Staff User's Guide – Circulation

Version 22

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1 Circulation Overview

This chapter includes the following topics:

- The Circulation GUI

- Working Without a Mouse

- Relationship to Web OPAC

- Sublibraries

The ALEPH Circulation module enables you to register and monitor the various circulation activities of the library (loans, returns, holds, photocopy requests), according to each library's policies.

The system supports different circulation periods, based on the status of an **item**, the status of a **patron** and **due date** formulas. These three elements can be defined by the library to suit its circulation policies and can be changed as the need arises.

When an item is loaned, the system checks both the item and the patron. If there are any restrictions on either one, the librarian is notified. When an item is returned, the system checks whether there is an outstanding hold or photocopy request and whether the item was returned late.

1.1 The Circulation GUI

The Circulation GUI has been designed with an emphasis on usability and ease of access to circulation functions. Item, patron and loan information are interlinked and can be accessed with a minimum of cursor movement. Multiple panes containing relevant information for each function can be displayed simultaneously.

Here is an example of a Circulation GUI screen displaying Patron information:
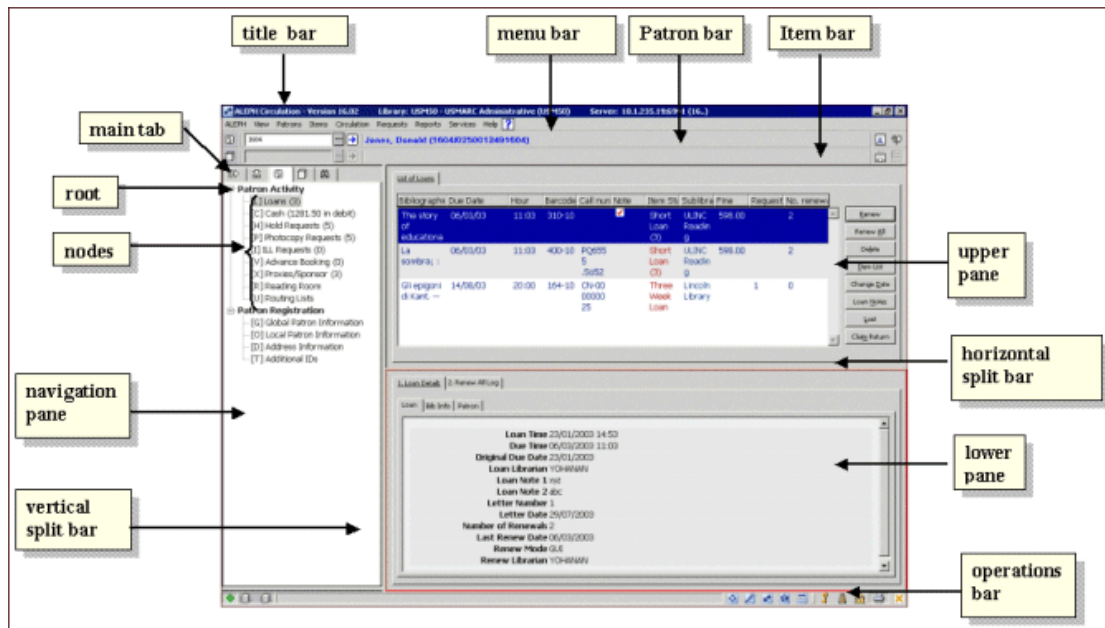
The various screen elements in the Circulation GUI (as shown above) are explained in the following sections.

1.1.1 Toolbars

Title bar

The title bar shows the name of the program. It also displays status messages relating to the program and to user commands:

Menu Bar

The menu bar is laid out conventionally:
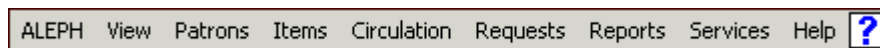
Place the pointer over the menu name (for example, Items) to reveal the related menu commands.

Patron Bar

The Patron bar contains brief information about the selected patron, such as patron name and patron ID:

To display a patron record, enter the patron ID or barcode in the box, and click , or press Enter.

Patron List

Click the ![icon] icon from the Patron bar to invoke the Patron List window which allows you to find a patron's administrative record.

On the far right of the Patron bar, two icons are located, the New Patron icon, and the Patron Profile icon.

New Patron icon

Click the New Patron icon to invoke the Global Patron Information window, or the Patron Registration form (depending on setup), which enable you to enter a new patron record.

Patron Profile

Click the Patron Profile icon to invoke the Patron Profile list, which enables you to create or modify a group profile.

Item Bar

The Item bar contains brief information about a selected item, such as title, author, and barcode number:

| 361-10 | ... → | BIB= 361 ADM= 361 - Local history, (Parker, Donald Dean, 1899-). |
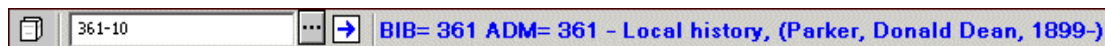
To display an Item record, enter the item barcode or call number in the box, and click ![icon] , or press Enter.

The Item bar contains two icons, the Catalog Record and Create Item icon and the Full Screen icon.

Call Number List

Click the ![icon] icon from the Item bar to invoke the Item List by Call Number window, which allows you to find an administrative record using its Call Number.

Catalog Record and Create Item

Click the Catalog Record and Create Item icon from the Item bar to invoke the Catalog Record and Create Item window, which allows you to catalog a new item with minimum information.

Full Screen

Click the Full Screen icon from the Item bar to activate the Full Screen mode. Note that this functionality is only relevant for Show screens in the Search tab. In all other instances, this icon is inactive.

Clicking an icon invokes the corresponding screen.

1.1.2   Panes

Navigation Pane

The navigation pane contains the following:

- main tab

- navigation tree

Main Tab

The main tab consists of a row of icons that correspond to the major activities in Circulation:
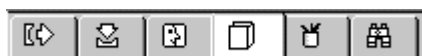
Clicking an icon invokes the interface associated with that icon. For example, clicking the Loan icon invokes an interface for conducting loan-related activities.

Name	Icon
Loan	
Return	
Patron	
Item	
Admin	
Search	

1.2   Working without a Mouse

You can advance from one pane to another by using the following shortcut keys:

Shortcut Keys	Lets you do this
TAB	move to the next control in the dialog box.

Shift+TAB	move to the previous control in the dialog box.
Ctrl+TAB	move from the first control in the top toolbar to the lower pane.
Ctrl+Alt+TAB	move from the lower pane to the first control in the top toolbar.
Ctrl+1	move to the left pane, containing a tree.
Ctrl+2	move to the right upper pane.
Ctrl+3	move to the right lower pane.
Ctrl+4	move to the navigation tree (left lower pane) in Cataloging.
Ctrl+5	move to the first edit or combo field in the first line of the top toolbar.
Ctrl+6	move to the first edit or combo field in the second line of the top toolbar.

Note that a frame appears around the active pane.

Shortcut Keys Available in the Circulation GUI
The following table shows the default shortcut keys. These shortcut keys can be customized.

Function	Shortcut key
Catalog Record and Create Item	CTRL+F8
Create Hold Request	CTRL+R
Create Photocopy Request	CTRL+P
Delete Hold Request by Barcode	CTRL+D
Delete Patron	CTRL+U
Duplicate Patron	CTRL+F10
End Patron Session / End Item Session / End Loan Session / End Return Session	F4
New Patron	CTRL+F7
Print Letter - Hold Request Filled	CTRL+L
Print Letter - Hold Request Not Filled	CTRL+W
Reserve Items	F3
Switch to Item	F8
Switch to Loan	F5
Switch to Patron	F7
Switch to Return	F6
Switch to Search	F9
Switch to Admin	Ctrl+[B]

The following shortcut keys are hard coded and cannot be customized:

Action	Shortcut key
All Lists - Print List	F11
Date Edit and Time Edit - Reset Dates	F12
Help	F1

1.3 Relationship with Web OPAC

The Circulation and Web OPAC modules are interconnected. Circulation information relevant to each item (if on loan, expected return date, number of hold requests) can be viewed in the Web OPAC. Each patron can use the Web OPAC to see a list of all his loans and hold requests; to renew loans; to check his cash transactions and to place hold requests or photocopy requests. A new patron can register through the Web OPAC.

The patron and the library staff can communicate through message fields. The patron reads and writes messages in the Web OPAC, and the library staff reads and writes messages in the GUI.

1.4 Sublibraries

Circulation activities are linked to the Administrative library. Within one administrative library, several sublibraries or branches can be defined and circulation activities can be handled separately for each sublibrary. In this case, the password of the circulation librarian must be defined at the sublibrary level.

Circulation is handled at the level of items. Every item belongs to a sublibrary. The relationships between the Administrative library, sublibraries and items is shown below.
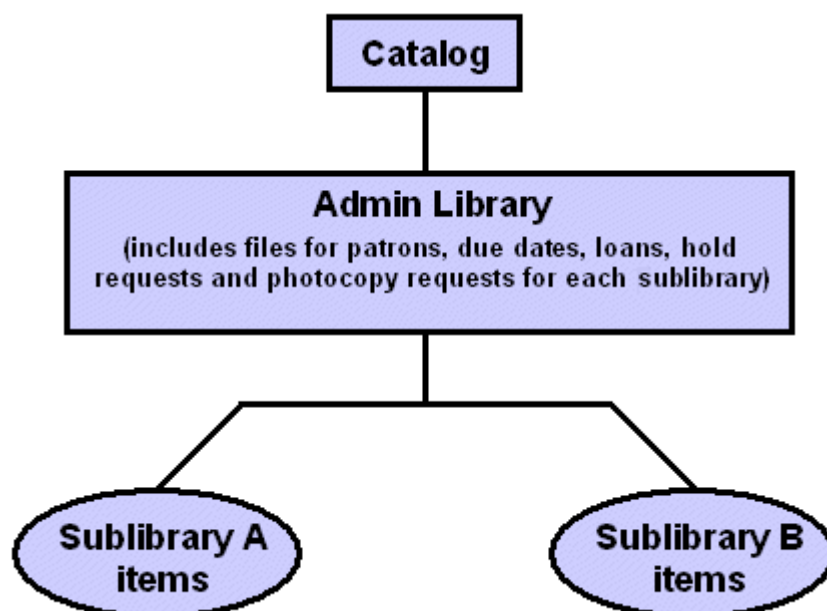
2 Patron Overview

This chapter includes the following sections:

- What is a Patron?

- The Patron Tab

- The Patron Bar

- Creating a New Patron

- Opening a Patron Record

- Updating a Patron Record

- Duplicating a Patron Record

- Deleting a Patron Record

- Closing a Session with a Patron

- Global Patron Information

- Local Patron Information

- Address Information

- Additional IDs

  - Patron Profiles

2.1 What is a Patron?

In the ALEPH 500 system, a patron consists of several records that contain all the information pertaining to him.

- A global record contains personal information such as name and date of birth, as well as all patron ID information.

- One or more local records - A local record is always attached to a global record. The local record represents the patron in his capacity as a patron of a specific sublibrary.

- One or more address records - An address record is always attached to a global record. Each address record stores one of the patron's addresses. Different types of address records can be the student's dormitory address or his parents' address.

In order to work with any patron's record, to open a session with a patron, select the Patron tab:
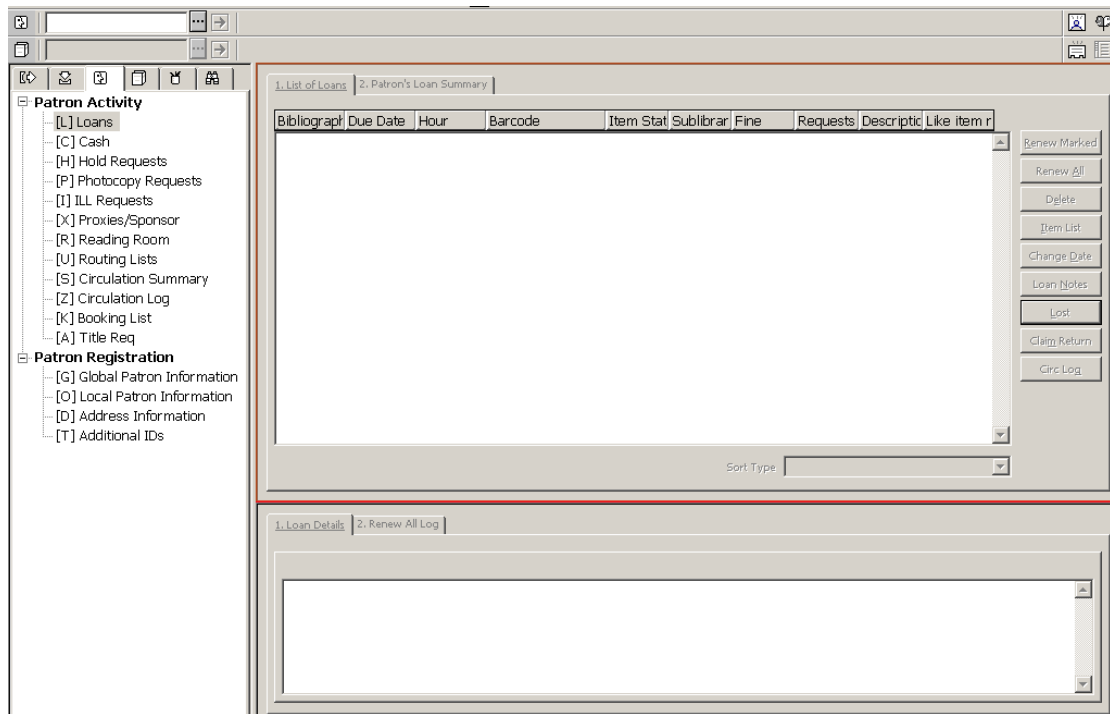
The Patron Tab

The Patron tab is comprised of the Patron Activity root with nine nodes and the Patron Registration root with four nodes.

Patron Activity

- Loans

- Cash - lists all transactions for which the patron is charged a fee, as well as free transactions, credits due to the patron and the history of paid transactions.

- Hold Requests

- Photocopy Requests

- ILL Requests

- Proxies/Sponsor

- Reading Room

- Routing Lists

- Circulation Summary

- Circulation Log

- Bookings

Patron Registration

- Global Patron Information

- Local Patron Information

- Address Information

- Additional IDs

The Patron Bar

The Patron bar includes the following six elements:

1. The Patron icon .

2. The Patron field where you enter the patron ID or patron barcode.

3. The list button.

4. The arrow button sends the value entered in the Patron field to the server.

5. The display area shows the patron's name and ID/barcode.

6. The New Patron and Patron Profile icons on the far right.

The Patron Bar is only active when either the Patron Tab or the Loan Tab are open.

2.1.1   Creating a New Patron

Click the New Patron icon on the Patron Bar to create a new patron.
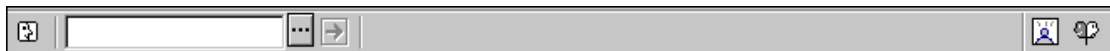
An empty Global Patron Information form will be displayed. This form is also available by using the Ctrl+F7 hotkey or by selecting the menu entry Patrons / New Patron.
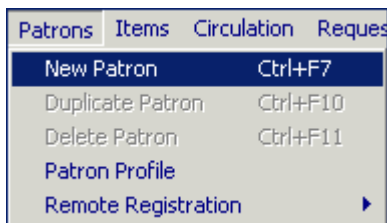
2.1.2   Regular Patron Registration

If the FastPatronRegistration flag in the Circ.ini file is set to N, the Global Patron Registration form will be displayed. This form has two tabs: Patron Information (1) and Patron Information (2).

Fill in the details and click **Update**. For a complete explanation of the Global Patron Information form, see Opening a Patron Record on page 25.

2.1.3 Fast Patron Registration

If the FastPatronRegistration flag in the Circ.ini file is set to Y, the following Patron Registration Form will be displayed.

This form registers a new patron in the system. The form contains fields pertaining to local patron information and address information, in addition to global patron information fields such as ID, barcode, name and date of birth.

The form contains full information on one address (including e-mail, zip code and telephone numbers), and local patron information such as patron sublibrary and status (for the Z305 record). The form does not contain fields relating to proxies and blocks (delinquencies).

The form's buttons are:

Update

If you have update privileges, you may change the information on this form. To do so, make your changes and click the Update button. (If you do not have update privileges, any changes you make will not be saved when you click the Update button.)

Save Defaults

Clicking this button will save the following values as defaults:

1. Patron Sublibrary

2. Language

3. Home Library

4. ILL Library

The next time the form is opened, the values that were in these fields when **Save Defaults** was clicked will be automatically loaded.

The form's editable fields are:

Additional ID
The field is optional. The Additional ID may be up to 20 alphanumeric characters. Which additional ID this field relates to is set by the system librarian.

Add. ID Verification
The field is optional, unless the 'Additional ID' field has been filled in and the system has been defined to require verification for this ID. The additional ID verification field can be up to 20 alphanumeric characters.

Barcode
This field is mandatory. The Barcode may be up to 20 alphanumeric characters. Depending on the way your system administrator set up the system, you might be able to leave the Barcode field blank, and the system will fill in a value according to a predefined counter.

Barcode Verification
This field is mandatory. It is the security code attached to the barcode.

Depending on the way your System Librarian set up the system, you might be able to leave the Barcode Verification field blank, and the system will fill in a value according to a predefined counter.

Patron ID
This field is mandatory. The Patron ID may be up to 12 alphanumeric characters and must be a unique value.

Depending on the way your System Librarian set up the system, you might be able to leave the Patron ID field blank, and the system will fill in a value according to a predefined counter.

Pincode
This field is mandatory. The Pincode is used for verification, providing an additional security check beyond that provided by the Patron ID or Barcode. It is one of the parameters used by the system to identify the patron when signing in to the Web OPAC.

Depending on the way your System Librarian set up the system, you might be able to leave the Pincode field blank, and the system will fill in a value according to a predefined counter.

Name
This field is mandatory. The name field needs to be entered as:

`Last Name <comma> First Name`

The Name field is stored as:

`Last Name <space> First Name`

If you want the name in the address record to be built as: First Name <space> Last Name, specify the following line in pc_server_defaults :

`setenv fix_address_name    Y`

The following is an example with this setting:

`Smith, John`

becomes in the address record:

`John Smith`

Address
Fill in the patron's address information.

E-mail
Fill in the patron's e-mail information.

Click to send an e-mail message to the patron. The patron's e-mail address will automatically be inserted in the To field.

Zip Code
Fill in the patron's zip code.

Date of Birth
Fill in the patron's date of birth.

Gender
This field is optional. Select the gender of the patron.

Place of Birth
This field is optional. Type the patron's place of birth.

Telephone 1 and Telephone 2
Fill in the patron's phone numbers.

Receive SMS
Checking this box will enable the patron to receive SMS (Short Message Service) messages from the library when the library administrator has chosen to allow SMS messaging. Sending the SMS depends also on an SMS number being registered in the SMS Number field.

