**2/9/17: Fulfillment – Fines & Fees / Claims Returned**

**BAKERSFIELD**

What if we have to adjust something: delete/reverse/manually adjust fees? How do the odd ball issues get resolved?

* Search for the user → Navigate to the Fines & Fees tab. Use waive feature to change fees.
* Once the fines & fees are exported to the Bursar / CashNet, the management of fees transfers to that system.

How are community/local borrowers going to work: is there really a difference between a normal patron and a local patron with regards to TOUs, or should they behave the same? What about the bursar export; will they load to PS?

* Fulfillment Units and TOU generally use User Groups as an export point.
* SIS load is a one-way load from your PeopleSoft into Alma. Any locally created patrons will not load from Alma to PeopleSoft
* The fines/fees bursar export is geared to external users. However, internal users may also have their fines & fees exported to CashNet, depending on the method chosen by the Task Force.

**Cal Poly SLO**

I am curious on the missing items workflow. The only way I could see to mark an item missing is on the ‘pick from shelf list’ but I couldn’t see a way to mark an item missing after doing a search. Do we need to set up a “missing” workorder and put missing item into the workorder? Do most customers set up a “missing” workorder that includes searching, putting to decision, etc?

* Physical Title search, Navigate to list of items for a title. Under actions is an option to toggle missing status
* Reach out to Alma-L for customer workflows

One option:

**Manage missing items using “search” work order**

While it is possible to toggle items in Alma to “missing” this is not robust enough to support a sophisticated multi-step search process. Instead, define a new work order of type “Search” having statuses of “First,” “Second,” “Third,” and “Reacquire” to track each search. (Exact status names are not significant.)  Having them grouped like this allows staff to track them in Alma.  After a search, work from the “items in department” list to select all items in each status and increment them as follows:

1. Select all items with a status of “Third” and update the status to “Reacquire”
2. Select all “Second” items and update to “Third”
3. Select all “First” items and update to “Second”

(The order is important to avoid rolling items on the first search through each subsequent status as part of the same process.)

* When items are flagged for reacquisition, they can have an acquisitions technical services work order queued on them and the search work order completed.

What happens after we set an item to claims returned? Does it just stay in that status forever? Is there a trigger after a certain period and the item is not found prompting us to action? Does it go into a work order for searching?

* The item remains requestable and is considered to still be on loan. It doesn’t go into any work orders and there are no time-related triggers.

**SJSU**

How would a patron make a partial payment? We are assuming we will use Cashnet and only accept credit cards. We also assume this will be done through the web and will not be an interaction at the desk where staff would need to handle credit cards. How would this be set up?

* The CO is working on CashNet integration through the Alma Bursar Integration task force. I’d recommend reaching out to them for more details about configuration and workflows. <https://calstate.atlassian.net/wiki/display/ULMSS/Alma+Bursar+Integration>

When items on our Pick List are not found, their status is changed to On Search. If the item is checked out or checked in - the item status is cleared. We search for the items each semester. We mark the record each time they have been searched: first search, second search. After two searches (and the the initial search on the pick list) they are transferred to a "long missing" status - that will also be cleared by any activity on the record. If there is not activity after two years the records are deleted. What is the equivalent workflow in Alma?

* If an item isn’t found, you can mark the item as missing.
* Navigate to Pick from Shelf list and facet to Physical Item Request
* After searching for the item, create an internal note to mark that search 1 is complete.
* Use Analytics to create lists of missing items, both with “search 1 complete” in a notes field and without, to track search.
* After this is done, move items to a Missing Tempoary Location with an expiration date of 2 years in the future. After this expires, they will appear in a restore. Also create an internal note of to be deleted.

Our current Claims Returned process is that if an item is claimed return - it remains on the patron's record, but they are not charged for the item. Lists of Claims Returned Items are searched on a quarterly basis. If found they are cleared from the patrons record. How does this work in Alma?

Search for “the” as physical items, limit to Loan, go to a user. Mark as Claimed Returned.

The loan’s status is changed to Claim Returned.

The item’s Process Type value is Claimed Returned, and the item remains requestable and is considered to still be on loan.

By default, overdue fines accumulated prior to the item being claimed as returned are applied to the patron's active balance, but no new overdue fines accrue from that point onward. (This functionality, however, can be configured using the overdue\_at\_claim\_return\_loan parameter.

To create a set of items for searching:

Use Advanced Search on Physical Items with Process Type of Claimed Returned. Save as Logical set. Then, use Tools → Excel to export into Excel for a printable list. You could also use Analytics to create a report that is sent out regularly.

If not found after x searches, you can then navigate through the saved set to the user’s fulfillment activities and manually mark as lost.

If found, to clear from a patron’s record, scan the item back in.

