

Circulation Configuration Questionnaire – Customer Reply Form

Please refer to the Circulation Configuration Questionnaire word document for instructions on completing this form.

1 Customer Information			
Institution Name:			Date:
Contact Name:			
	Last	First	M.I.
Address:			
City		State	ZIP Code
Phone:	()	E-mail Address:	
2 Circulation Functions			
Please indicate which functions you plan to use.			
Photocopy Requests Management			<input type="checkbox"/>
Closed Stacks Management			<input type="checkbox"/>
Remote storage			<input type="checkbox"/>
Reading Room Management			<input type="checkbox"/>
Item and Media booking			<input type="checkbox"/>
Course Reserves			<input type="checkbox"/>
Cash Management			<input type="checkbox"/>
Self-Check			<input type="checkbox"/>
3 Circulation Units: Defining Circulation Desks			
<i>[alephe/tab/tab-attr_sublibrary (col 2)]</i>			
Select the option that is most suitable to your library:			
The library has is 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.		<input type="checkbox"/>	
Every sublibrary has its own circulation desk. Items must be loaned/returned at the sublibrary of the item.		<input type="checkbox"/>	

<p>Items can be loaned and returned from all sublibraries. Unlike the scenario in option two, 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.</p>	<input type="checkbox"/>
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Other. Please describe your setup:

4 Patrons and Items [xxx50/tab/tab100 (USER-SHARING)]

<p>Do you need to register patrons at the sublibrary level?</p>	<p>YES</p>	<p>NO</p>
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[Note: Applicable to consortia or multiple ADM customers only]

If yes, describe your workflows in this regard:

4.1 Patrons
4.1.1 Patron Statuses [xxx50/tab/tab31]

Define your patron statuses.

ALEPH Patron Status	Description

For each patron status defined, please state if they can perform the following functions

Loaning

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ALEPH Patron status code	Expiry date: yyyymmdd	Photocopy request? (Y/N)	Photocopy charge (Y/N)	# of days for warning	Default registration renewal period	
(xxx50/tab/tab31 col. 2)	(xxx50/tab/tab31 col. 14)	(xxx50/tab/tab31 col. 4)	(xxx50/tab/tab31 col. 11)	(xxx50/tab/tab31 col. 3)	(xxx50/tab/tab30 col. 4 years or col. 5 months)	

4.1.2 Patron Ids and Passwords (xxx50/tab/tab_bor_id.eng)**Complete the chart below:**

ID Description (up to 50 characters)	OPAC Access? (Y/N)	Change PIN code? (Y/N)	Circulation staff (Y/N)
(col. 3)	(col. 6)	(col. 8)	(col. 5)

4.1.3 Patron Addresses (xxx50/tab/tab_bor_address)**Do you want to use the standard ?**

Address type code (up to 2 characters)	Address type description (up to 50 characters)
1	Permanent Address
2	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

4.2 Item Statuses (xxx50/tab/tab15.eng)

Define your item statuses.

ALEPH Item Status	Description

For every item status provided, reply to the following questions

<u>Loaning</u>			
ALEPH item status code (up to 2 characters)	Loan Y/N	Renew Y/N	Wait period (in hours HH)
(col. 2)	(col. 6)	(col. 7)	(col. 15)

<u>Requesting</u>			
ALEPH item status code (up to 2 characters)	Hold Y/N	Recall Y/N	Photocopy request Y/N
(col. 2)	(col. 8)	(col. 13)	(col. 9)

5 Library Opening Hours (xxx50/tab/tab17)

Enter weekly open/closed hours:

Sublibrary (ALEPH code)	Day/Date	Open/Closed	Open Hours
			(HHMM-HHMM)
	Monday		
	Tuesday		
	Wednesday		
	Thursday		
	Friday		
	Saturday		
	Sunday		

Enter exceptional open/closed hours in the chart below:

Sublibrary (ALEPH code)	Date or range of dates	Open/Closed	Open Hours
			(HHMM-HHMM)
	Monday		
	Tuesday		
	Wednesday		
	Thursday		
	Friday		
	Saturday		
	Sunday		

5.1 Time Zones [xx50/tab/tab100 (TIMEZONE-ADJ)]

If you have several time zones, describe them below:

6 Loan Periods and Grace Periods

6.1 Loan Periods and Grace Periods [xxx50/tab16]

Define your loan periods and grace periods in the following charts.