SMS Number

Type in the number to which SMS messages will be sent if the 'Receive SMS' check box has been checked.

Patron Sublibrary

This field is mandatory. The sublibrary entered in this field will be the sublibrary for which a local patron record (Z305) will be created for the new patron.

Patron Status

This field is mandatory. The status entered in this field will be the patron's status in the local patron record (Z305) that will be created for the new patron.

Patron Type

Select from a drop-down list of allowed patron types for the sublibrary in which the patron is being registered. System defaults will be used if no value is entered.

Language

This is the language to be used for correspondence with the patron.

Home Library

This is the patron's preferred sublibrary. The Home Library is taken as a default pickup sublibrary for hold and photocopy requests. If no Home Library is chosen, the default pickup sublibrary will be the item's sublibrary.

Profile

The Profile includes the definition for the set of logical bases to which the user is denied access and various privileges in the Web OPAC. If this field is left blank, the system will use the "ALEPH" profile.

ILL Library

Choose the sublibrary that should fill the patron's interlibrary loan requests. If this field is left blank, the patron will not have the right to place an ILL request.

Global Notes

You may enter any additional information, such as special status (foreign exchange student), special interests, and so on. You may enter up to 100 characters in each field.

After the Update button is clicked, all of the patron's records (Z303/Z304/Z305/Z308) will be created. The records are created based on the values supplied in the form and the default values described below.

When a new patron has been registered, the record is automatically displayed in the Patron panes (for verification and for adding local records).

2.1.4   Remote Patron Registration

The Remote Registration option enables creation of a new patron by copying patron data from another library. Copying patron information which already exists in another library saves the time required for data entry.

This option is relevant in two cases: in a single ALEPH application that has multiple administrative libraries, some of which are set up as having "non-shared" patrons; or multiple ALEPH applications running under the same version, who wish to facilitate sharing of patron data.

In both cases, the system copies data to create a new global record and ID records. The patron's barcode will be used in common in all libraries. If the barcode is changed at a future time, it must be separately changed in each library.

Automatic creation (by copying) of the patron's address records and generation of a local "ALEPH" record depend on setup.

Other optional features (that is features that depend on the setup) are the ability to perform checks on the patron's global record at the remote library (and override the checks that are displayed), and the ability to automatically register the patron's remote "home library" in a note field.

2.2   Opening a Patron Record

Enter a patron's ID, barcode or additional ID (corresponding to the ID types 00,01 and 02 or other) in the Patron bar's Patron field.
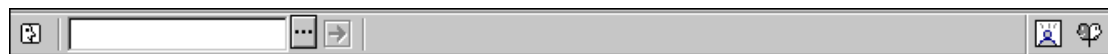
and click .

There are several ways to do this:

- Type the ID or barcode in the Patron field.

- Scan in the barcode.

- Select a patron from the Patron List. The Patron List is invoked by clicking the Patron List icon on the Patron bar.

2.2.1 The Patron List

The Patron List offers a number of options to search for patrons:

Sort by
It is possible to sort the list by patron name, patron ID or patron barcode number.

Display Local Patrons Only
To display only those patrons that have local records, that is for specific sublibraries, select this option. To display all patrons leave this option blank.

Note: Whether or not patrons whose only local record is ALEPH are considered to be local patrons depends on your system's setup.

Enter Starting Point
Jump to a particular point in the list by typing in text in the space provided and pressing Enter. Text for Patron ID and Barcode can only be entered in capital letters.

Buttons on the Patron List
The following buttons are available on this screen:

Select
To select a patron, highlight the entry and click the Select button.

Keywords
Click Keywords and enter a text string to retrieve patrons whose names or addresses include the keyword(s) entered. Once a patron has been called up the screen will be populated with the patron's information. This information remains on the screen until the end of the patron's session.

New Patron
This button opens a Patron Registration Form, allowing you to register a new patron according to the regular library settings. At the end of the registration process the patron list will be closed. The button is displayed only if the patron list was opened by using the patron bar's ellipsis button.
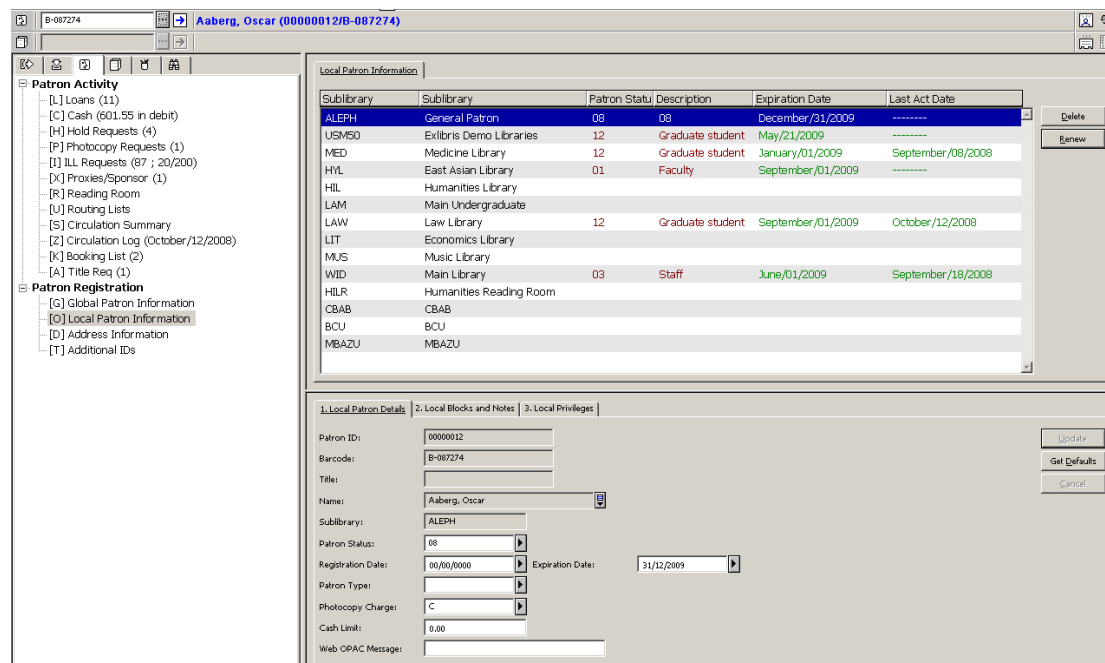
The patron's name, patron ID and barcode will appear on the Patron bar.
Addition ally, if blocks/notes exist, an indication appears on the Patron bar.

The patron's current cash balance; number of current loans, hold requests, photocopy requests, ILL requests, advance bookings and reading room items; and the number of the patron's proxies and sponsors will appear on the Patron tab.
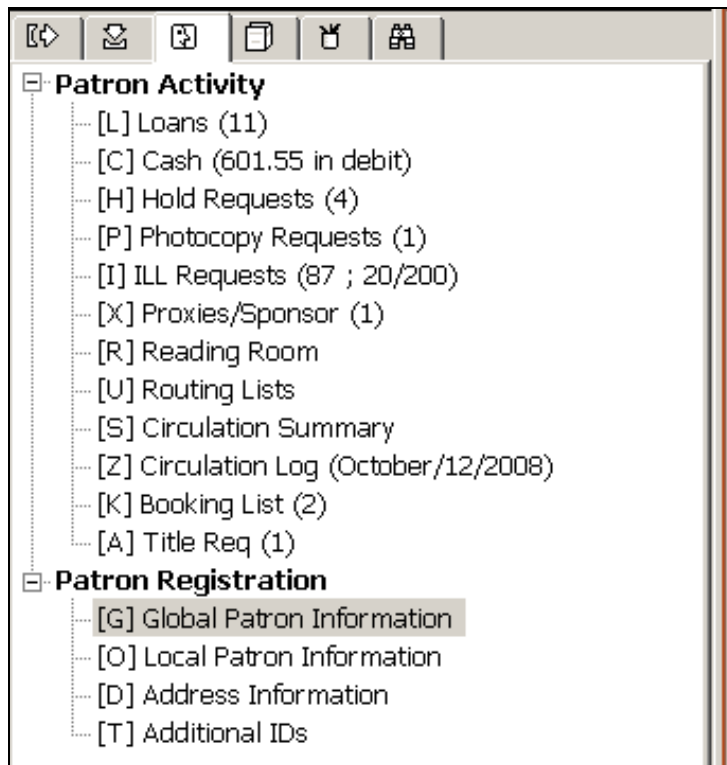
The upper pane displays an overview of the patron's data. In the example below, the Local Patron Information node was selected from the Patron tab. The Local Patron Information tab is displayed in the upper pane:

The lower pane displays detailed information of the line that is highlighted in the upper pane. This information can be edited and updated. In the example below, the Local Patron Details tab is shown:

2.3 Updating a Patron Record

Open a patron record as described in Opening a Patron Record on page 25. Enter your changes in any of the tabs. After making the changes, click Update to save them. Note that generally changes are only made in the lower pane.

For the System Librarian: Note that in addition to the regular permissions required for updating a patron record, the permissions also depend on the tab100 USER-PERMISSION variable.

2.4 Duplicating a Patron Record

To duplicate a patron record, highlight the Duplicate Patron entry under the Patrons main menu or use the Ctrl+F10 hotkey.

The Global Patron Information form will be displayed for you to edit.

2.5 Deleting a Patron Record

To delete a patron record, highlight the Delete Patron entry under the Patrons main menu or use the Ctrl+U shortcut key.
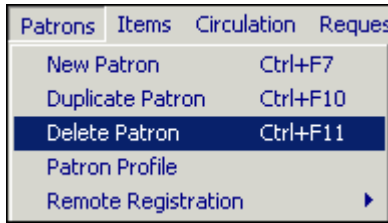
You will receive a prompt asking if you are sure you want to delete.

The system will not delete a patron who owes money, has outstanding loans or outstanding ILL requests (requests that are not closed or cancelled). In the case of outstanding loans, you must first delete the loan transactions and then delete the patron record. In the case of outstanding ILL requests, you must first close or cancel the request and then delete the patron record. If all of the patron's ILL requests are non-active, the patron will be deleted and the patron's ID in the ILL records will be substituted with the string DELETED.

If all the patron's cash transactions have been paid or cancelled, the patron will be deleted and the patron ID in the closed cash transaction records will be removed.

If a patron has Hold/Photocopy Requests, the system will warn you, but you can still delete the patron record.

When the patron record is deleted, all of the information about the patron (address, hold and photocopy requests, privileges, and so on) is deleted from all of the related libraries and sublibraries.

Note: in a Multi-ADM environment, the patron record (Z303 record) of a patron registered to an ADM library participating in a shared environment will be deleted unless this patron has Z305 records in another ADM library. In the case that the patron has Z305 records in another ADM library, only the local information (Z305 records) of the active library will be deleted. The Global Patron Information (Z303 record) will be deleted only after the patron's Z305 records in all other ADM libraries have been deleted.

2.6 Closing a Session with a Patron

When you have finished working with the current patron, press F4 to end the session. This will clear all information about the patron from the screen.

Entering and sending a new patron ID/barcode to the server also closes the previous patron's session.

2.7 Global Patron Information

The Global Patron Information pane has two tabs: Global Patron Details and Global Blocks and Notes.

Update
View and modify administrative and personal information about the patron. Click Update to save changes.

Refresh
In order to display values that come from counters, click Refresh. The possible available values are: Patron ID, Pincode, Barcode, Barcode Verification. Note that Patron ID cannot be updated once the patron has been created.

Letter
Click Letter to print a letter to a patron. You will be able to select from a number of letter formats defined by your System Librarian. This function is also used to print the patron's circulation list and library card.

Check
Click Check to verify whether or not the patron is blocked from loaning items. If he is blocked the reason/s will be displayed.

Update Picture
Click Update Patron to add a new picture or update the current one. See the explanation on the Patron Picture field for more details.

2.7.1 Global Patron Details Tab

Open Date

Mandatory. This is the date that the global patron record was created. The date is filled in automatically by the system.

Update Date

Mandatory. This date is the last date the global patron information was changed. When creating a new patron, the Open Date and Update Date are identical.

Patron ID

Mandatory. The patron ID may be up to 12 alphanumeric characters and it is a unique value. It is also unique in relation to other keys, such as Barcode and Additional IDs, allowing cross key uniqueness. This field cannot be changed.

Pincode

The pincode may be used for verification, providing an additional security check beyond that provided by the patron ID, patron barcode or additional IDs. The System Librarian determines whether this field is optional or mandatory.

Barcode

The patron barcode may be up to 20 alphanumeric characters and is a unique value. If you want the patron barcode code to be used for verification as well, be sure to enter it in the pincode field. It is also unique in relation to other keys, such as patron ID and additional IDs, allowing cross key uniqueness. Whether this field is optional or mandatory, is determined by the System Librarian.

Barcode Verification

This verification is used together with the patron barcode when signing in to the Web OPAC. The System Librarian determines whether this field is optional or mandatory.

Name

Mandatory. The name may be up to 100 characters. Enter the name as it should appear in the alphabetical list of patrons. Many libraries use the format "Last name First name". For example, Smith John.

Salutation

The salutation may be up to 100 characters long.

Title

Optional. This is the form of address, such as Ms. or Professor. The Title may be up to 10 characters. The list of available titles is defined in pc_tab_exp_field.lng under the USER-TITLE section.

Date of Birth

Optional. This field is set to 00/00/0000 by default.

Gender
This field is optional. Select the gender of the patron.

Place of Birth
This field is optional. Type the patron's place of birth.

Language
Mandatory. This is the language to be used for correspondence with the patron. If the Language field is left empty when creating the patron record, the first entry from the drop-down list is filled in automatically.

Budget
Optional. This is the budget from which cash transactions should be debited. Automatic budget debit is not yet functional.

Profile
Optional. The profile includes the definition for the set of logical bases to which the librarian is denied access and various privileges in the Web OPAC. If the field is left blank, the system will use the IP address instead. If there is no IP Profile, then the default (ALEPH) Profile is used.

The profile is defined in the Profile List available through the Patron Profile icon on the Patron Bar or through the Patron Profile entry under the Patrons main menu. See Patron Profiles on page 48.

Home Library
Optional. This is the patron's preferred sublibrary.

The Home Library is taken as a default pickup sublibrary for hold and photocopy requests. If no Home Library is chosen, the default pickup sublibrary will be the item's sublibrary.

If a patron places an ILL request without specifying a pickup sublibrary, the item is loaned to his Home Library. This requires that the sublibrary code of the Home Library be registered as a patron with a global and a local record.

When creating a Hold or Photocopy Request, whether through the Circulation GUI or via the Web OPAC, the patron's Home Library is offered as the default pickup sublibrary. If the Home Library is not set up as a valid pickup library for the item in tab37 (for hold requests) or tab38 (for photocopy requests), either the item's sublibrary or another library that has been defined by the system librarian will be used as the default pickup location instead.

Dispatch Library
Not yet implemented.

Data Export Consent
(For external applications: Non-ALEPH)

Optional. Select this box if the patron agrees to have his information shared with external institutions.

Send All Letters to Patron

This box is checked by default. When it remains checked, all letters to the patron are printed. Clear the check box if the letters that refer to the Send All Letters to Patron parameter should not be printed. These letters are:

• Hold Request Letter (hold_request_letter_nn)

• Photocopy Request Letter (photo_request_letter_nn)

• ILL Arrival (ill_arrival_nn)

Click on to send an e-mail message to the patron. The patron's e-mail address will automatically be inserted in the To field.

Receive SMS

Checking this box will enable the patron to receive SMS (Short Message Service) messages from the library when the library administrator has chosen to allow SMS messaging. Sending the SMS depends also on an SMS number being registered in the Address Details form.

ILL Library

Optional. Choose the sublibrary that will attend to this patron's interlibrary loan requests. If this field is left blank, the patron will not have the right to place an ILL request.

ILL Total Limit

Optional. The ILL Total Limit specifies the maximum number of interlibrary loans that a patron may request within a specific period. If, for example, the total limit is set to 15 requests for a certain period, the patron will be prevented from requesting further items after the 15th ILL request is made. If your library policy does not limit the number of total ILL requests, set the value to 9999. This will facilitate an unlimited number of ILL requests.

A field in the Web OPAC user information screen shows the total number of ILLs that a patron has requested. Clicking the hyperlink gives information relating to each ILL.

ILL Active Limit

Optional. The ILL active limit specifies the number of ILL requests that may be active at any one time. If your library policy does not limit the number of active ILL requests, set the value to 9999. This will facilitate an unlimited number of ILL requests.

If you want to create several supplier requests for a single ILL request but place them on hold for later dispatch, it is important to change the status to 'PND - Pending'. Otherwise, the ILL active limit for the patron will be inaccurate.

A field in the Web OPAC User Information window shows the active number of ILLs that a patron has requested. Clicking the hyperlink gives information relating to each ILL.

This limit is active only when the ILL request is placed through the Web OPAC.

Sponsor's ID
Optional. In the standard library system, each patron is able to borrow items for himself but not for anyone else. However, in more complex systems, the library may allow a patron to borrow items on behalf of someone else who acts as his sponsor. For example, a teaching assistant may be able to borrow items on behalf of sponsoring professors.

In order to support this situation, you should first create a primary global patron record for the teaching assistant and fill in the Patron ID, leaving the Proxy ID field blank. Create additional global patron records for the teaching assistant acting as proxy for his sponsors (one for each professor). Each of the teaching assistant's global patron records will have a unique patron ID. In the Sponsor's ID field of each global patron record fill in the Patron ID of the sponsoring professor.

Primary ID
Optional. The Primary ID is the regular Patron ID of a patron who is also a proxy.

Proxy Type
Optional. This field defines which circulation activities will be attributed to the sponsor and which will be attributed to the proxy.

Mail Attachment
This field defines how the patron receives letters in e-mail messages. The options are to receive only HTML attachments, only plain text within the e-mail body, or to receive both. The default is to receive HTML attachments only.

Title Request Limit
This field defines the number of active title requests the patron is allowed to have.

Patron Picture
A picture of the patron can be displayed in the patron record in the GUI. A file containing the picture must be present on the relevant location on the server.

Please note that the picture window is square. If the original picture is not, the picture is compressed to fit into the GUI picture window.

