photocopy
  - To attach to the photocopy
  - As a marker in the shelf from which the item was removed.
- The format of the slip. A number of different formats can be defined. You can start with one format and add additional ones if required later on.
- The printer to which the slip should be sent. Every printer used should be identified by an ID of up to 10 characters.

Complete the chart in the parallel section in the Customer Reply form. Create a separate chart per sublibrary and for "rush" requests (if required):

Collection	**Call number range**	**Item status**	**Wait Letter**	**Format**	**Number of slips**	**Printer**
All	All	All	Yes	Regular	2	main

You can also define the following concerning the items that will be printed on the photocopy request slip:

- Print all copies of the item
- Print only available copies
- Print the first available copy

Select the relevant option in the parallel section.

12.3 Photocopy Charges

You can charge patrons for photocopies. The following charges are possible. You can define a single or all charges as appropriate:

- Charge per photocopy request
- Charge for photocopy request processing
- Charge per page of the photocopy. You can define up to three different charges for different page sizes (for example: Letter, Legal).
- Charge per "wait letter"
- Additional charge for if the photocopy is delivered to the patron's home address
- Additional charge for the photocopy if it is sent to a pickup location that is not the sublibrary of the item

You can define a separate charge per patron status.

Complete the chart in the parallel section for the charges you would like to define:

Type of Charge -	**Patron status**	**Amount**
Charge per page type "Letter"	All	25 cents
Charge for photocopy request processing	Faculty	No charge
Charge for photocopy request processing	All patrons except faculty	$1.00

All other charges	All	No charge

13 Cash Management

Several of the above sections requested a definition of an amount the patron is expected to pay including fines, charges for lost items, charges for overdue notices and photocopy charges. All of these charges are managed by "Cash Management" in circulation. This section will relate to some possible additional charges and parameters.

13.1 Cash Management and Circulation Workstations

This section relates to how cash transactions are administered – does every sublibrary (or group of sublibraries) manage its own cash transactions or are cash transactions managed for all sublibraries together?

Describe how your library works in this respect in the parallel section of the Customer Reply form.

Reply to the following questions:

- Should cash management display and manage all cash transactions of the patron or only the transactions of a specific sublibrary or group of sublibraries? Every workstation can view all cash transactions or only those of a specific sublibrary or groups of sublibraries.
- In general, fees and fines that relate to items are linked to the sublibrary of the item. Other charges are general (for example, a library card) and can be charged either the library as a whole or to the sublibrary in which the transaction took place.
- Does every sublibrary (or group of sublibraries) require a separate cash receipt number? Every workstation has its own counter for cash receipt numbers.

13.2 Additional Charges

You can define charges for the following library services. A separate charge can be defined per patron status.

- Hold Request – charge for placing a request. There is a separate charge if item is then processed – that is, the printing of the call slip and subsequent letters to patrons. Note that you can define different charges for requests material from closed stack/remote storage and for requests for items on loan.
- Hold Request processing (hold for item on loan) – pickup
- Hold Request processing (hold for item on loan) – home delivery
- Hold Request processing (hold for item on loan) – internal mailbox

- Hold Request processing (hold for item on loan) – item not found
- Hold Request processing (request for closed stack/remote storage) – pickup
- Hold Request processing (request for closed stack/remote storage) – home delivery
- Hold Request processing (request for closed stack/remote storage) – internal mailbox
- Hold Request processing (request for closed stack/remote storage) – item not found
- Loan – a charge per loan
- Renewal – a charge per renewal
- Claim return – a loan can be flagged as "claimed returned" by patron in circulation
- Issue library card - charge for printing a library card
- Patron registration. It should be noted that in a site that registers patrons at every sublibrary, the charge can be split into a charge for the registration of "global" patron details (name and ID) and a charge per registration at every sublibrary.

Enter the charge for every service you want to charge for in the parallel section in the Customer Reply form.

Type of Charge	Patron status	Charge

13.3 VAT

It should also be noted that all charges can have a VAT amount added to the charge. If you require VAT, please indicate in the parallel section of the Customer Reply form for which charges you need VAT (including all cash transactions mentioned in this document and not just those in the section above).

Service	VAT

13.4 Additional Cash-related Parameters

ALEPH has a facility to support offline circulation transactions in case the connection to the central server is down. These transactions include loan and return. Do you want to create cash transactions for offline transactions? This includes a charge for loans and fines for late returns. Please indicate your preference in the parallel section of the Customer Reply form.