Key to tables

- 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. or 2400 that is midnight, end of day)
- If an item cannot be loaned to this patron status, enter "No Loan"

Loan period if item has not been requested (xxx50/tab16, cols. 4, 2, 6)

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Loan Period if item is NOT requested

Loan period if item has been requested (xxx50/tab16, cols. 4, 2, 15)

If you want different due dates if the item has already been requested by other users complete this chart.

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Loan Period if item IS requested

Grace Periods (xxx50/tab16, cols. 4,2,7,8,9,10)

Key:

- Grace days: nn D (for example, 1 D – that is, 1 day)
- Grace hours: nn H (for example, 2 H – that is, 2 hours). If no hours are defined the due time remains the same.
- To define grace periods of one day enter 0 D 24 H (you can also enter this as 0 D 24 H).

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Grace Period

6.1.1 Please complete the charts for loan periods.

Adjust Due Date Hour that Falls After Closing Hour

(xxx50/tab16, col. 27)

For every hourly loan item status, complete the chart with the appropriate policy.

Item Status	Policy (Closing Hour/Following Day)

6.1.2 Adjust Due Date that Falls on Closing Day (xxx50/tab16, col. 27)

For every hourly loan item status, complete the chart with the appropriate policy.

Item Status	Policy(Closing Hour/Following Day)

6.2 Loan Limits (xxx50/tab16, cols. 2, 4, 12)

Complete the following table with loan limits

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Loan Limits

6.3 Renewal Limits (xxx50/tab16, cols. 2, 4, 21, 22)

Complete the following table with renewal limits

Number of times the item can be renewed		
Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Renewal Limits

Renewal Period

- 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	Item Status	Renewal Period

6.4 Re-shelving (xxx50/tab/tab14)

Complete the following table with the re-shelving periods

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

Collection Description (ALEPH Code)	Item Status	Reshelvin g Period

6.5 Overriding Loan Blocks (xxx50/tab/check_circ_override)

If you need additional circulation staff levels for overriding loan blocks, describe them below.

7 Hold request and return policy

7.1 Like Items

[xxx50/tab/tab15.eng col. 11; xxx50/tab/tab100, (SUB-LIBRARY-DIVISION), (HOLD-REQUEST-COLLECTION), (HOLD-REQUEST-ITM-STATUS)]

Reply to the following questions

Should "like items" be defined to be in the same sublibrary?	YES	NO	
Should "like items" be defined to be in the same collection?	YES	NO	
Should "like items" be defined as having the same item status?	YES	NO	

7.2 Recall policy [xxx50/tab/tab16]

Complete the following chart for all items statuses which can be recalled

Patron status	Item status	Minimum guaranteed loan period (col. 20)	Handling period (col. 19)

7.3 Hold request limits [xxx50/tab/tab16]

Complete the following chart to define hold request limits

Patron status	Item status	Hold Request Limit (col. 13)

7.4 Default hold request period [xxx50/tab/tab44]

If you want to define a different default hold request period indicate it below.

7.5 Processing hold requests [xxx50/tab/tab39]

Are you interested in the additional hold processing options? Please describe your requirements.

7.6 Pickup locations (xxx50/tab/tab37)

Which of the two standard options would you like to define?

1. The requested item must be picked up from the sublibrary of the item
2. The requested item can be picked up from any sublibrary

Indicate the option here:

If you require a more complex setup, please describe your requirements below:

7.7 Hold shelf management (xxx50/tab/tab44)

Complete the following chart

Patron status	Item status	Hold Period

8 Fines, overdue notices, and patron blocks

8.1 Fining policy

Describe your library's fining policy below. Will you use cash fine or loan blocks?

8.1.1 Cash fines (xxx50/tab/tab16)

1. 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. (col. 14)

Do you want to fine long term loans in days or hours?