A picture can be added or updated by clicking the Update Picture button. This opens the dialog box show below.
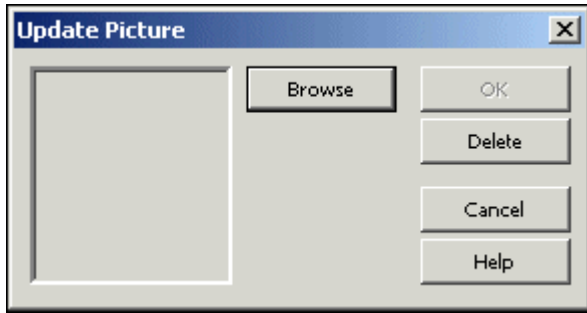
Clicking on the Browse button opens a dialog box which enables you to load a picture file from the local PC or from the network for preview.
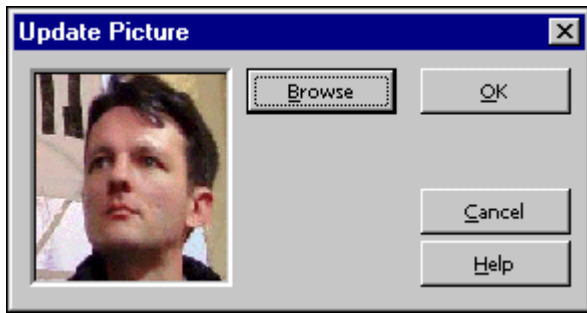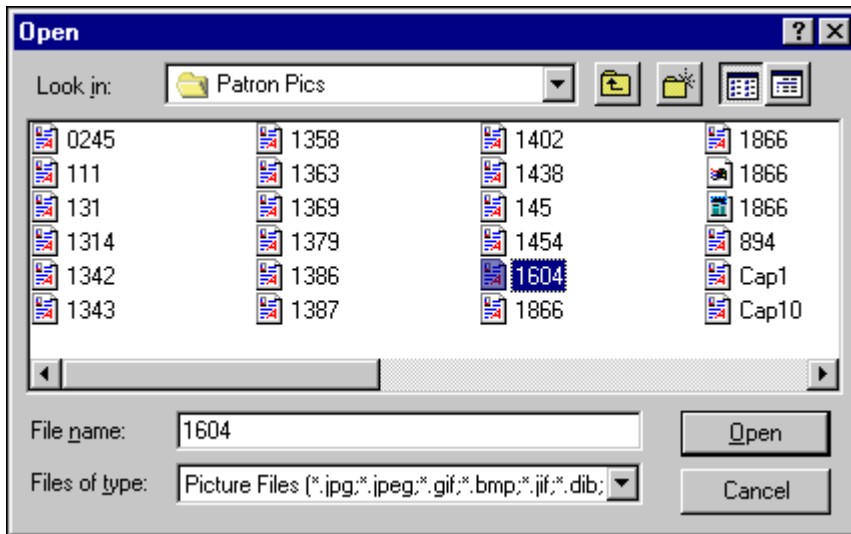
After confirming by clicking OK, the new picture file is saved on the server in the bor_pics directory of the user library (for example, ./usr00/bor_pics).

The picture file is automatically renamed. The new name is <patron ID>.<original file extension>. For example, if a file such as "mypicture.jpg" is loaded for patron 1234567, the new file will be "1234567.jpg" (under bor_pics). Note that at this point, all other picture files of that patron are deleted (for example, "1234567.gif").

2.7.2   Global Blocks and Notes Tab

All the fields in this tab are optional.

Global Block 1, 2 & 3
These are reasons why the patron may be denied privileges (loan, hold, etc.). One reason may be, for example, vandalizing property. When the patron tries to borrow an item, the system will check for blocks and if there are any, the reasons will be displayed to the librarian. The Block field consists of a 2-character code, and a note of up to 200 characters.

Global Note 1, 2 and 3
You may enter any additional information, such as birthdate, special status (for example, foreign exchange student), special interests, and so on. You may enter up to 200 characters in each field. Alternately, you may choose from a list by clicking the button to the right of the field.

Additional Note 1 and 2
You can enter any additional notes. You can enter up to 200 characters in each field.

"Patron Loader" Protected Fields:

- Complete Record

- Patron Addresses

- E-mail Address

- Patron Status

- Expiration Date

To protect fields/records from being overwritten when updating patron records with the Patron Loader (file-20) service, check the corresponding boxes. When the Patron Loader (file-20) service is run, the checked fields are not updated if they already contain data. If a field is empty, it is updated with the new data. This refers to all fields of the Z303/Z304/Z305/Z308 records that make up a patron record during an upload of patron records through the Patron Loader (file-20) service.
The following fields can be protected:

```
Complete Record          all fields listed below
Patron Addresses         z304_address[0]
                         z304_address[1]
                         z304_address[2]
                         z304_address[3]
                         z304_address[4]
E-mail Address           z304_email_address
Patron Status            z305_bor_status
Expiration Date          z305_expiry_date
```

The values for field protection are stored in the z303_plif_modification field. Possible values are "1","A", "B", "D" and "E".

```
1 - do not modify patron records at all (Z303/Z304/Z305/Z308)
A - do not modify address records at all.
        z304_address[0]
        z304_address[1]
        z304_address[2]
        z304_address[3]
        z304_address[4]
B - do not modify the patron status.
        z305_bor_status
D - do not modify the patron expiration date.
        z305_expiry_date
E - do not modify the e-mail address.
        z304_email_address
```

When running the Patron Loader (file-20) service, the z303_plif_modification field is consulted and the fields listed above are updated accordingly.

When creating a user online, with the normal registration, the system does not protect the fields listed above.

2.8 Local Patron Information

Local Patron Information determines the patron's circulation privileges. The lower pane has three tabs: Local Patron Information, Local Blocks and Notes and Local Privileges. The tabs have the following buttons:
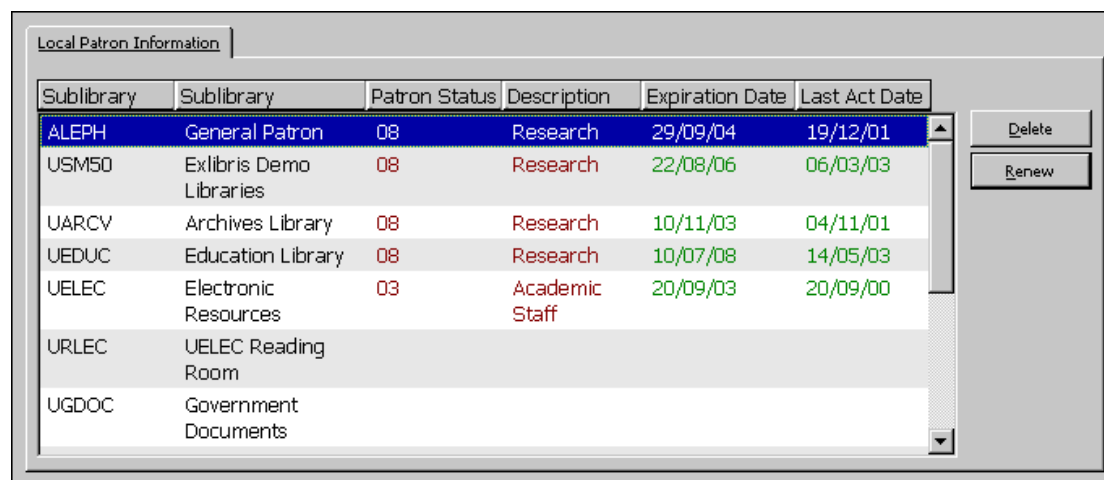
Update
View and modify local administrative information about the patron. Click Update to save changes.

Get Defaults
Default patron privileges have been defined by your System Librarian for each category of patron. After selecting a status for the patron, you may have the system automatically assign privileges and an expiration date by clicking Get Defaults. The default settings are determined in the tab31 table.

2.8.1 Local Patron Information

The Local Information tab displays an overview of the patron's local registration records per sublibrary. Each line includes the sublibrary's code and name; the patron's status code and status name for the sublibrary; the date on which the patron's registration for the sublibrary will expire; and the last date that a circulation activity was registered.

The following buttons are available:

Delete
To delete the patron's registration record from a sublibrary, highlight the desired line and click Delete. You will be asked to confirm that you want to delete the local patron record. The system will check to see whether or not there are any outstanding loans or hold requests and if there are, the patron will not be deleted.

Renew
Click Renew to renew the local patron's registration for the highlighted sublibrary. The Renew Local Patron Registration window will appear.

Click OK to accept the offered option for a new expiration date, or modify the date and click OK. The displayed expiration date is calculated according to settings in the tab30 table.

2.8.2   Local Patron Details Tab

The following fields are available:

The Patron ID, Barcode, Title, Name and Sublibrary fields are for display only. The information may only be changed on the Global Patron Information tab.

Sublibrary
The Sublibrary is the sublibrary you highlighted in the upper pane and for which you want to set the patron privileges. It is for display only.

Patron Status
Patron status is a category of patrons for which a default set of patron privileges have been defined by your System Librarian. After selecting a status for the patron, you may have the system automatically assign an expiration date and privileges by clicking **Get Defaults**.

Note that the drop down menu for Patron Status might vary in different sublibraries. This depends on the system setup.

Expiration Date
This is the date until which the patron privileges in the selected sublibrary are in effect. You may assign an expiration date manually, or, as soon as you select a status for the patron, you may have the system automatically assign an expiration date by clicking 'Get Defaults'.

Registration Date
This is the date on which the patron was registered in the library.

Patron Type
This field specifies the type of patron and is for information purposes only. It does not affect the patron's ability to perform transactions.

Note that the drop down menu for Patron Type might vary in different sublibraries. This depends on the system setup.

Photocopy Charge

This field indicates whether or not the patron should be charged for photocopies. The options are Free (F) and Charge (C).

Cash Limit
This is the maximum amount of money the patron may owe before he is prevented from borrowing additional items. If the patron attempts to borrow an item once this limit is reached, the system will block him and send an alert to the librarian saying that the patron owes money.

Web OPAC Message
The Web OPAC Message field allows communication with the patron through the Web OPAC. You can enter a message of up to 80 characters. There can be a separate message for each of the patron's local records.

The field can be edited both from the Web OPAC Message field in the GUI and the Message screen in the Web OPAC.

2.8.3   Local Blocks and Notes

Local Block 1, 2 and 3
Any block code you assign prevents the patron from performing certain transactions. The system blocks him and sends an alert to the librarian. The block code is displayed for the librarian's reference. The patron is prevented from performing transactions only at that specific sublibrary. This does not affect the other local records of this patron. If both the local patron and the librarian have override privileges, the librarian may override the restriction.

Local Block Note 1, 2 and 3
This field is optional. If you enter a note, it will be displayed along with the block code above whenever a patron is blocked. (See Local Block 1, 2 and 3 above). If you leave this field empty, the system will enter the block note as set in the table that defines block codes.

Local Block Date
This is the date until which the patron is prevented from various circulation activities as defined by your System Librarian. You can manually enter a block date. Moreover, if a patron is fined with a fine that uses a blocking method, the system will set a local block date according to the setup of the table that controls due dates, fines and limits.

Local Note 1, 2 and 3
This information is optional. Any note you enter will only be displayed here on the Local Blocks and Notes tab.

2.8.4 Local Privileges Tab

The patron's local privileges define the scope of activities that the patron can perform in the selected sublibrary. The privileges defined here will apply to the patron if he does not have blocks. If he does have blocks, certain privileges may be blocked by the System Librarian.

Loan
This field determines whether or not the patron may borrow material from the library.

Renewal
This field determines whether or not the patron may renew a loan (if he has no blocks that would otherwise prevent him). Note that an item may not be renewed if there is a hold request for it.

Hold Request
This field determines whether or not the patron may put a hold request on material from the selected sublibrary, provided the item is available.

Multiple Hold Requests
This field determines whether or not the patron may place more than one hold request for the same item. This also determines whether the patron can place more than one advance booking request on the same item per day.

Photocopy Requests

This field determines whether or not the patron may request a photocopy of material in the selected library.

Check Transactions
If you select Yes, when a patron tries to perform any circulation activity, the system checks for any problems such as overdue items or limitations (such as having already borrowed his allotted quota of items). If such blocks are found, the librarian is notified and the patron is prevented from performing the circulation activity. (See Override Privileges below.) The checks are defined by your System Librarian.

If you select No, the system does not check for any blocks. You may want to select Yes for regular patrons and No for institutional patrons such as other libraries. If you select No for the ALEPH patron, no checks are performed.

Override Privilege
The system automatically stops a patron from borrowing materials if there are blocks such as overdue items, or limitations such as having already taken on loan his quota of items. If you check Yes to Override Privileges, the librarian will still be able to loan material to the patron in spite of these blocks.

Late Return Ignored
If you check Yes, the patron will not receive a fine for returning material late and no late return message will be displayed.

Allow Hold on Available Item
This field determines whether or not the patron may place a hold request on an item that is available on an open shelf (that is, the item is not on loan).

Reading Room Permission
This field determines whether or not the patron has permission to request items for pickup at a Reading Room sublibrary and/or for loan at a Reading Room loan station.

Booking Permission
This determines whether or not the patron is allowed to place a booking request on an item whose status means that it is blocked for booking.

Ignore Hours Permission
This determines whether library open and closed hours should be ignored when a booking request is placed by this patron.
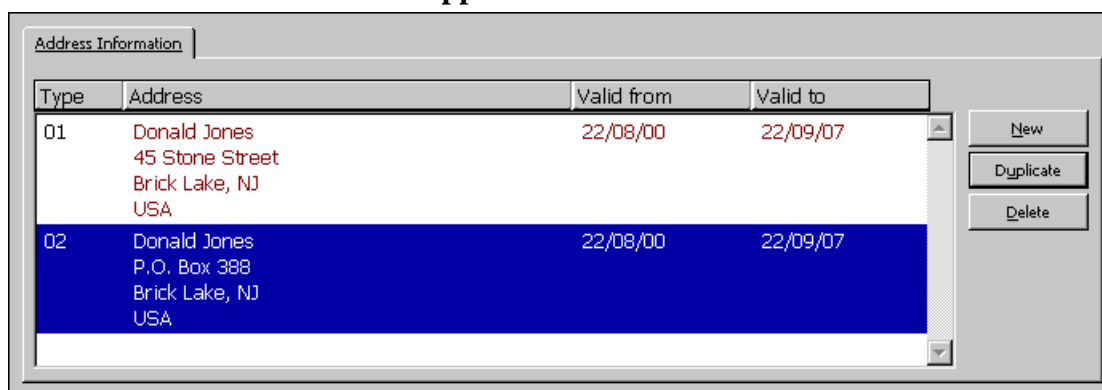
Rush Cataloging Request Permission

This field determines whether or not the patron is granted the privilege to place a Rush Cataloging Request. If the permission is granted and the item is defined as a Rush Cataloging item, then any hold request placed by the item also creates a cataloging trigger. This trigger is used by the catalogers to prioritize the cataloging of the item.

2.9   Address Information

2.9.1   Address Information - Upper Pane

The Address Information tab displays the addresses available for the selected patron.

By default, the currently active mailing address is highlighted when the Address Information node is selected. The address that is the currently the active mailing address depends on the address type and validity dates, as explained below.

When a new patron is created and no address is entered, his name is taken as a default address. The address type and validity range depend on the system's default address definition.

The following buttons are available:

New
To add a new address for this patron, click **New**. The cursor will be positioned in the address field in the bottom pane. Enter the new address and click the **Update** button.
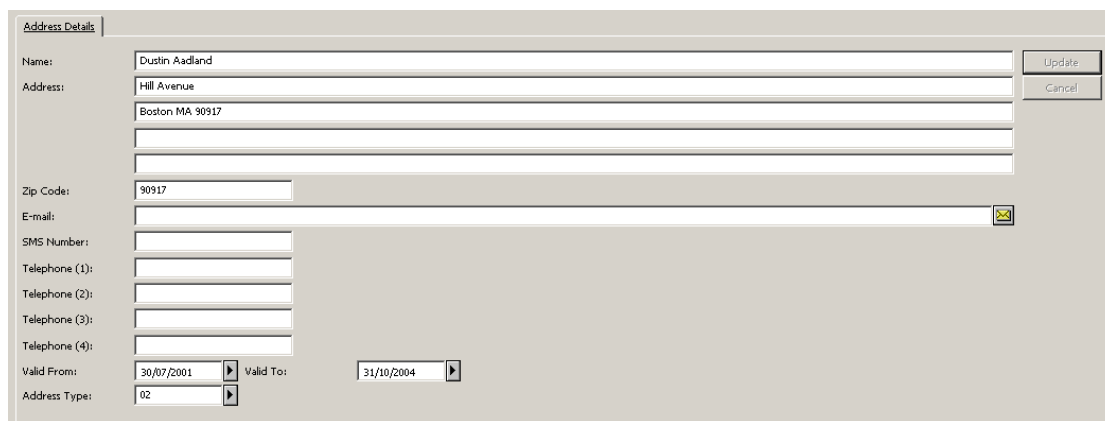
Duplicate
To make a copy of the highlighted address, click **Duplicate**. The details of the address will be displayed in the bottom pane. Modify the address and click **Update**.

Delete
To delete an address, highlight the address and click **Delete**. You will receive a prompt asking if you are sure you want to delete.

2.9.2   Address Information - Lower Pane

The Address Details tab on the Address Information lower pane shows address information for the selected patron.

The following buttons are available:

Update
When you are finished filling in the form, click **Update**.

This button is located to the right of the E-mail field. Click this button to send an e-mail message to the patron.

The following fields are available:

Name
The system will automatically fill in the name as entered in the patron's global information details, but you can change it. The way the name appears in this field is the way it will appear in letters to the patron. Therefore, if the system displays the name with the last name first (Smith John), you may want to reverse the order and put the first name first (John Smith). When the name or the title of a patron are updated in the Global Patron Information pane, the name field in each of the address records associated with him are updated accordingly.

Address
Each line of the address may be up to 50 characters.

Zip Code
The zip code may be up to 9 characters. The format of the zip code can vary according to the definitions set by your System Librarian.

E-mail
The e-mail address may be up to 60 characters. Click the button to send an e-mail message to the patron.

Telephone
There are four available fields for phone numbers (for example, home, work, fax and mobile) Each telephone number can be up to 30 characters.

Receive SMS
Checking this box will enable the patron to receive SMS (Short Message Service) messages from the library when the library administrator has chosen to allow SMS messaging. Sending the SMS depends also on an SMS number being registered in the SMS Number field.

SMS Number
Type in the number to which SMS messages will be sent if the 'Receive SMS' check box has been checked.

Valid From/To
Enter the dates between which this address is valid. If the address is not expected to change, enter a very distant date such as 31/12/2099.