**Helpful links:**

<http://knowledge.exlibrisgroup.com/Alma/Product_Documentation/Alma_Online_Help_(English)/Fulfillment/020Circulation_Desk_Operations/040Managing_Patron_Services#Viewing_Fines_and_Fees_and_Receiving_Payments>

<http://knowledge.exlibrisgroup.com/Alma/Product_Documentation/Alma_Online_Help_(English)/Fulfillment/020Circulation_Desk_Operations/040Managing_Patron_Services#To_claim_an_item_was_returned>

<http://knowledge.exlibrisgroup.com/Alma/Product_Documentation/Alma_Online_Help_(English)/Fulfillment/080Configuring_Fulfillment/110General#Configuring_Anonymization>

**20170209 Alma functional call chat transcript**

from Bill Folden \_HSU to Everyone:

Is there a way to automate fines/fees are sent via Alma for locally create users (internal)?

from Bill Folden \_HSU to Everyone:

Similar to external users via the bursar

from Bill Folden \_HSU to Everyone:

export fines to cashiers

from Bill Folden \_HSU to Everyone:

correct

from Bill Folden \_HSU to Everyone:

I'm good at bringing up thorny stuff :)

from Bill Folden \_HSU to Everyone:

Thanks.

from CSUSB Circ to Everyone:

Where did that reason why it was waived show up if we wondered at a later time?

from Bill Folden \_HSU to Everyone:

Awesome!

from Troy Compton (SDSU) to Everyone:

If an fine is closed from being sent over to cashiers, how can a credit be sent if we would like to waive a fine.

from julie kowalewski Ward to Everyone:

Thanks!

from Troy Compton (SDSU) (privately):

Hi dolph, will that work flow change in the future? I understand we are pushing off responsibility for collecting fines, but when items are billed and then returned the library would still have to contact cashiers. Or if there was a fine created in error because we never checked in a item that was sitting on a shelf, which is seen a sometimes with course reserves.

to Troy Compton (SDSU) (privately):

Hi Troy - there aren't plans to change the design -- and again, there is a way to push a credit to the bursar if an error does get made at the desk. The bursar profile also includes date thresholds to give staff time to catch human error, if desired.

from Troy Compton (SDSU) (privately):

ok. awesome. thank you dolph.

from Humboldt State U. to Everyone:

could you do that report to just do a count?

from julie kowalewski Ward to Everyone:

No that

from julie kowalewski Ward to Everyone:

is clear

from julie kowalewski Ward to Everyone:

thanks

from Humboldt State U. to Everyone:

yes

from Humboldt State U. to Everyone:

ok

from Humboldt State U. to Everyone:

thanks

from Matthew Prutsman to Everyone:

if you send the item to a temp location

from Matthew Prutsman to Everyone:

of missing

from Matthew Prutsman to Everyone:

what happens if it is found "accidentally"?

from Matthew Prutsman to Everyone:

great, thanks!

from julie kowalewski Ward to Everyone:

Can the note be added to a whole group of items?

from julie kowalewski Ward to Everyone:

Ok. Very helpful\

from Christina (CSUCI) to Everyone:

curious on this

from Christina (CSUCI) to Everyone:

will this allow you to see who had the item checked out

from Christina (CSUCI) to Everyone:

prior

from Christina (CSUCI) to Everyone:

yes... but presumably the item is checked in when it got lost

from julie kowalewski Ward to Everyone:

We are not currently anonymizing

from Christina (CSUCI) to Everyone:

got it thanks megan

from julie kowalewski Ward to Everyone:

If we choose to anonymize - do we lose even the last borrower?

from Dolph Chaney to Everyone:

ex.

from Dolph Chaney to Everyone:

Status Active Inactive Anonymize item loans Loan Anonymization Rules

Anonymize fines and fees

Anonymize resource sharing requests

Schedule

Every day at 23:00

from julie kowalewski Ward to Everyone:

That would be great

from Christina (CSUCI) to Everyone:

oh awesome

from Christina (CSUCI) to Everyone:

i would

from julie kowalewski Ward to Everyone:

Very smart of us! :-)

from Sacramento State to Everyone:

Teeple

from julie kowalewski Ward to Everyone:

Very helpful. Thanks.

from Jodi (privately):

Is the ratio refunded used very much then?

from Jodi (privately):

Is it generally 100% then?

from Christina (CSUCI) to Everyone:

thanks megan

from Jodi (privately):

oops. I thought that was to everyone...

from CSUSB Circ to Everyone:

Can you set a time limit on refunding the money for lost items? Say a year and then no refunds?

from Cal Poly SLO to Everyone:

thank you.

to Jodi (privately):

Hi Jodi: just about everybody does 0% or 100%.

from Jodi (privately):

Thanks

from Matthew Prutsman to Everyone:

thank you!!

from Mark B. (Los Angeles) to Everyone:

Thank you Megan and Dolph.

from Ian Chan to Everyone:

thank you

from Bill Folden \_HSU to Everyone:

do you have to leave the item checked out to the patron to get a refun

from Humboldt State U. to Everyone:

Thanks guys.

from Megan Drake to Everyone:

Bill - Lost items stay checked out on the patron record

from Megan Drake to Everyone:

So it's automatic

from Bill Folden \_HSU to Everyone:

k