Do you want to fine hourly loans in days or minutes?

2. Should the fine include days/hours during which the library is closed? (xxx50/tab/tab16, col. 14)	YES	NO
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3. If you want to add a fixed amount to the fine, complete the following chart. (xxx50/tab/tab18.eng)

Item status	Patron Status	Fixed amount to add to fine

4. Do you want to define a maximum fine level? If you do, complete the following chart. (xxx50/tab/tab16 col. 23)

Item status	Patron Status	Maximum fine

Do you want to define a minimum fine level? If you do complete the following chart. (xxx50/tab/tab16 col. 24)

Item status	Patron Status	Minimum fine

Do you want to round fines? [\$alephe_root/aleph_start (fine_rounding)]	YES	NO
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Fine rates. Complete the following chart (xxx50/tab/tab16, col. 11)

Patron status				
Item status				

Recall Overdue Fines [Ignore if you do not recall items]

You can define the recall fine in two ways. Which method do you want to use?

1. As a ratio of the regular overdue fine.
2. As a specific added amount.

Indicate the method here [xxx50/tab/tab100 (OVERDUE-RECALL-RATIO)]:

If options 1 or 2 were chosen as your recall fine method above, complete the following chart (xxx50/tab/tab18.eng):

Patron status	Ratio/Specific amount for recall	Ratio/specific amount for Rush recall

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. Complete the following chart if required (xxx50/tab/tab16):

Patron Status	Maximum fine

8.1.2 Loan blocking fines [xx50/tab/tab16 (col. 14)]

Which type of Loan blocks do you want to define? Check the option you require:

Overlapping block date Cumulative block date
 or
 If you want to define a "fine block factor" indicate it here:

8.2 Overdue notices policy

Do you wish to send courtesy notices?

How many days before the due date would you like to send it?

Select one of the following [xxx50/tab/tab100 (OVERDUE-LETTER-STYLE)]:

Send separate overdue notices?	or	Send a single notice for all items?	
Do you want to define different text for different notices?	YES	NO	

Interval for sending overdue notices and "lost letter" policy (xxx50/tab/tab32).

Complete a separate chart for all item statuses that share the same policy. Indicate when a lost letter should be sent in the "notice number" column.

Patron status	Notice number	Number of days	Number of days if the item was requested

Charge for overdue notices (xxx50/tab/tab32 & tab18)

If you want to charge per overdue notice, complete the chart below per item status or group of statuses.

Patron status	Notice number	Charge	VAT percentage

8.3 Lost loans

If you want to use the "lost loans" functionality, complete the following sections.

8.3.1 Default lost item charges (xxx50/tab/tab34)

Complete the charts in the charts below for the "lost loan" charges.

Notice charge

Call number range	Collection	Item Status	Patron status	Charge

Handling charge

Call number range	Collection	Item Status	Patron status	Charge

Charge for the lost material

Call number range	Collection	Item Status	Patron status	Charge

Overdue notice charge for recalled and rush recalled item

If you want to define an additional charge if the item was recalled, complete the chart below:

Patron status	Ratio / specific		

8.3.2 Changing "Claimed Returned" loan to "Lost Loans" (xxx50/tab/tab32)

If you are interested in this functionality, complete the chart below:

Patron status	Item status		Number of days from due date to change "claimed returned" to "lost"

8.3.3 Refunding a lost loan that was returned

[xxx50/tab/tab100 (LOST-LOAN-CREDIT-METHOD & REFUND-RATE)]

Refunding a lost loan that was returned

Which type of cash transactions can be refunded *automatically* by the system? Select from the following two options:

Refund all transactions except for waived transactions

or

Refund all transactions except for waived and closed transactions

If you require a different refund rate enter this below:

Refund for notice charge -

Refund for handling -

Refund for replacement charge -

8.4 Patron delinquencies and blocks

8.4.1 Manual blocks (xxx50/tab/tab_delinq.eng)

If you want to add additional types of manual blocks, describe them below.