Address Type
Various types of addresses may be available, such as a permanent address (for example, 01 - the address of a student's parents) and a mailing address (for example, 02 - the student's local address). The System Librarian sets the system to choose the relevant address for letters according to one of two available schemes, in accordance with this type of field:
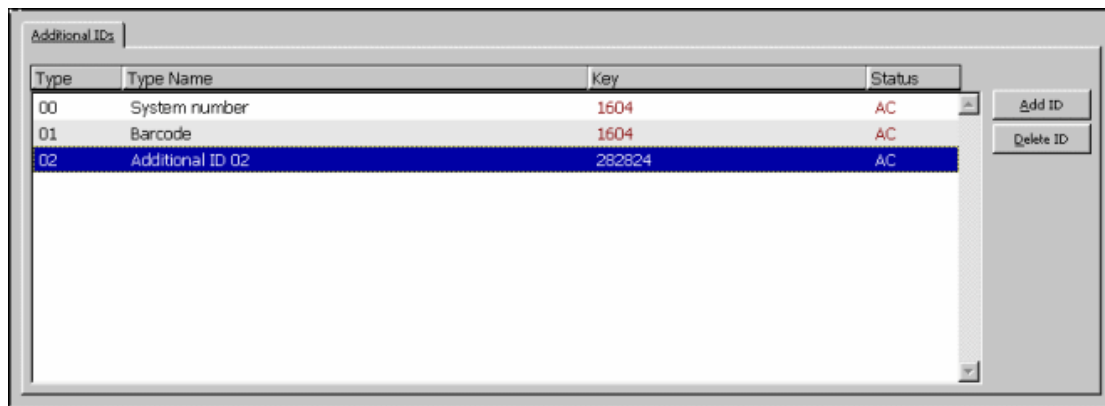
1. The relevant record depends on "02" in type and current from/to dates.
   If no 02 with a current date is found, the system uses 01 with the current date. If no valid address exists, the last 01 type address is taken.

2. The relevant record depends on a table that sets which record type is valid for a specific time period. This scheme does not take into account the valid from/to dates in the address record.

The two schemes cannot be combined.

2.10 Additional IDs

2.10.1 Additional IDs - Upper Pane

The Additional IDs tab is used to update patron IDs and add additional IDs. The system allows for several types of additional IDs that can be used simultaneously as a key to retrieve a patron record in the GUI or in the Web OPAC.

Type 00 (System Number) and 01 (Barcode) are unique. The system ID cannot be changed once entered. The patron barcode can only be updated in the Global Patron Information form. Additional ID types (such as type 02 and up) are not restricted to one entry. The system allows multiple recurrences of additional ID types.

The pincode and barcode verification can also be updated via the Global Patron Information tab.

The following buttons are available:

Add ID
Click Add ID to add an additional ID. The Additional IDs Details tab in the lower pane will become focused. Enter the additional ID's values in this pane.

Delete ID
To delete an Additional ID, highlight the desired line and click the Delete ID button. Note that the button is only active when an additional ID is activated.

2.10.2 Additional IDs - Lower Pane

The Additional IDs Details tab on the Additional IDs lower pane shows ID information for the selected patron. This tab displays the full information of the ID that is selected in the upper pane, and facilitates updating of an existing ID and creation of a new ID.

The following information is updateable:

- Key Type: The key type is the type of the ID field. On the list, the ID and Barcode are also listed but cannot be updated. Select the additional ID type from the list.

- Key Data: In the Key Data field, enter the additional ID itself.

- Verification Type: The only type available is 00=normal.

- Verification: In the Verification Field, enter the verification itself.

- Status: Not in use.

The following buttons are available:

Add
When you finish updating the patron ID, or filling the new patron ID's information, click **Add**.

Cancel
If you wish not to accept the changes you made, click **Cancel**.

For the System Librarian: Note that in addition to the regular permissions required for updating patron IDs, the permissions also depend on the tab100 USER-IDS-PERMISSION variable.

2.11 Patron Profiles

A profile sets user privileges and preferences in the Web OPAC. The profile includes permissions (definitions of records to which the user is denied access, permission to update address, and so on), and preferences (record display, interface language, and so

on).

When a patron accesses the Web OPAC, a particular profile is activated, according to the following setup:

- **Personal Profile:**

  When a patron signs in to the Web OPAC, if his global patron record has a profile listed, then this profile is called up.

  - o If the profile ID is the same as the Patron ID, the user can save changes he makes to the profile preferences. This is called a personal profile.

  - o If the profile ID is different from the Patron ID (that is, a group profile has been assigned to the patron), preferences can be changed and saved (not only for the session). In this case a personal profile is created for the patron (the profile ID will be the same as the Patron ID).

  - o If no profile ID is registered in the global patron record, the IP or ALEPH profile is used; the patron can change preferences and save them in a personal profile patron (the profile ID will be the same as the Patron ID).

- **IP Profile:**
  When a patron first accesses the Web OPAC, the system checks for a profile ID that most closely matches the IP station of the user. The IP address is entered as the profile ID (without dots). The IP address can be truncated by up to six digits, in order to include a group of IP stations.

- **ALEPH Profile:**
  When the patron accesses the Web OPAC, if there is no IP Profile, then the default (ALEPH) Profile is used.

When a patron signs into the Web OPAC he can modify the profile fields that relate to display preferences if he has a personal profile. This is done on the Display Formats window accessed via the Preferences link from the Web OPAC or from the Personal Profile window accessed via the My Library Card window:

These modifications can be saved for personal profiles; that is, for profiles that have the same ID as the user.

Identified patrons who do not have a profile listed in their global patron record will have a personal profile created for them when they change the preferences in the Web OPAC. If the profile field of the patron's record is blank, a profile record is created (in which the patron's preferences are saved and permissions are defaulted to the permissions of the default profile), and the profile field is updated. When replacing the global profile of a patron by another profile, first delete his personal profile.

See Profile Information on page 52 for the "privilege" aspects of the profile record.

2.11.1 Profile List

The Profiles function allows you to create, view and update a profile. The profile is used together with the Profile field in the Global Patron Information pane.

Select Patrons / Patron Profile from the main menu to activate the Profiles function or press the Patron Profile icon on the Patron Bar. The following window is displayed:
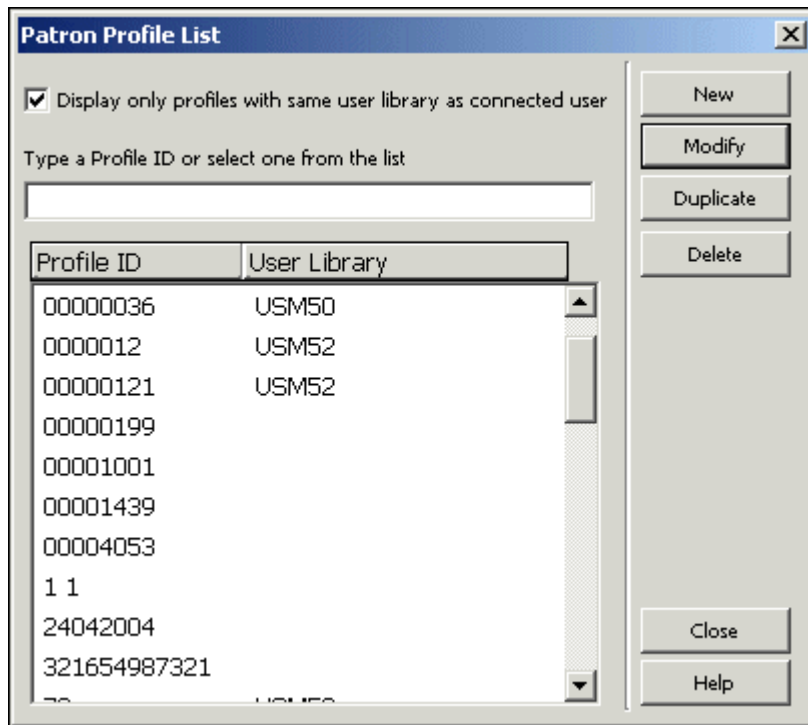
The Profile List shows the currently defined Profiles. You can jump to a particular point in the list by typing in text in the space provided and pressing Enter.

Note that when this dialog opens up, the displayed profiles are only those that you can update, as explained below in the 'Profile Information' section. In order to see also profiles that you cannot update, clear the "Display only profiles with the same user library as connected user" check box.

The following buttons are available on this screen:

New
To add a new profile to the list, click **New**. A form will be displayed for you to fill in. The form lists the bases to which the OPAC user is denied access, and sets privileges and display preferences.

Modify
To change information about a particular profile, highlight the profile ID and click **Modify**. A form will be displayed for editing the changes to the profile.

Duplicate
You may add a new profile by copying an existing profile's details and then editing the Patron Profile Information form that pops up. To do so, highlight the profile whose information you want to copy, then click **Duplicate**. A form is displayed for the new profile. It is already filled in with information copied from the highlighted profile. You can then edit the form.

Delete
To delete a profile from the list, highlight the profile ID and click **Delete**.

2.11.2 Profile Information

When you click the **Add**, **Modify** or **Duplicate** buttons on the Profile List, the Patron Profile Information form is displayed:

There are two tabs on the Profile Information window: General Information and Denied Records.

General Information

This section includes the following parameters for the profile:

Profile ID
This can consist of up to 12 alphanumeric characters.

You can use a computer's IP address as a patron profile ID. Every section of the IP address must contain three digits. If there are fewer than three digits in a section, add leading zeroes. For example, if a computer has the following IP address, 10.1.235.199, type 010001235199 in the Profile ID field.

If several computers in the same facility, such as the Law library, share the same IP prefixes, you can define a profile ID to be shared by all of the workstations.

For example, if the computers in the Law library have the following IP addresses:

10.1.235.199
10.1.235.200
10.1.235.015
10.1.235.079

You can set up the following profile ID for all of them: 010001235.

Base Name
Enter the default base to be accessed when the patron signs in to the Web OPAC. The default base is relevant only to the IP address and ALEPH profiles.

Interface Lang.
Enter the default interface language for the Web OPAC.

Sublibrary
This is the default sublibrary for holdings display in OPAC. When the List of Items is displayed, this library is automatically chosen for display. If this field is left blank, the default is "all sublibraries."

Auto Full
If the number of records in the set is less than or equal to the number here, the set displays single records in Full format; if the number of records in the set is greater than this number, the records are displayed in Brief format.

Records per Page
Enter the value for the number of records you want to be displayed in Brief Format in the Web OPAC.

Brief Format
Select an option from a list of predefined Brief Formats. Format 999 is brief record in table format; other formats are selected fields from the full record, with each field displayed on a separate line.

Max Save/Mail Files
Enter the maximum number of records a patron is allowed to save or mail at one time from the Web OPAC.

User Library
If the profile is assigned to a library, then the staff members that are assigned to that library and the administrative staff (meaning the staff members that have been assigned ADMIN in the 'User Library' field) will be the only staff members that can update the profile.
If this field is left blank, then all staff members can update the profile.
The drop-down list of libraries displayed will be the ADM libraries that the staff member is allowed to operate in, according to the staff member's 'User Library' field.

Include AUT Data in Browse List
Check this box if you want to display AUT data in the Browse List in Web OPAC. Authority information is displayed immediately following the heading. The following fields from the Authority record are displayed: 260 (Complex See Reference - Subject), 664 (Complex See Reference - Name), 666 (General Explanatory Reference - Name), and 680 (Public General Note).

Permissions

- **Link Permission**
  Permission for link to external files, through the 856 field.

- **Save Permission**
  Permission to save a set of records on the server.

- **Course Permission**
  Permission to send lists for Course Reading.

- **SDI Permission**
  Permission to create a personal SDI profile.

- **Special Request Permission**
  Special Request Permission allows the patron to place a request for material that is not in the Web OPAC. This goes together with an individual ILL permission that can be set in the Global Patron Details tab in the Global Patron Information node in the Circulation GUI.

- **Update Address Permission**
  Permission to update a User Address from the Web OPAC.

- **Acquisition Request**
  Allows a patron to place an ACQ request from the Web OPAC. Note that the Patron Home Library must be populated with a valid sublibrary code.

Denied Records

If a library wants to deny access to certain records, it needs to define queries that set these restrictions using the Denied Records tab. A denied base is defined by a Boolean FIND command. All matching records are denied to a patron who has this profile.

Library Code
Enter the code of the BIB library.

FIND Command for Denied Records
Type the command that the system will use to create a set of denied records. You may define only one line for each Library code. The FIND command can have up to 8 Boolean parameters and can be up to 500 characters long. Every patron who is assigned this profile will be denied access to these records. Use "wrd=(internal or restricted or confidential)" in order to define a base which will exclude all records that have "internal" or "restricted" or "confidential" in the wrd word group.

3   Items

This chapter includes the following sections:

- What is an Item?

- The Item Tab

- The Item Bar

- Open an Item Record

- Catalog Record and Create Item

- Change Item Information

- Restore Item Information

- Change Item Process Status

3.1   What is an Item?

In the ALEPH 500 system, an item consists of a single record where the information about it is stored.

Item records are linked to administrative records, and cannot exist without an administrative record. Each item is identified by the administrative record number and an item sequence number. Several items can share the same administrative record in which case they will have the same System number although with a separate item sequence number. Each item must also have a unique barcode. To work with any item's record, open the Item tab:
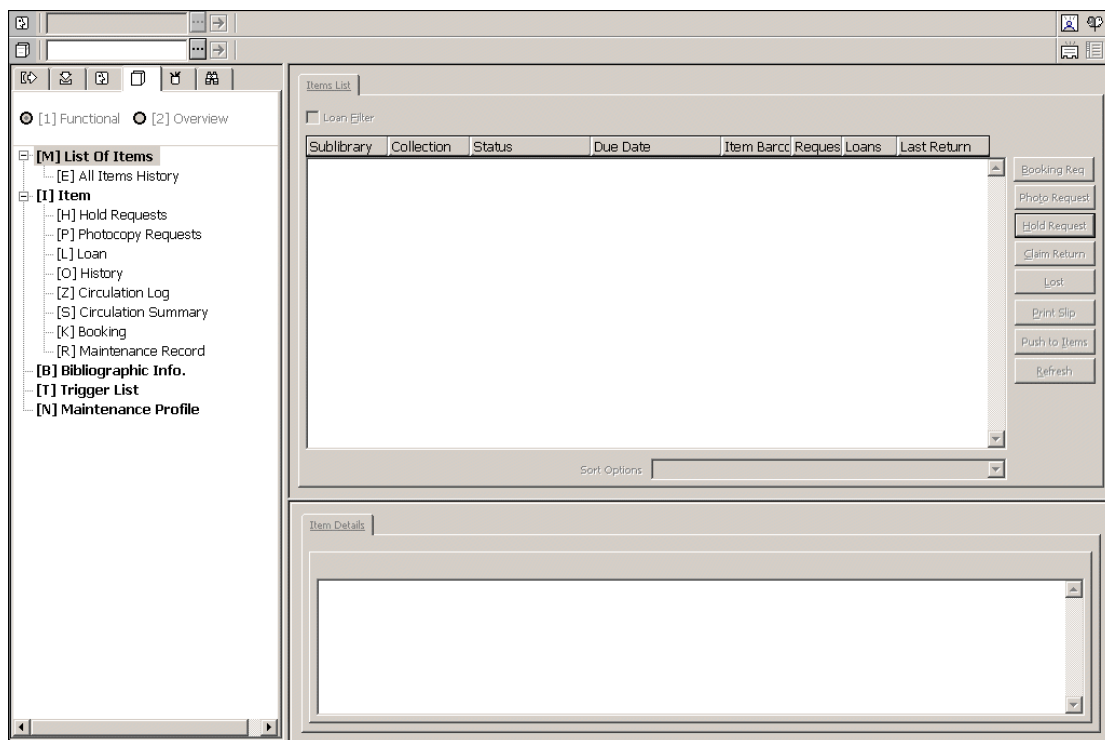
In the Circulation module, you have access to the following Item functions:

- Catalog Record and Create Item

- Change Item Information

- Restore Item Information

- Change Item Process Status

See the Items - Items working Modes chapter for details about the Items Overview and Items Functional Working modes.

3.1.1 The Item Tab

The Item tab is comprised of five roots and nine nodes, which bring up corresponding panes when clicked.

- Items List

  - All Items History

- Item

  - Hold Requests

  - Photocopy Requests

  - Loan

  - History

  - Circulation Summary

  - Booking

  - Maintenance Record

- Bibliographic Information

- Triggers

- Maintenance Profile

3.1.2 The Item Bar

The Item bar includes the following elements:

- The Item icon ▣ on the far left.

- The Item field where you enter the call number or item barcode.

- The list ⊡ button.

- The arrow ➡ button sends the value entered in the Item field to the server.

- The display area shows the author and the title of the bibliographic record that the item is attached to.

- The Catalog Record and Create Item kand the Full screen ▤ icons on the far right.

The Item Bar is only active when either the Item Tab or the Loan Tab is open.

3.2   Open an Item Record

Enter the item's barcode or call number in the Item Bar's Item field. (Note that the ability to search by call number is according to the setup of the entry ITEM-BARCODE-OR-CALL-NO in tab 100.)

| 164-10 | ⋯ → | BIB= 164 ADM= 164 – Gli epigoni di Kant. — (Durante, Gaetano). |

and click ![arrow icon] .
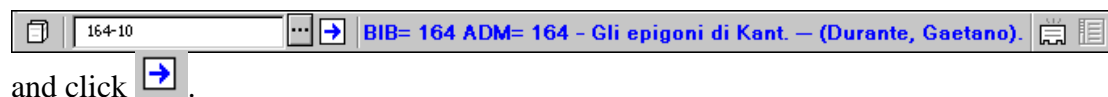
There are several ways to do this:

- Type the item barcode or call number in the Item field.

- Scan in the item barcode.

- Select an item from the Item List by Call Number. The Item List by Call Number is invoked by clicking the ⋯ icon on the Item bar:

Item List by Call Number

Enter Starting Point

Select

Call number

- $$h287hj
- $$h876.43$$i.I67
- $$h987.65$$i.I544
- $$h998.76$$i.K99
- $$h999$$i.888$$mSU$$k111$$j222
- $$h999.888
- $$hG540$$i.W171
- $$hAC7$$i.R895
- $$hBB998$$i.I98
- $$hBR234.56 EA
- $$hColumbia House P6S 5748 (DS 937--DS 942)
- $$hE183.8.B7$$iW45
- $$hG43$$iA647.1977
- $$hH1$$i.J53
- $$hHG939.5 D38 1970

Cancel

Help
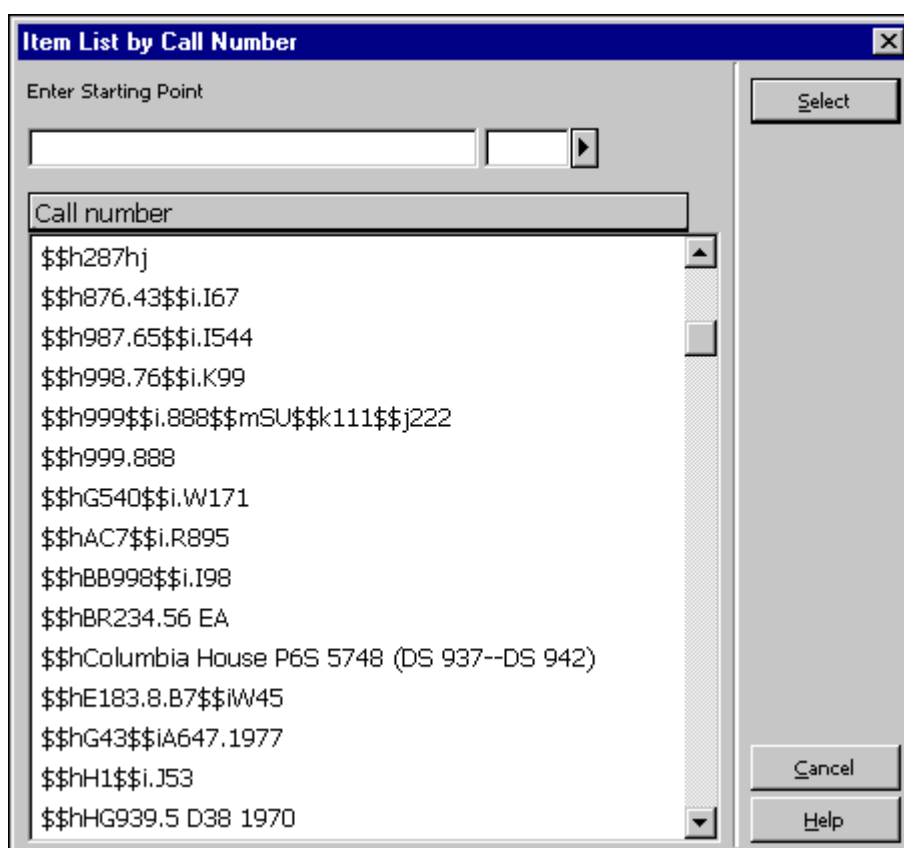
To search for an item by call number, enter the call number in the Enter Starting Point field. In the field to the right of the Enter Starting Point field, enter one digit that defines the call number type or choose one from the drop-down list.

To jump to a particular point in the list enter a string in the Enter Starting Point field and press Enter. To jump to the start of a call number type in the list, enter a call number type in the right-hand field, place the cursor in the left-hand field and press Enter. The first line with the chosen call number type is displayed.

Highlight a call number and click **Select**. A list of items for the administrative record that was found will be displayed in the Items List in the upper pane:
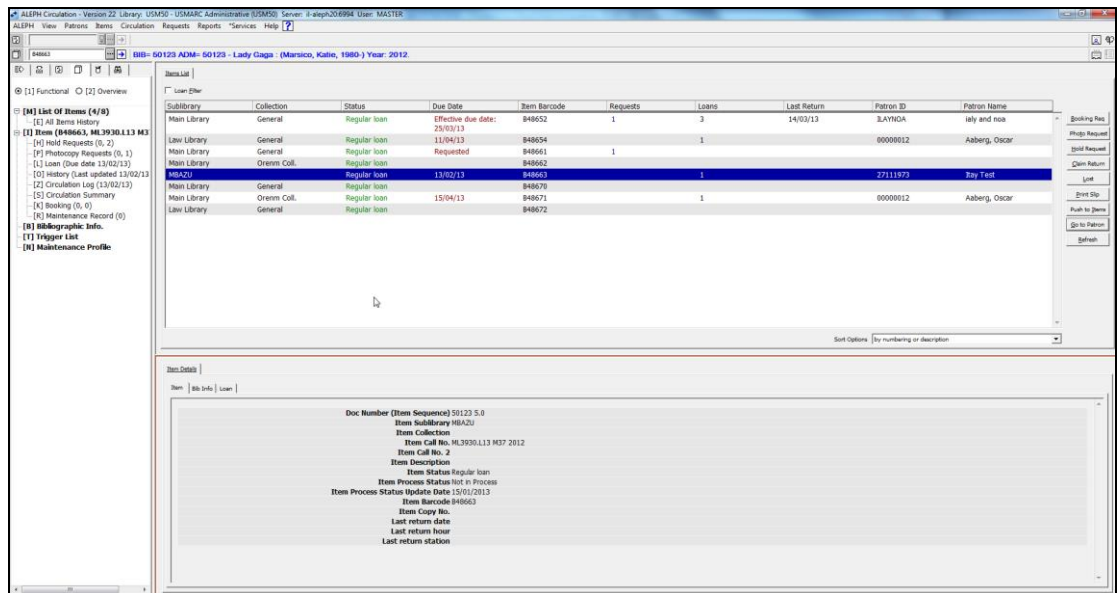
Sort Options

This field indicates how a list of items that is attached to a bibliographic record, will be sorted. There are six available options. Your system librarian will set the default method that is used each time you retrieve an item list. You can also change the sort option manually by clicking on the arrow and selecting an option from the pull-down menu.

The following buttons are available on this screen:

Photo Request

Click **Photo Request** to place a photocopy request for the highlighted item. You may place a photocopy request only if the patron has photocopy request privileges.

Hold Request

Click **Hold Request** to place a hold on the highlighted item. You may place a hold request only if the patron has hold privileges.

Claim Return

Sometimes, a patron claims that he returned an item, even though there is no record of it having been returned. If you want to make note of this situation, click the **Claim Return** button. You will be asked to confirm that the item was claimed as returned.

Lost

If you want to declare a loaned item as lost, click the **Lost** button. You will be asked to confirm that the item is considered lost. When you do so, a "Lost Material Bill" will be sent automatically to the person who borrowed (and lost) the item.

Print Slip
To print an item slip, highlight the item and click **Print**.

Push to Items
Click **Push to Items** to go to the Item tab in the Cataloging module to continue working with the item record of the highlighted entry.

Go to Patron
Click **Go to Patron** to open the Loan pane of the Patron tab.

Refresh
Click **Refresh** to reload the Item List from the server so that it reflects changes that have occurred since you first opened the window.

3.3   Catalog Record and Create Item

This option enables you to catalog a record and create a corresponding item with minimum information. Once such a record exists, the item may be loaned. The item may be cataloged in full later using the Cataloging module.

Note
When a record is cataloged and a corresponding item is created using **Catalog Record and Create Item** in the Circulation module, a hold request is created. This request is created for a library user whose ID is determined by the ADM library's tab100 variable FAST-CAT-HOLD-ID. If such a variable does not exist, the ID will be "CATALOGER" for shared ADM libraries, and CAT-*nnnnn* for non-shared ADM libraries, where *nnnnn* is the ADM code. The request will become active at a later date so as not to interfere with the loan process. It is created in order to display a message when the item is returned, so that it can be transferred to the Cataloging department when the cataloging process is completed.
If the ID does not exist as a valid pseudo-patron, no request is created.

The same Catalog Record functionality, in the Acquisitions/Serials module (under Orders/Catalog Order), does not automatically generate a hold request.

It is NOT intended that this function be used for large-scale cataloging instead of the Cataloging module. If it is extensively used, problems may arise because of the large number of hold requests that are automatically created for the "CATALOGER".

Choose this option by selecting **Items/Catalog Record and Create Item** from the Circulation module's main menu, or by clicking the **Catalog Record and Create Item** icon on the far right of the Item bar. The Choose Bibliographic Library window will be displayed. Select the bibliographic library where the bibliographic record will be stored.
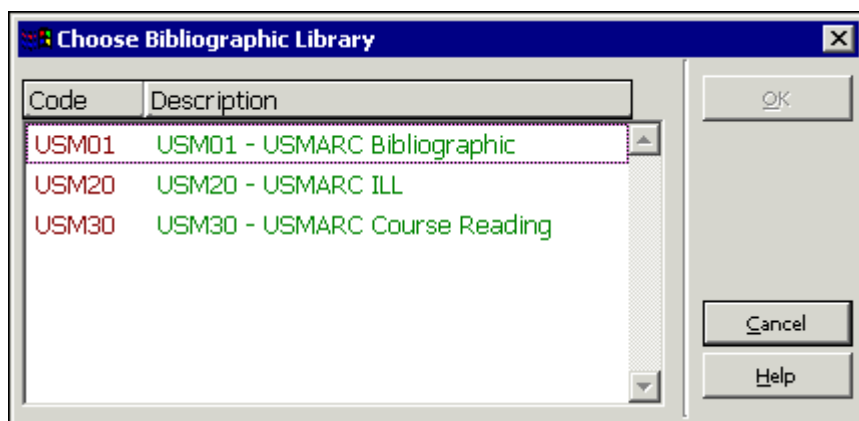
The list is comprised of the bibliographic libraries that are listed as relating to the administrative library you are connected to.

Highlight the desired library and click **OK**. The Catalog Record and Create Item window will be displayed. It has two tabs: Document Information and Item Information.

Fill in the fields with the essential information for cataloging the record. Note that the record does not undergo cataloging checks. The fields displayed in this window are determined by your System Librarian.

Note for the System Librarian

The fields in the Catalog Record window are determined by the setup in `pc_tab_acq_fast_cat.lng`. This table has to be edited in the bibliographic library (for the creation of the bibliographic record) and in the administrative library (for the creation of the administrative record). Fast cataloging defaults to FMT BK, using relevant LDR and 008 templates. However, a different FMT can be set, in which case

the default values set in `tab_tag_text` are used to set the appropriate LDR and 008 fields. The record does not undergo cataloging checks.

You can determine the bibliographic fields in the `pc_tab_circ_fast_cat.lng` table located in the administrative library by using column 5 of the table to specify that the tag is a BIB tag.

If the `pc_tab_circ_fast_cat.lng` table located in the administrative library includes at least one line with a tag that is specified as a BIB tag, the `pc_tab_circ_fast_cat.lng` table in the Bibliographic library will be ignored.

This option can be used by a Multi-ADM environment as well by a single-ADM environment.

The Item Information window has the following fields:

Open Date
The Open Date is the date the item record was first opened. The date is filled in automatically by the system.

Sequence Number
The sequence number uniquely identifies the item in the administrative record. The system will automatically assign a number.

Item Barcode
This information is mandatory. You can use your barcode reader to scan in the barcode that you stick on the item. Alternately, you may leave the field blank and the system will automatically assign a number as soon as you click the **Update** button.

Material Type
This information is mandatory. Choose the material type from the drop-down menu. The choices available on the menu are determined by the System Librarian.

Sublibrary

This information is mandatory. Choose the sublibrary from the drop-down menu. The choices available on the menu are determined by the System Librarian. Note that no matter what access rights you have, you can add an item to any library. However, you can only update the item if you have access rights to the sublibrary the item belongs to.

Collection
This information is optional. Your library may designate collections such as Maps, Oversize or 4th floor. You can choose from a list of collections that are valid for the selected sublibrary by clicking the button to the right side of the field.

Item Status
This field is mandatory. Item status defines the circulation policy for the material. Choose the sublibrary from the drop-down menu. The choices available on the menu are determined by the System Librarian.

Item Process Status
Choose one of the options that describe the item's current process status or leave the field blank.

Call Number Type
The Call Number Type is the method your library will use to arrange this item on the shelf. This is an optional field and should be used according to library policy.

Call Number
This is an alphanumeric code that identifies the shelf location of the item. Depending on how your System Librarian has set up the Items function, you may type in text, choose from a drop-down menu, or use a form to enter a call number. If your library assigns only one location to an item, be sure to fill in this Call Number field and leave the Second Call Number field blank.

Second Call Number Type
It is possible to use two call number schemes. In this case use this field to enter the second call number scheme. Information about the Second Call Number Type is not used when the system creates a holdings record.

Second Call Number
This is an alphanumeric code that identifies the shelf location of the item. Depending on how your System Librarian has set up the Items function, you may type in text, choose from a drop-down menu, or use a form to enter a call number. If your library assigns only one location to an item, be sure to fill in the first Call Number field and leave the Second Call Number field blank.

Description
The description field can be used for volume information (such as v.16, 1995). It is used for defining sort options.

OPAC Note
This note will appear in the Web OPAC.

Internal Note

This note will appear on the Item form.
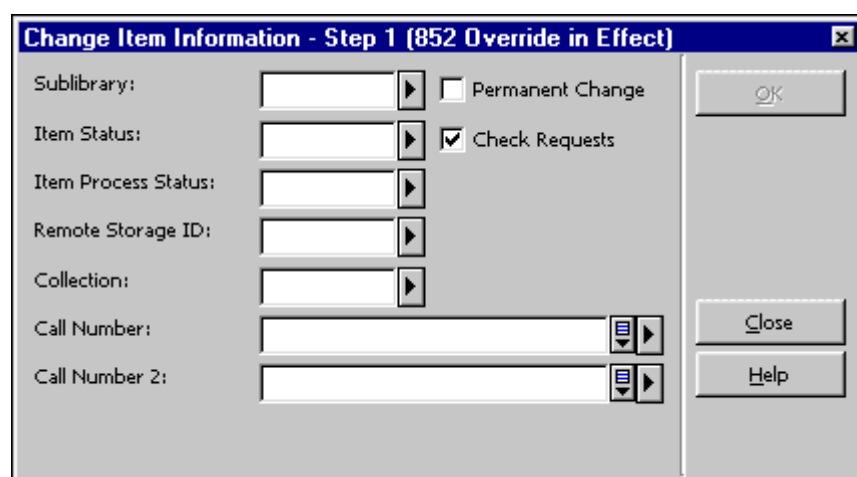
Circulation Note
This note will appear in Circulation transactions.

3.4   Change Item Information

This function lets you change information about an item such as its item status, the sublibrary and collection to which it belongs, and its location. This function assumes that you have an existing item (or a group of items) whose information you want to change.

Choose this option from the Circulation module's main menu by selecting Items/Change Item Information. The following screen is displayed:

This screen asks you to determine the new item status, sublibrary, collection, etc. for the item(s). You only need to fill in the information that you want changed in the items' records.

If you want the data in a particular field to be deleted, enter a minus sign.

If you want the change(s) to be permanent, with no chance to restore the original information, then select the Permanent Change box. When the Item has a HOL record attached to it, no permanent change is possible in the fields relating to the HOL record (852 field): sublibrary, collection and location. You can always make a temporary change.

If you want the system to check if an item has a hold request or a photocopy request placed on it, select the Check Requests box. If a hold and/or photocopy request is found, an appropriate message is displayed.

In addition, if the change is from a non short loan collection to a short loan collection, the system attempts to reallocate the request to another like item and deletes the request if the attempt fails.

Note that if you change an item status to an advance booking item status, an advance booking schedule is automatically created. If you change an item status from an advance booking item status to another item status the advance booking schedule is automatically deleted.

When you are finished filling in the form, click **OK**.

You will then receive a prompt enabling you to scan in the barcode number(s) of the item(s).

This screen shows the changes that will be made to the item record(s) as soon as you enter the barcode number(s). (Note that a blank in the New Value column means that the data for a particular field will be deleted.)

You may use the barcode reader to scan in the barcode(s). Click **OK** or press Enter after each barcode number that you enter. (If you want to scan barcodes for a number of items, you may set your barcode reader to automatically insert a carriage return (Enter) command after each barcode is scanned in.)

When you have finished changing the information for all the items you want, click **Close**.

3.5   Restore Item Information

This function restores information about an item that was changed using the Change Item Information function. You can only restore information if the change made was not permanent.

Choose this option by selecting Items/Restore Item Information from the Circulation module's main menu. The following screen is displayed:
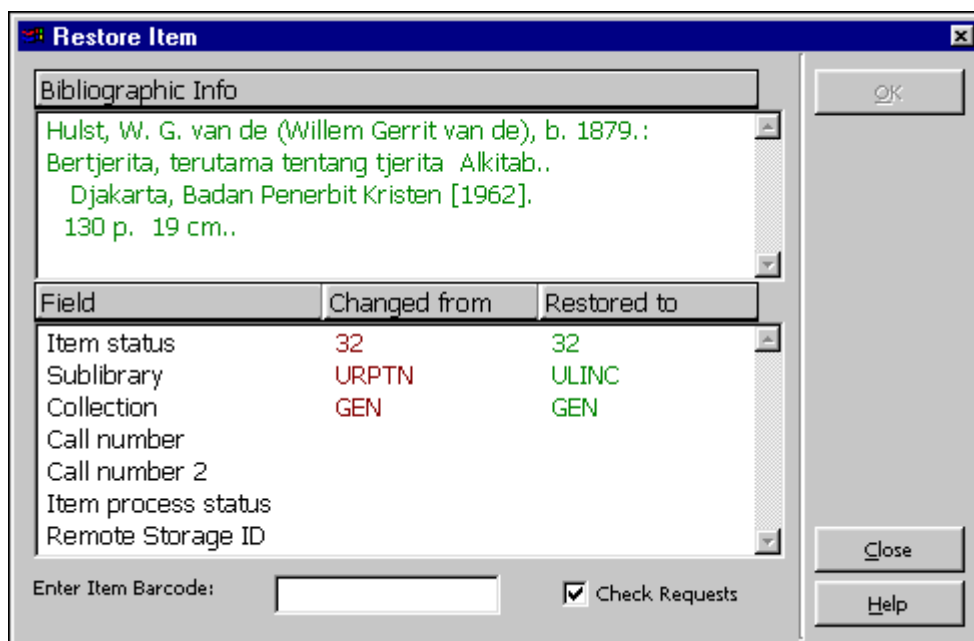
To restore the information for a particular item, enter the item barcode and click **OK**. If the change you made was temporary, the screen will then display the field values that were changed earlier and restored now.

If the change you made was permanent you will receive an error message and no information will be restored after you click **OK**.

If you want the system to check if an item has a request placed on it, select the **Check Requests** check box. If a request is found, an appropriate message is displayed. In addition, if the change is from a non short loan collection to a short loan collection, the system attempts to reallocate the request to another like item and deletes the request if the attempt fails.

3.6   Change Item Process Status

This option is accessible from the Items / Change Item Process Status option from the Circulation module's main menu.

Use this window to update the Item Process Status or Remote Storage of a single item.
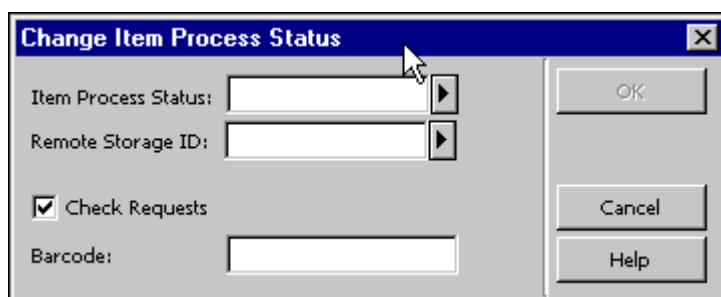
Type in the new item process status or use the pull-down menu to select from a predefined list.

Type in the new remote storage code or use the pull-down menu to select from a predefined list.
If you want to be warned when an item has an outstanding Hold Request or Photocopy request, select the Check Hold Requests box. The warning will not stop you from performing the change.

Enter or scan in the item barcode and click **OK** to make the change.

3.7   Media Maintenance

3.7.1   What is Media Maintenance?

Media Maintenance is concerned with the maintenance of equipment that is controlled by the Media Center. Examples of such equipment are DVD players, record turntables, CD players, and so on. In many instances, the equipment must undergo regular maintenance, dependent on time or usage. The purpose of the Media Maintenance feature is to bring such instances to the attention of library staff, and to track the maintenance process.

The ALEPH bibliographic record is used for identifying and describing equipment. Each group of *like* (equivalent) pieces of equipment is cataloged in a single BIB record. Each physical piece of equipment is registered in a standard ALEPH item record (Z30) using the standard client interface. You schedule the use and registration of requests and loans through standard Item Booking definitions and procedures (Web and GUI).