8.4.2 Automatic blocks (xxx50/tab/tab_block_circ)

Complete the following charts:

Patron status	Patron Sublibrary	Number of overdue items	Number of recalled overdue items	Cash Limit

9 Closed stack, remote storage

9.1 Pickup location (xxx50/tab/tab37)

Which of the two standard options would you like to define? Select your required option:

The requested item must be picked up from the sublibrary of the item

or

The requested item can be picked up from any sublibrary

If you require a more complex setup, please describe your requirements below:

9.2 Printing call slips (xxx50/tab/tab27)

Please fill the table below:

Collection	Call number range	Item status	Wait Letter (Y/N)	Format	Number of slips	Printer ID

9.3 Closed Stack/Remote Storage - Request shelf management (xxx50/tab/tab44)

Complete the following chart:

Patron status	Item status	Hold Period

9.4 Remote storage [xxx50/tab/pc_tab_exp_field.eng (ITEM-DEPOSITORY-ID)]

9.4.1 Defining remote storage locations

Complete the following chart:

Remote storage code (up to five chars.)	Remote storage name (up to 50 chars.)

9.5.2 Opening and closing hours of remote storage locations (xxx50/tab/tab17)

Define for every remote storage facility closing and opening days and hours – that is, its hours and days of operation:

Day/Date	Open/Closed	Open hours
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

Enter exceptions to the open/closed hours:

Date or range of dates	Open/Closed	Open hours

9.4.3 Remote storage item statuses (xxx50/tab/tab15.eng)

When an item is moved to a remote storage its circulation policy may differ. If necessary complete the questions below per item status that can be transferred to remote storage.

Loaning - answer Yes or NO

Remote Storage Item status	Loan?	Renew in OPAC?	Wait period (in hours)

Requesting - answer Yes or NO

Remote Storage Item status	Hold?	Recall?	Inaccessible?	Photocopy request?

9.4.4 Delivery times for items from remote storage (xxx50/tab/tab24)

Complete the following chart.

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

Sublibrary	Delay period	Delivery times

For photocopy requests

Sublibrary	Delay period	Delivery times

10 Reading room (ignore if you do not have reading rooms)

10.1 Defining reading rooms (xxx50/tab/tab40.eng)

Complete the following chart:

Reading room code (up to five chars.)	Reading room name (up to 30 chars.)

10.2 Requesting to the reading room (xxx50/tab/tab15.eng)

Complete the following chart:

Sublibrary of item	Item status	Patron Status	Reading rooms/s	Reading room/Regular loan?

10.3 Reading room loan period, loan and renewal limits (xxx50/tab16)

If you want to define different loan periods, loan limits and/or renewal limits for reading room loans, complete the following charts.

Loan period if item has not been requested:

Patron status				
Item status				

Loan period if item has been requested:

Patron status				
Item status				

Grace periods:

Patron status				
Item status				

Loan limits:

Patron status				
Item status				

Renewal limits (number of times the item can be renewed):

Patron status				
Item status				

Renewal period:

Patron status	ALL			
Item status				

11.1 Item booking (ignore if you do not allow item booking)

11.1.1 Item statuses (xxx50/tab15.eng)

Complete the following chart for items that can be booked:

Item status	Booking period	Re-booking limitation

11.1 .2 Booking Schedule (xxx50/tab43)

Define your rules for the booking slots

Sublibrary	item status	period end date	slot start day	slot start time	slot end day	slot end time

11.1.3 Days in Advance [[\\$alephe_root/www_server.conf \(www_item_schedule\)](#)]

How many days in advance would you like to offer bookings?

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11.1.4 Preview periods [[xxx50/tab/tab_booking](#)]

Complete the chart below:

Item status	Material type	Preview Period	

11.1.5 Release times ([xxx50/tab/tab_booking.eng](#))

Complete the chart below:

Item status	Material type	Release times	

11.1.6 Item booking charges and fines for deleting item bookings ([xxx50/tab/tab18.eng](#))

Complete the chart below:

Patron status	Booking request	Booking Loan	Booking Delivery	Booking deletion	

11.1. 7. Item booking deletion interval

Complete the chart below:

Item status	Material type	Period	

11.2 Item booking slots (advance booking)

11.2.1 Item statuses

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:

Item Status	Booking period	Re-booking limitation

11.2.2 Loan Periods and Grace Periods

Loan period (xxx50/tab16, cols. 4, 2, 6)

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Loan Period

Grace Periods (xxx50/tab16, cols. 4,2,7,8,9,10)

Patron Status Description (ALEPH Code)	Item Status Description (ALEPH Code)	Grace Period

11.2.3 Booking request limits [xxx50/tab/tab 16 (col. 26)]

Complete the following chart:

Patron status	Item status	Booking limit

11.2.4 Item booking periods (xxx50/tab/tab_booking)

Complete the following chart:

Key:

Min – minutes

D – days

W – weeks

M – months

Y – years

Item status	Material type	Head Time	Tail Time	Release time	Max Period

Do you want to define a delivery time?

11.1.5 Overlapping bookings and loans (xxx50/tab/tab_booking)

Select the most appropriate option:

1. Change the due date to the booking due date. This is the system default
2. Delete the booking request. The loan in this case is a regular loan (note that in this case the item can be recalled if recalls are allowed for this item)
3. 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 a loan will be considered a fulfillment of the booking request. This period can be defined in minutes, hours or days. Complete the following chart:

Item status	Material type	Period

11.2.6 Printing item booking requests

If you need to print booking requests complete the following chart:

Collection	Call number	Item status	Wait Letter (Y/N)		Format	Number of slips	Printer ID
			YES	NO			
			YES	NO			
			YES	NO			
			YES	NO			
			YES	NO			

11.2.7 Pickup and delivery locations (xxx50/tab/tab37_booking_delivery; tab37_booking_pickup)

Which of the two standard options would you like to define?

The requested item must be picked up from the sublibrary of the item

The requested item can be picked up from any sublibrary

If you require a more complex setup, please describe your requirements below:

11.2.8 Item booking charges and fines for deleting item bookings (xxx50/tab/tab18.eng)

Complete the chart below:

Patron status	Booking request	Booking Loan	Booking Delivery	Booking deletion

11.2.9 Item booking deletion interval

Complete the chart below:

Item status	Material type	Period

11.2.10 Preview periods [\$alephe_root/pc_server_defaults (www_item_schedule_preview_period)]

Complete the chart below:

Item status	Material type	Preview Period

12 Photocopy request management (ignore if you do not enable photocopy requests)

12.1 Pickup location for photocopy requests (xxx50/tab/tab38.eng)

Which of the two standard options would you like to define?

The photocopy must be picked up from the sublibrary of the item

The photocopy can be picked up from any sublibrary

If you require a more complex setup, please describe your requirements below:

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12.2 Printing photocopy requests (xxx50/tab/tab41.eng)

Complete the chart below. 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

You can also define the following concerning the items that will be printed on the photocopy request slip. Select the required option [xxx50/tab/tab100 (PHOTO-SLIP-STYLE):

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

12.3 Photocopy charges (xxx50/tab/tab18.eng)

Type of Charge	Patron status	Amount

13 Cash management

13.1 Cash management and Circulation workstations (\$alephe_tab/tab_attr_sub_library)

Describe how your library works in terms of cash management.
 Answer the following questions:

Should cash management features display and manage all cash transactions of the patron or only the transactions of a specific sublibrary or group of sublibraries? Select the appropriate option by bolding or shading the appropriate response:

- a. All sublibraries
- b. Specific sublibrary / group of sublibraries

Should general charges be charged to the:

- a. Library as a whole
- b. The sublibrary in which the transaction took place?

Does every sublibrary (or group of sublibraries) require a separate cash receipt number (xxx50/util g/2)?

Yes

No

13.2 Additional charges (xxx50/tab/tab18.eng)

Complete the chart below.

Type of Charge	Patron status	Charge	

13.3 VAT (xxx50/tab/tab18.eng)

If you require VAT, complete the chart below.

Service	VAT	

13.4 Additional cash-related parameters [xxx50/tab/tab100 (OFFLINE-CASH-TRANS)]

Do you want to create cash transactions for offline circulation transactions?	YES	NO	

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