Each physical piece of equipment is entered as a copy (item), through which it can be requested and loaned (actions through which charges can be levied) or sent to maintenance. As with any other item, each physical piece of equipment belongs to a particular sublibrary and has a status, a material type, and other characteristics.

3.7.2   Maintenance Profile record

Each record that needs maintenance must have a Maintenance Profile, which determines maintenance aspects: unit type, number of units, maintenance days, maximum delay, service provider, and notes.

To create a Maintenance Profile:
   1. Open the relevant item in the Items tab of the Circulation GUI and click the Maintenance Profile node.
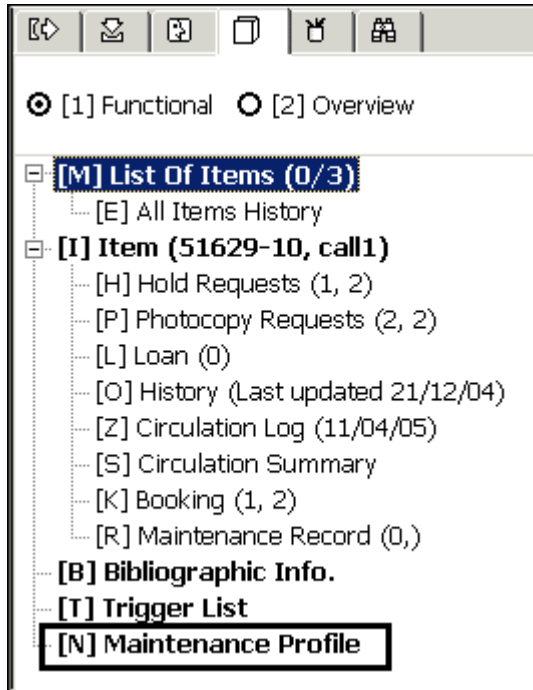
2. Fill in all fields that are available on the Maintenance Profile form and click Update:
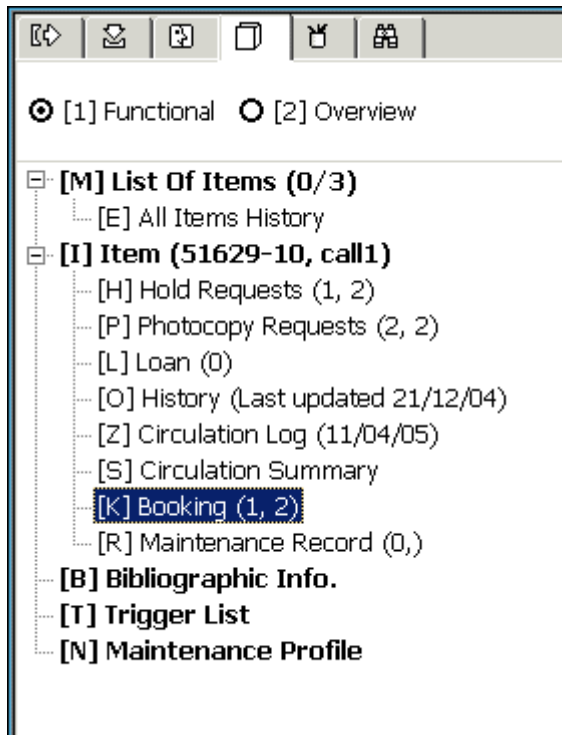
For details on each field of the Maintenance Profile, refer to the Online Help (F1).

3.7.3   Maintenance Record

Your library should run a dedicated batch job (cir-36) periodically. This service goes through all items that have a Maintenance profile (and sometimes Maintenance Records) and retrieves the list of items that are due for maintenance. Depending on

setup, the batch can also book such items (for more detail on this service, refer to Maintenance List (cir-36) on page 221). If the batch has been configured to create booking requests for the maintenance items, and the booking is created successfully, the batch will automatically create a new maintenance record for the item (provided an open one does not already exist). If a booking has not been created, a maintenance record has to be manually created. In any case, after the maintenance record exists, you can check the item out for maintenance by clicking **Send**. When the item is returned from maintenance, click **Check In** to check the item back in.

Note

As long as an open maintenance record exists, creating a new one is not possible.

If the item is due for maintenance but is checked out, a pop-up message will be displayed when it is returned, indicating that the item is due for maintenance. You can immediately create a maintenance record and send the item to maintenance.

The Maintenance Record is available through the Items tab of the Circulation module - Maintenance Record node.

For details on each field of the Maintenance Record, refer to the Online Help (F1).

4   Loans

This section explains:

- Setting Up Loan Options

- Loaning an Item

- Fast Loan

- Offline Loan

- Recalling a Loaned Item

- Reloaning an Item to the Same Patron

- Loaning an Item that is on Loan to Another Patron

If applicable, see also the section on In-house Use on page 100. The In-house use functionality lets you record the number of times an item is used by patrons on library premises during a given period of time (usually a month or a year) as opposed to the number of times it is loaned.

Before loaning any items to a patron, you should first check the system's loan options, and adjust them according to your needs.

4.1 Set up Loan Options

The Set Up Loan Options window determines certain aspects of the system's functionality when performing a loan transaction.

To activate this function, select ALEPH/Options/Set Up Loan Options from the main menu. The following window will be displayed:
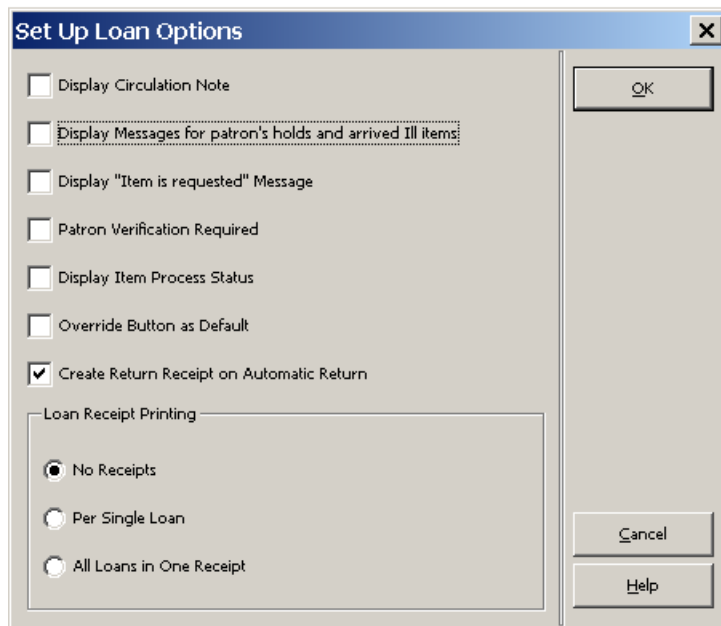
Display Circulation Note
Select this option to display the item's Circulation Note when the item is loaned. The Circulation Note field is in the Cataloging module (Items tab / Items List / lower pane / General Information (2) tab).

Display messages for patron's holds and arrived ILL
Select this option to display a message if there is an item on hold waiting for the patron. Note that the message is displayed only if the patron's on-hold item is on the hold shelf of the circulation desk of the library in which the loan is being performed.

In addition, message is displayed if an ILL item requested by this patron has arrived.

Display "Item is Requested" Message
Select this option to display a message if this item is requested by another patron.

Patron Verification Required
Select this option to require patron verification in order to perform the loan.

Display Item Process Status
Select this option to display the item process status when performing the loan. If the item is not in process this option has no effect.

Override Button as Default
This option determines whether the Override button or the Cancel Loan button is highlighted by default if the patron does not have permission to borrow the item in question. Select the option to set the Override button as the default.

Create Return Receipt on Automatic Return

This switch determines whether a return receipt will be printed to the previous borrower of the item. This option is relevant if the item that is being checked out is already registered as on loan to another patron and the system is configured to register an automatic check-in for such a loan.

Loan Receipt Printing
You can determine whether or not the system will automatically print loan receipts. To have the system automatically print receipts, you can choose whether they should be printed after each loan transaction (Per Single Loan) or only at the end of a session with a patron (All Loans in One Receipt). In the latter case, one receipt will be printed listing all of the loans made to the patron during the current session. The current session is ended either by pressing F4 (End of Current Session) or by entering another patron.

4.2 Loaning an Item

When loaning an item, the system checks both the patron and the item to verify that the loan can be performed. The system checks that:

- The patron has the right to borrow the item.

- The patron's registration has not expired.

- The patron has no block codes.

- The patron has no overdue items or debts.

- The patron has not reached the limit of items that he may have on loan.

- The item may be loaned.

- The item has no hold requests.

If the item is loaned to a proxy, the loan is nevertheless registered under the name of the sponsor.

Standard Loan

Select the Loan tab from the Circulation module's navigation pane. The Patron Information tab will be displayed in the upper pane and the Loan Session tab will be displayed in the lower pane.

Step 1:
Enter the patron's ID or barcode number in the Patron bar's Patron field.
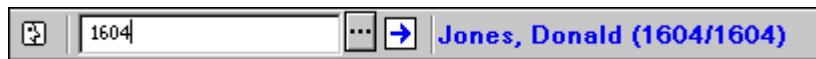
Alternatively, invoke the Patron List by clicking the list button .
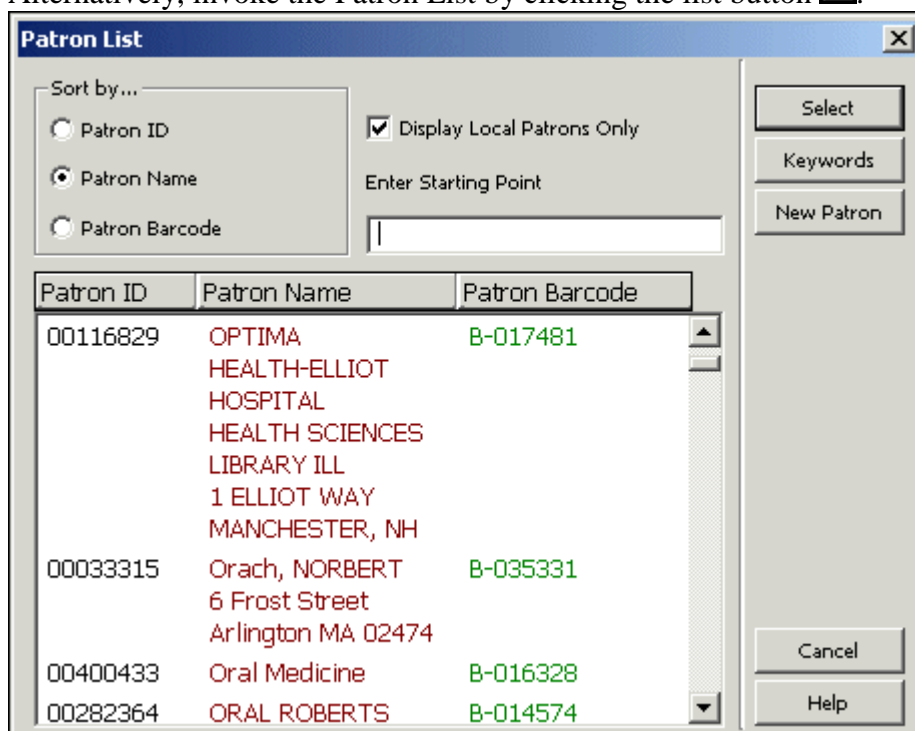
Select a patron from the list. (For more details on the Patron List see The Patron List on page 26.
The patron's details will be displayed in the Patron Information tab.

For the System Librarian: The definition of a Loans Desk Librarian's permissions must include the "Loan item" permission. If you want to prevent the librarian from viewing the patron's full information, deny him the "Display patron information" permission.

Step 2:
Enter the item barcode or call number in the Item bar's Item field. You may use the barcode reader to scan in the item barcode.

Alternatively, invoke the Call Numbers List by clicking the list button .

Select an item from the Call Numbers List. (For more details see the discussion of the Item List by Call Number in the Items chapter.

If there are no hindrances (such as patron blocks) the Loan will be performed. Details about the patron will be displayed in the Patron Information tab and details about the loan will be displayed in the Loan Session tab.

End Session
If the loan has not been performed yet but information has been entered in the Patron bar and/or the Item bar, clicking **End Session** will clear the screen of information about the patron and item.

If the loan has already been performed, the screen will be cleared and a loan receipt will be printed if the loan option Loan Receipt Printing was set to All Loans in One Receipt.

New Cash
You may register a cash transaction on an ad hoc basis by clicking the **New Cash** button. A form will be displayed, enabling you to define the transaction as a debit or credit, write a descriptive note about the transaction, and link the transaction to a particular target, sublibrary, or item record.

Pay Cash
If the patron wants to pay some or all of the money he owes, enter the amount in the Pay field and click the **Pay Cash** button. You will be asked to confirm that the patron really does want to pay the specified amount. After confirmation, the system will register as paid as many transactions as can be covered by the amount paid, starting with the earliest unpaid transaction. (A given transaction may also be partially paid. In this case, the transaction will be split into two transactions, one for the paid portion and one for the unpaid portion.) Depending on how your System Librarian has set up the system, one or more receipts will be printed.

Patron's Cash
Click **Patron's Cash** to view the patron's cash transactions list.

Letter
Click Letter to print a letter to a patron. You will be able to select from a number of letter formats defined by your System Librarian. This function is also used to print the patron's circulation list and library card.

Click on to send an e-mail message to the patron. The patron's e-mail address will automatically be inserted in the To field.

After the loan is performed its details will be displayed in the Loan Session tab.
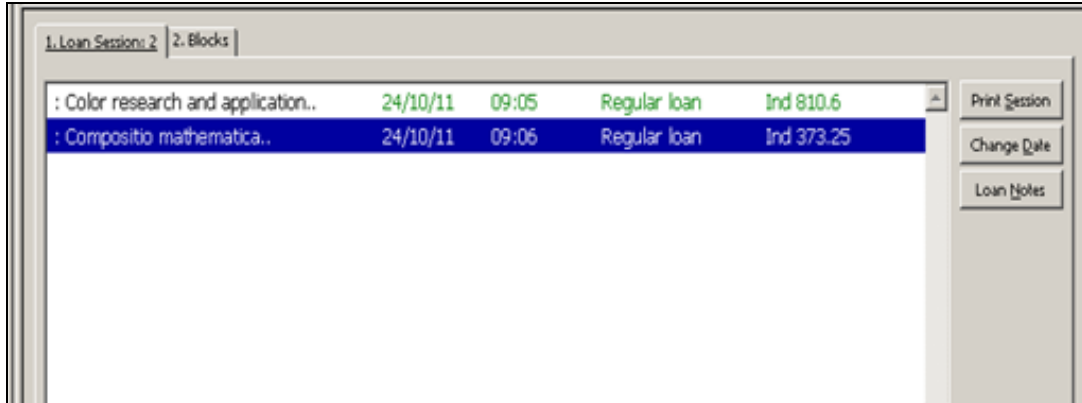
Print Session
Click Print Session to print a receipt for the loans performed during the current session with the patron. When a loan receipt is printed for a loan that was performed through a proxy for his sponsor, the proxy's patron details (and not the sponsor's) are taken to fill in the loan receipt.

Change Date
Click Change Date to change the due date for the current loan. A small window will pop up enabling you to enter a new date.

Note: If a patron's registration expires before the due date of an item being loaned, the system will automatically shorten the loan period to correspond with the expiration date.

Loan Notes
Click Loan Notes to enter a note that will appear on the Loan Details - Loan tab (Patron tab / Loans node - lower pane).

If there are patron blocks, they will be reported in the Blocks tab. In this case the Blocks tab will be displayed in the lower pane instead of the Loan Session tab.
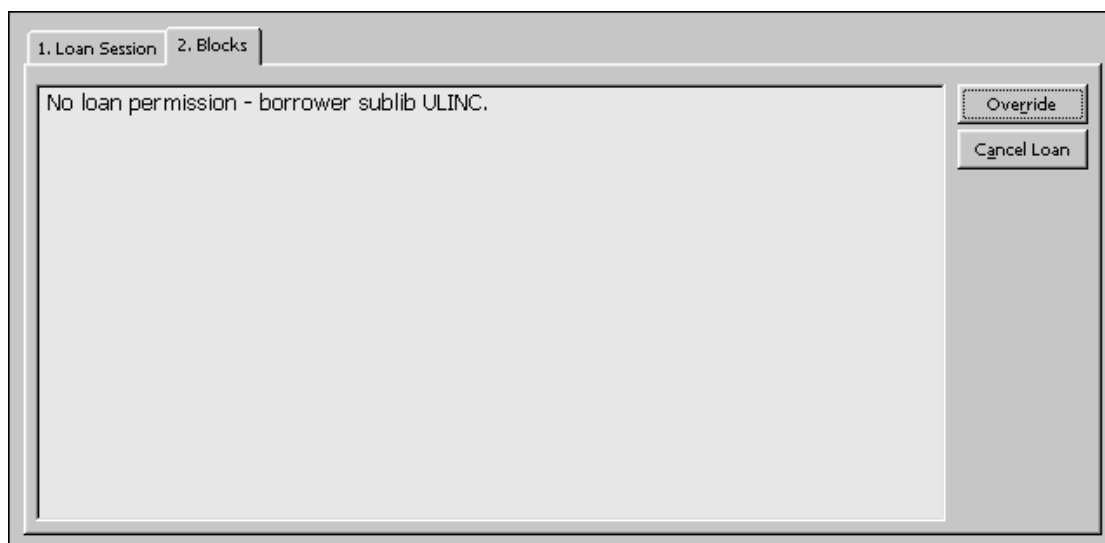
Cancel Loan
Select Cancel Loan to cancel the loan.

Override
If the patron's privileges permit you to override the blocks and you have the librarian's privilege to override blocks, the Override button will be active. Select Override to perform the loan regardless of the blocks.

More information about the patron or the item is available on other tabs. You can go back and forth between the Loan, Patron and Item tabs in the middle of the loan transaction.

Click the Patron tab to see the Patron Record. You will be able to see information such as the patron's loans, holds, photocopy requests, cash transactions and privileges.

Click the Item tab to see all copies available for the bibliographic record. You will be able to see information such as the sublibrary that owns each copy, the status of each copy (how long the copy may be checked out), and the due dates of loaned items.

4.2.1 Loan History

To see a list of all the loan transactions performed on the station, select the History node on the Loan tab.

Print

Highlight the lines to be printed and select **Print**.

Print Patron

Select a line and click Print Patron to print loan receipts for all of the selected patron's loans that are listed in the history node.

Item

Select a line and click Item to go to the item view of the loaned item.

Patron

Select a line and click Patron to go to the patron view of the patron that made the highlighted loan.

Clear All

Select **Clear All** to clear the list.

4.2.2   Fast Loan
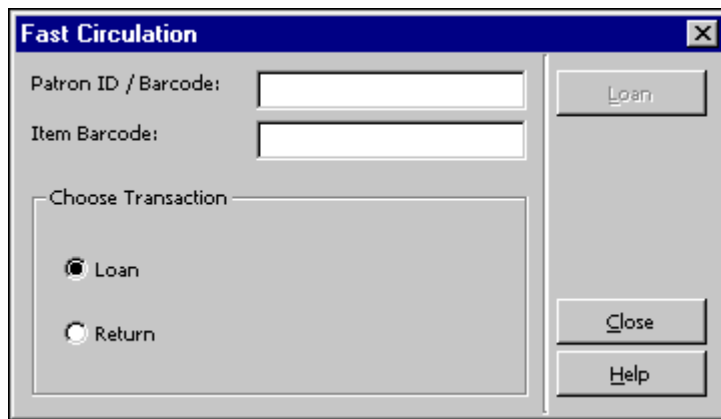
The Fast Circulation function is used to perform a fast loan or a fast return from the same basic screen.

For the sake of speed, the item's bibliographic information, loan details or the return date and the patron's details are not retrieved and are therefore not displayed. There is also no access to the Patron List or to any search for items. Therefore the transactions are performed more quickly than when using the regular Loan and Return screens.

The system checks whether the item has been requested, and runs all of the checks that are defined in the LOAN section of `tab_check_circ`. Other checks, such as whether the patron is blocked, are not checked.

To perform a loan using Fast Circulation, open the regular Circulation client. From the main menu select Circulation / Fast Circulation. The following window will be

displayed:

Select the Loan radio button. Fill in the Patron ID/Barcode and Item Barcode fields and click on the Loan button to perform the loan.

For the System Librarian:
The checks for Fast Circulation are set in the table pc_tab_fast_circ, which then refers to tab_check_circ. Whether the Override button in the Circulation Report window at the end of the circulation transaction will be enabled or not depends on the following:

- Column 4 in pc_tab_fast_circ:

  If set to Y, overriding is allowed according to the librarian's or patron's Override privileges.

  If set to N, overriding is not allowed, no matter what privileges the librarian or patron have.

- If the librarian does not have the privilege to override loan errors, or the patron for whom the loan is performed does not have this privilege, then the **Override** button is disabled when the errors report is displayed.

4.2.3   Offline Loan

This function lets you record a loan transaction on your local computer in case there is a disruption with your computer's connection to the server. Your transactions will be saved in a file which you send to the server when the connection is re-established. The system will then check the transactions and produce a check report. The system checks if the item exists or not; if there is a patron record; if there are system problems in Loan/Return (i.e., the system was unable to register the Loan/Return for any reason). If a cash transaction could not be registered when the item was returned late, the system will check if it was already on loan or if the item was declared as lost or claimed returned.

To perform a loan using Offline Circulation, open the regular Circulation client. From the main menu select Circulation / Offline Circulation. The following window will be displayed:

Choose the type of transaction by clicking the Loan radio button. Fill in the Library, Patron ID / Barcode, and Item Barcode. Click the Loan button.

Note:
For more information on what to do when the connection with the server is re-established, see Offline Circulation on page 101.

4.3   Recalling a Loaned Item

There is no recall function *per se*. All available items can be recalled items, if the library is set up for recalls. When the Circulation librarian creates a hold request for the item, the Recall Type field (no recall, regular or rush) and the Priority field, are set. Depending on the Recall type, running the Recall Items on Loan service (cir-13) will recall the item.

When the patron places a request using the Web OPAC, his request will always be registered as a regular recall and he cannot change this. When Recall Items on Loan (cir-13) is run, the request will be included.

An item which has a recall hold request placed on it and is loaned although it is already requested, will be recalled as it is being loaned if the matching variable in tab100, UPDATE-RECALL-DATE, is set to Y. If this is not the case, then the loan is recalled when Recall Items on Loan (cir-13) is run.

See the **Recall Functionality** chapter in the *System Librarian's Guide - Circulation* for an explanation of how to set up the Recall functionality; how to identify items that should be recalled and items whose recalls should be cancelled.

4.4 Reloaning an Item to the Same Patron

The reloaning of an item to the same patron after he has previously returned it can be made subject to library-defined restrictions. The System Librarian can set up a block that prevents the reloaning of an item to the same patron for a specified period.

4.5 Renewals

Loans can be renewed through the GUI or the Web OPAC. A patron can renew loans on his own using the Web OPAC if he has the appropriate privilege and the item status permits renewal.

If there is a reason preventing renewal a message stating the reason will be displayed. The librarian can then decide whether to cancel the renewal by clicking on Cancel or to ignore the reason and perform the renewal by clicking Override. Whether or not the same reason will be displayed the next time this loan is renewed, depends on the setup in circ.ini.

If the line RenewOverrideAllSimilar in circ.ini is set to Y, the system ignores the same error message if the loan is renewed again.

If the line RenewOverrideAllSimilar in circ.ini is set to N, the system displays and relates to an error message that has been overridden on the occasion of an earlier renew action.

There are two ways to renew a loan:

- Single Loan Renewal
- Single Loan Renewal by Barcode

4.5.1 Single Loan Renewal

To renew a loan:

1. In the Patron field, enter the patron's ID or barcode.
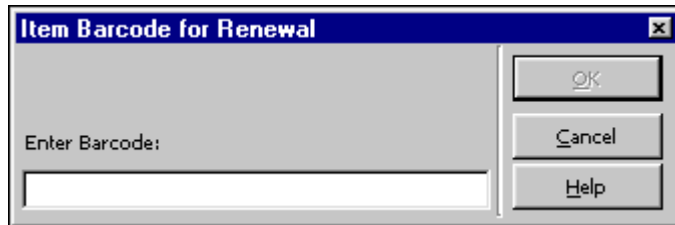
2. Click the Loans node from the Patron tab. The patron's List of Loans will be displayed in the upper pane.

3. Select the loan to be renewed and click **Renew Marked**. Note that you can also select more than one loan for renewal.

4. If there are reasons to prevent the renewal, the Renew Loan - Check Report form will be displayed. If the patron's privileges permit overriding and you have the librarian's privilege to override, the **Override** button will be active. Select **Override** to perform the renewal regardless of the reasons listed in the Renew Loan - Check Report form, or click **Cancel**.
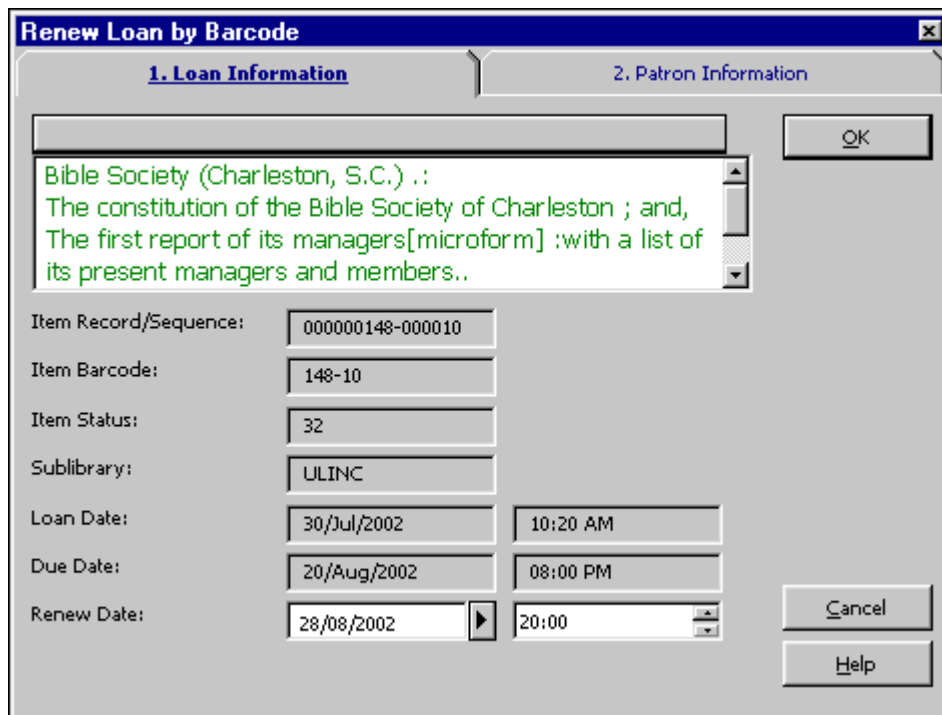
5. On the Renew Loan window that pops up, fill in the new due date and due hour and click OK.

4.5.2 Single Loan Renewal By Barcode

From the main menu select Circulation / Renew Loan by Barcode. The Item Barcode for Renewal screen will be displayed:

Enter the item barcode and click **OK**. You may use the barcode reader to scan in the number. The Renew Loan by Barcode form will be displayed:

The only information in this form that you may change is the renewal date and hour. The other information is for reference only.

Renew Date
Enter a new date manually or use the default that was calculated by the system using various parameters from tab16.

An internal calendar correction mechanism is activated if you change the date manually. If the new due date falls on a closed day, the due date will be changed to the first open day after the entered date. A manual change of the hour does not trigger the calendar correction mechanism.

Hour
This is the hour by which the item must be returned on the date shown to the left. The system runs on a 24-hour clock, so, in order to specify the due hour as 9 p.m., enter 21:00.

Note

This renew option is the only one in which Z305-LOAN-CHECK ('Check Transactions' local privilege) is consulted, so that a patron that has N in this field will not be blocked by any checks. This is therefore the recommended option for the handling of pseudo-patron loans such as loans to sublibraries or library departments.

4.5.3 Renew All

The Renew All function performs the Renew process for all the loans on the patron's List of Loans without the need to highlight every single loan. To renew more than one loan, select the required loan and click **Renew Marked**. To view the List of Loans in

the upper pane, select the Loans node from the Patron tab. To initiate the Renew All process, click **Renew All** on the List of Loans.

The Renew Loan window pops up with 00/00/0000 as the default value for the due date and 00:00 as the default value for the due hour. These values are not actually used. Each loan will receive a new due date calculated individually according to the setup in tab16. Click **OK** to accept.

To renew all loans to the same due date, enter a due date and due hour manually and click **OK**.
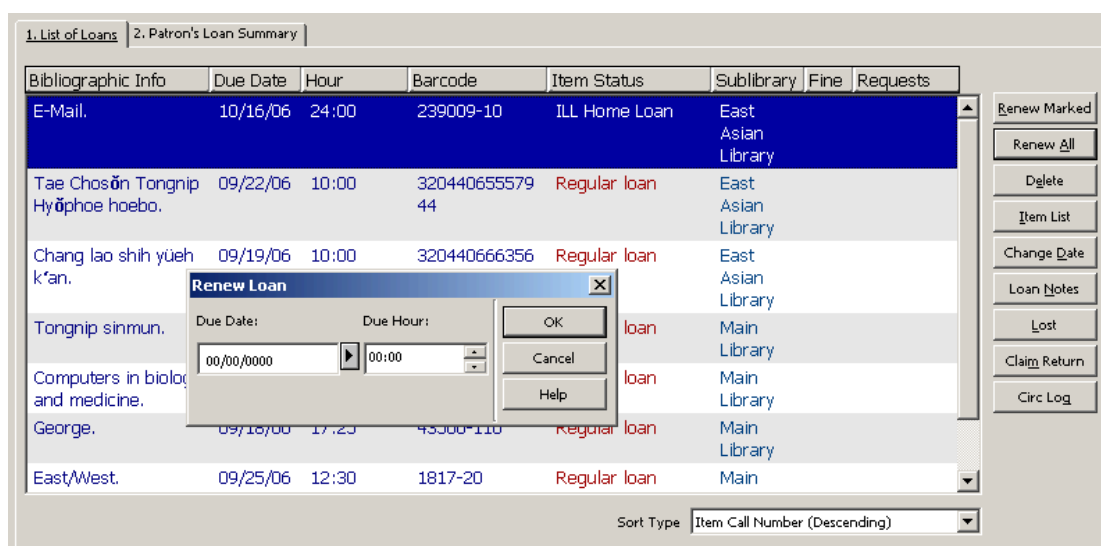
If the system encounters a problem when trying to renew a loan, the Renew Loan - Check Report window will be displayed (except if the system is set to automatic override, see below). Click **Override** to disregard the problem and renew the highlighted loan or click **Cancel** to skip the highlighted loan and move on to the next line.
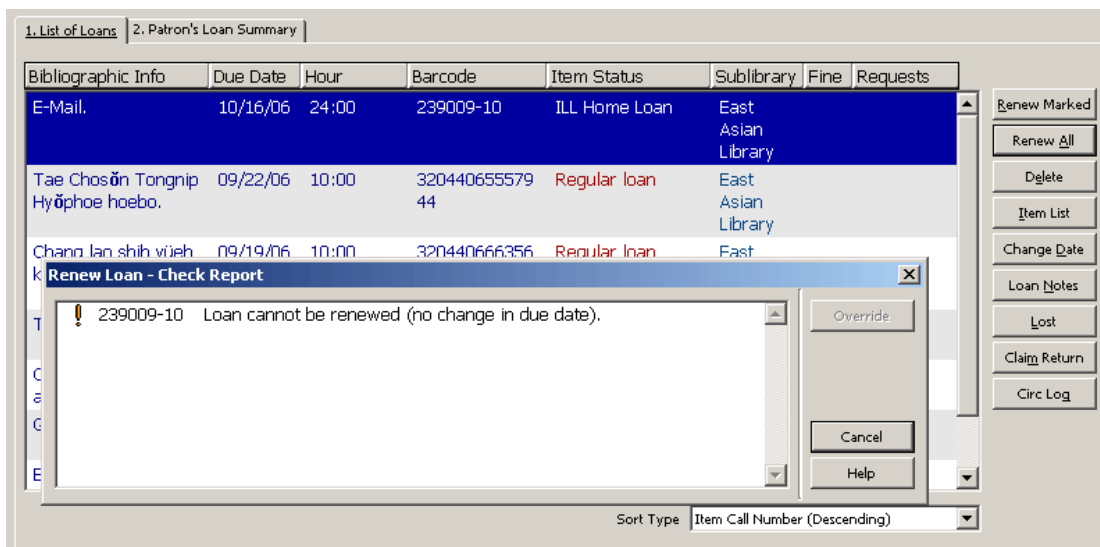
As the system proceeds through the lines, a log for each line will be added in the Renew All Log tab in the lower pane.
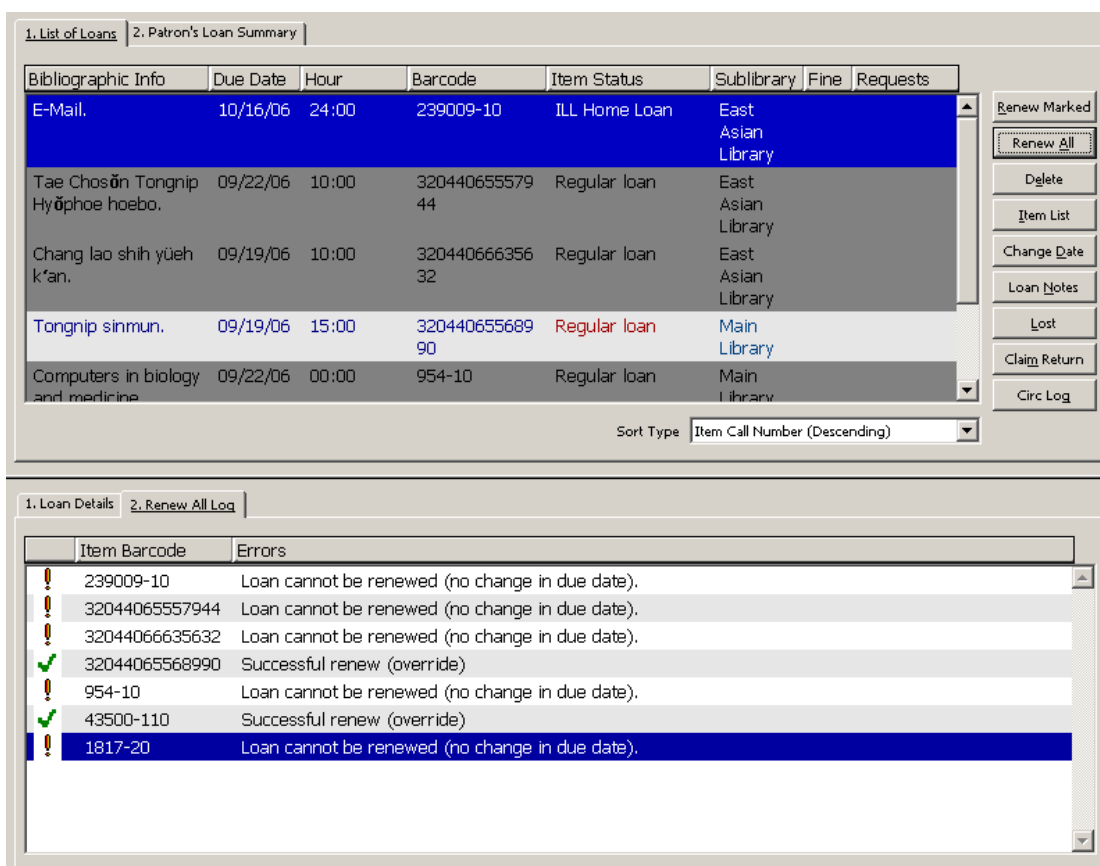
When renewing through Renew All, the system performs the following checks according to the setup in circ.ini:

If DisplayRenewAllCheckWindows = Y:

First, the system checks the Renew All, by using the section RENEW-GBL in tab_check_circ, in order to catch a general error, usually caused by a passed patron expiration date. If a reason for not renewing the loan is encountered (according to the section RENEW-GBL in tab_check_circ), then the Renew Loan - Check Report window pops up showing all specific loan errors. This error message can be overridden by clicking Override. If it is not overridden, the system cannot proceed and no renewal can be initiated.

Secondly, the system checks all loans, trying to renew every one. For every loan that is renewed, a message, Successful Renew, is displayed in the Renew All Log tab in the lower pane. If a reason for not renewing the loan is encountered (according to the section RENEW in tab_check_circ), then the Renew Loan - Check Report window pops up showing all specific loan errors. This error message can be overridden by clicking **Override**. If it is not overridden, the loan that it refers to cannot be renewed. At the same time, a matching line with errors is added to the Renew All Log tab in the lower pane. If the error message is overridden, the loan is renewed and the message "Successful Renew (Override)" is displayed in the Renew All Log tab.

All the loans that were not renewed due to problems that were not overridden, are highlighted. The error messages are shown in the Renew All Log tab in the lower pane together with the item's barcode. For every renewed loan, a message "Successful Renew" or "Successful Renew (Override)" is displayed in the Renew All Log tab. Clicking a specific line in the Renew All Log tab highlights the matching loan in the upper part. Clicking a line in the List of Loans highlights its message line. The unrenewed loans are not displayed as highlighted the next time the patron record is retrieved.

If DisplayRenewAllCheckWindows = N:

No error message boxes are displayed during the Renew All process, and all the loans in the list are handled automatically, according to the flag OverrideRenewAllChecks in the [LoanList] section of circ.ini.

If OverrideRenewAllChecks = Y:

All renew errors are ignored and the message "Successful Renew (Override)" is displayed in the Renew All Log tab for each renewal that encountered a reason for not renewing the loan (simulating the Override button).

If OverrideRenewAllChecks = N:

Renewals are not performed (simulating the Cancel button), and the errors messages of the renewal attempts are displayed in the Renew All Log tab.

If WantBorListOnRenewAll = Y:

If RenewOverrideAllSimilar is set to Y, the system ignores the same error message if the loan is renewed again.

If RenewOverrideAllSimilar is set to N, the system displays and relates to an error message that has been overridden on the occasion of an earlier renew action.

A printout (bor-list-renew-all) is automatically produced after the Renew All procedure has been performed. It includes the same information as bor-list. In addition to this, it also lists the reasons for those loans which have not been renewed.

After the end of the Renew All procedure the following dialog window pops up which contains a check box asking whether or not the patron is present at the library desk:
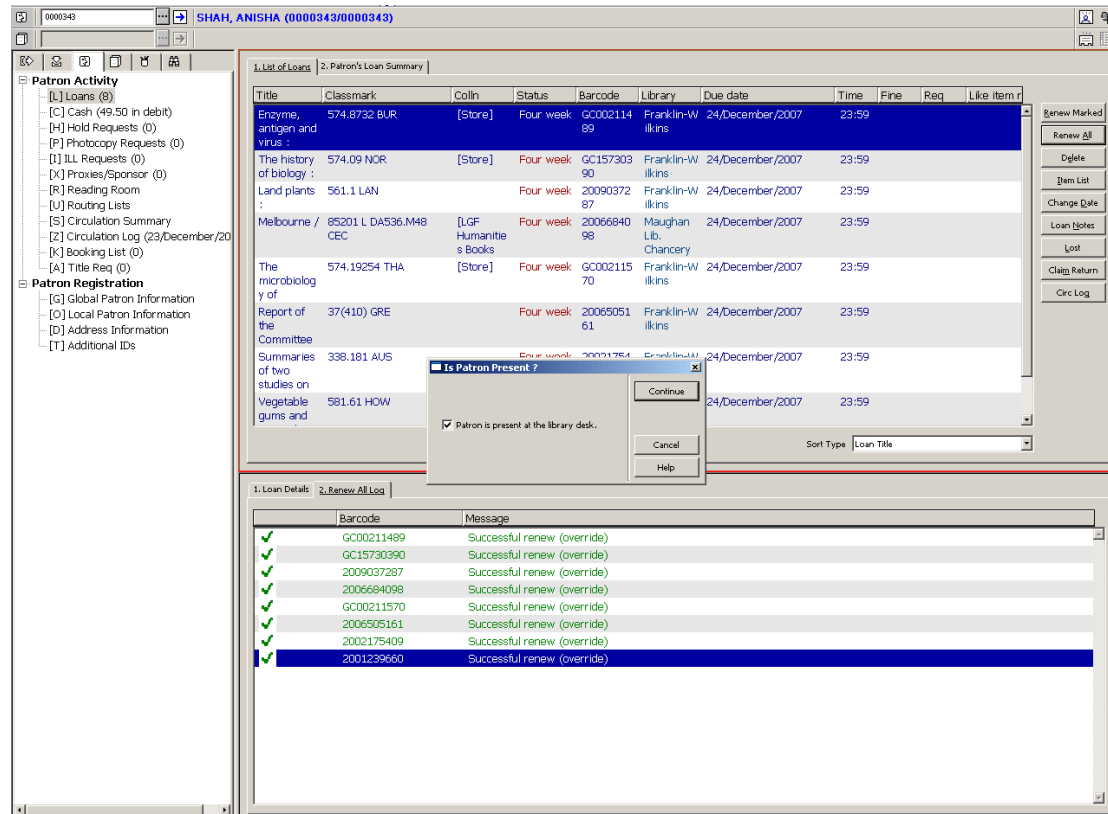
If the check box is marked, meaning that the patron is present, the printing parameters are taken from the print.ini, function name BorListRenewAll. If not, they are taken from the function BorListRenewAllRemote.
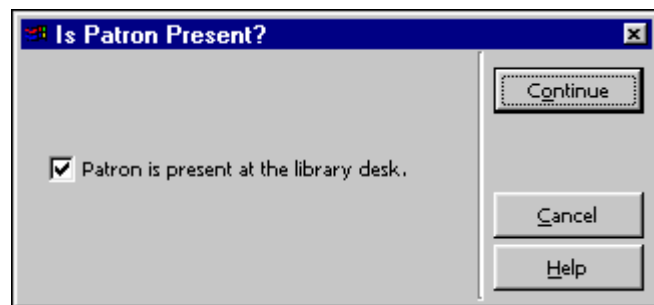
If WantBorListOnRenewAll is set to N, the Is Patron Present? window does not pop up and automatic printing is not triggered.

4.5.4   Renew Through Service

Loans can also be renewed through the cir-08 (Renew Items on Loan) and cir-10 (Courtesy Notices) services. These services are available from the Services menu. In this case, the renew librarian is registered as BATCH.

5   Due Dates

This chapter includes the following sections:

- Due Dates for Future Loans

- Due Dates for Current Loans

- Change Due Date while Loaning Item

- Renewals

5.1   Due Dates for Future Loans

Due dates are computed daily for each combination of item/patron status. This computation takes into account days on which the library is closed.

You can view the results of this computation in the Circulation GUI from the Loans tab:

To display the Active Due Dates screen in the upper pane, click the Active Due Dates node.

The list of due dates is filtered for the sublibrary that is displayed. The due date and due hour shown are assigned to items when they are loaned. The Due Date and Due Hour columns show the due date and due hour that are assigned to items that have not been requested at the time of the loan. The Due Date - Requested and Due Hour - Requested columns show the due date and due hour that are assigned to items that have had hold requests placed on them. If no date is displayed in the Due Date - Requested column, the regular due date is used.

The lower pane displays details of the line that is highlighted in the upper pane:

You can change and update date and hour fields that were explicitly set by the system (such as 10/09/2004). Dates that were calculated (such as three days from now) are not updateable. Click the **Update** button to save the change and send it to the server.

Note that dates that have been changed stay in effect until the end of the day. At midnight, the system recalculates the due dates on the basis of the relevant tables.

5.2 Due Dates for Current Loans

You can change due dates for items that are currently on loan. You can edit due dates either for a group of items that meet specific criteria, or for an individual item loaned to a specific patron.

5.2.1 Group of Items

To change the due dates for a group of items that are currently on loan, follow these steps:

1. From the main menu select ALEPH / Dates / Change Due Dates of Current Loans. The following form is displayed:
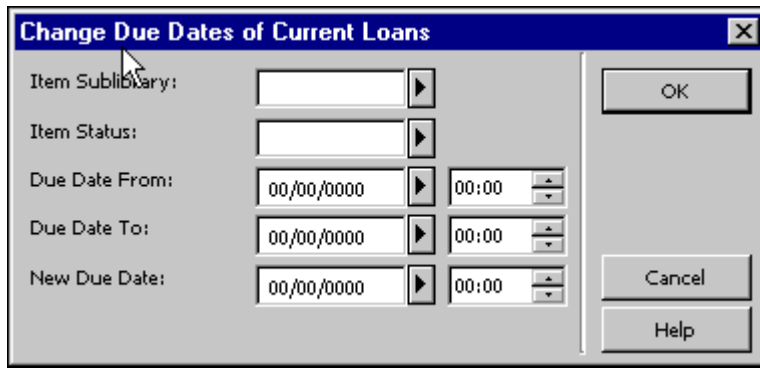
2. Fill in the form and click **OK**.

The following section explains each field in the form:

Item Sublibrary
Use this filter to change the due dates for loans of items from a specific sublibrary. To choose from a list, click on the arrow.

Item Status
Use this filter to change the due dates for loans of items with a particular item status. To choose from a list, click on the arrow.

Due Date From
You can change all loans whose due dates fall after this date. Alternatively, you can use this field together with the Due Date To to enter a range of dates for which the loans are currently due. In this case, the Due Date From is the earliest date in the range.

To the right of the Due Date From field is another field. This shows the hour by which the item must be returned on the date shown to the left. The system runs on a 24-hour clock, so, in order to specify the due hour as 9 p.m., enter 21:00.

Due Date To
You can change all loans whose due dates fall before this date. Alternatively, you can use this field together with the Due Date From to enter a range of dates for which the loans are currently due. In this case, the Due Date To is the latest date in the range.

To the right of the Due Date To field is another field. This shows the hour by which the item must be returned on the date shown to the left. The system runs on a 24-hour clock, so, in order to specify the due hour as 9 p.m., enter 21:00.

New Due Date
Enter the New Due Date and Due Hour on the last line of the form and click OK. A pop-up message tells you how many of the due dates matching your filters have been changed.

5.2.2 Individual Item Loaned to Patron

To change the due date for current loan, follow the steps below:

1. From the Patron bar, click the Patron icon. In the Patron field, type the barcode or the ID of the patron who has borrowed the item:

Click or press Enter.

2. Click the Loans node from the Patron tree:
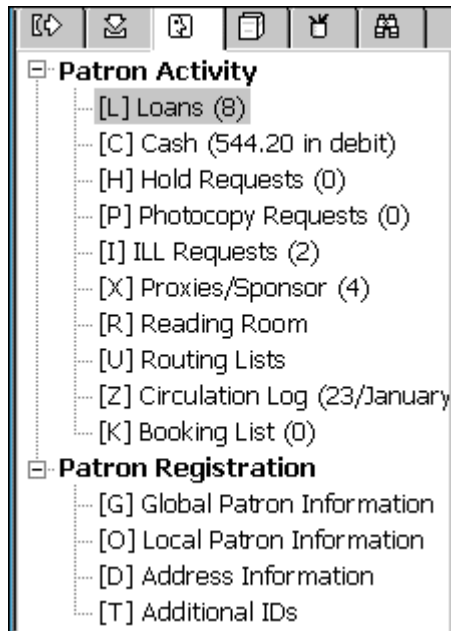
The patron's List of Loans is displayed in the right upper pane:

On the List of Loans, highlight the loan whose details you want to change and click Change Date. The Change Due Date form pops up:
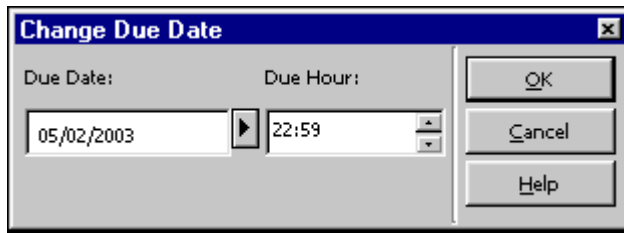
3. In the Change Due Date form, enter the new due date and due hour and click **OK**.

Note that a patron's expiration date can be prior to the due date of a loan. In this case, the system automatically shortens the loan period to correspond with the patron's expiration date.

If you extend a loan due date by manually changing the due date, the original due date is updated accordingly.

The loan list also has a 'Patron's Loan Summary' tab, which summarizes the item material types that are on loan to the patron.
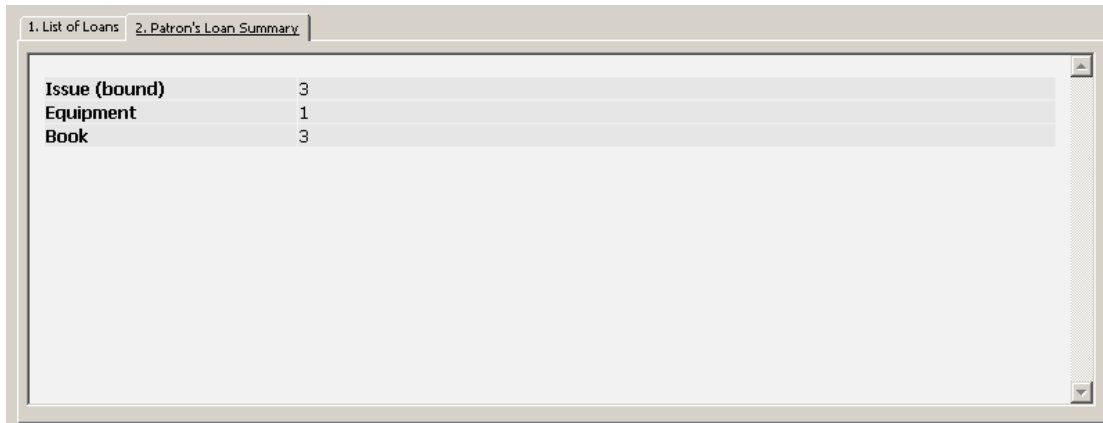
For the System Librarian:
Note that you can change the date of several loans at the same time. This can be done by selecting more than one line (using the Shift button) and then clicking **Change Date**.

5.3   Change Due Date while Loaning Item

You can change the due date that has been calculated by the system when you loan an item to a patron. To do so, follow the steps below:

1. Open the Loans tab.

2. In the Patron field, type the barcode or the ID of the patron who wants to borrow the item. Click or press Enter.

3. In the Item field, type the barcode or the call number of the item that the patron wants to borrow. Click or press Enter.

4. In the lower pane, click **Change Date**:
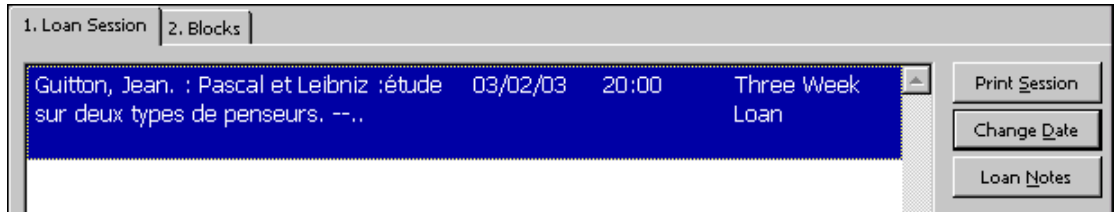
The Change Due Date form pops up.
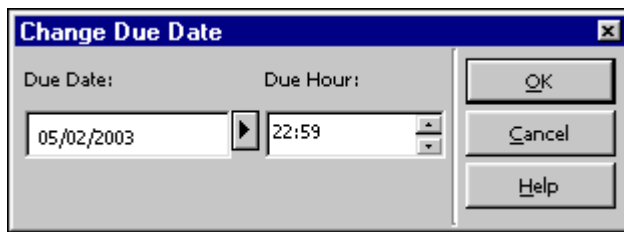
5. In the Change Due Date form, enter a new due date and due hour, and click **OK**.

Note that a patron's expiration date can be prior to the due date of an item being loaned. Whether or not the system shortens the due date to fall within the patron's registration period, depends on the system setup.

For the System Librarian:
Note that you can change the date of several loans at the same time. This can be done by selecting more than one line (using the Shift button) and then clicking **Change Date**.

5.4 Library Open Hours Management Interface

The Open Hours node of the Loan Tab enables you to view and update a sublibrary's opening and closing hours' schedule. The schedule that is displayed is that of a specific sublibrary or remote depository, as selected by the user from the drop-down list found on the upper part of the pane. If all sublibraries in the system have been defined by your system librarian to belong to the same group, the schedule of all sublibraries will be viewed and updated together. If the same schedule is shared by other sublibraries, a warning will be issued prior to any update of the schedule. In that case, you must have update privileges for all of the sublibraries who share the same schedule.

The pane is split into the following two tabs:

- **Weekly Schedule** – Enables you to manage the regular weekly schedule. Opening and closing hours for the weekdays are defined in this tab.

- **Exceptions** – Enables you to manage exceptions in the regular schedule. Exceptions may either be days on which the library is closed or days in which the opening hours differ from the regular weekly schedule.

Note:
Any changes in Open Hours must be saved on the server before changing the GUI interface language.

6   Returns

This chapter includes the following sections:

- Setting Up Return Options

- Returning an Item

- In-House Use

- Change Return During Return

Before returning any items, you should first set up the system's return options.

6.1   Setting Up Return Options

To activate this function, select ALEPH / Options / Set Up Return Options from the Main menu. The following screen will be displayed:
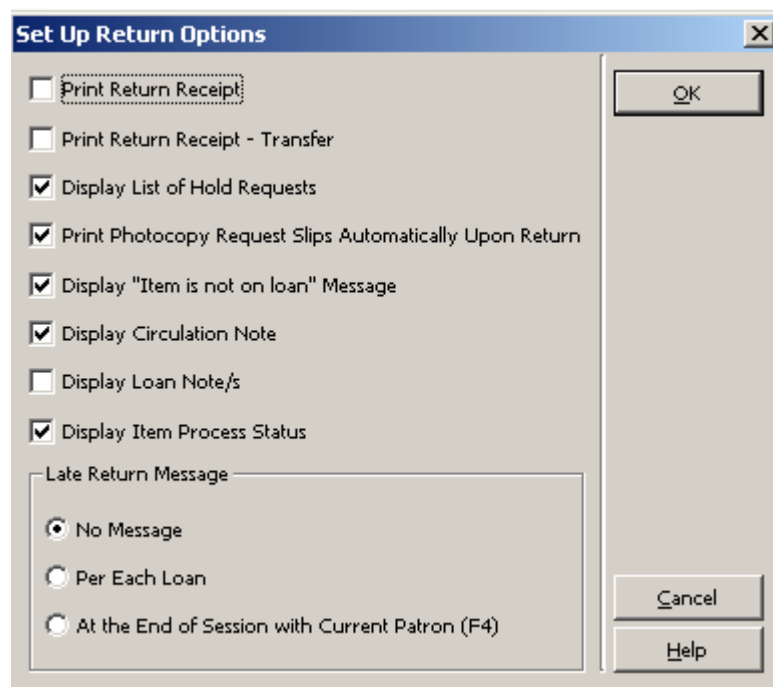
Print Return Receipt

Click this box if you want the system to automatically print a receipt for each return transaction.

Print Return Receipt - Transfer
Click this box if you want the patron to receive a receipt even though the item needs to be transferred to another site.

Display List of Hold Requests
Click this box if you want the system to automatically display a list of holds for the returned item.

Note

If the item being returned is detected as requiring "transfer", the option for displaying the list of hold requests on return will not be in effect. An item requires transfer either when it belongs to a library that is different than the workstation's library, or when the first hold request in the queue has been requested for pickup at a different library.

Print Photocopy Request Slips Automatically Upon Return
Click this box if you want the system to automatically print photocopy request slips for the returned item.

Display "Item is not on loan." Message
Click this box if you want to be notified that an item you are trying to return is in fact not on loan.

Display Circulation Note
If you check this box, the Circulation Note that was entered in the Item Record will be displayed when a patron returns the item. The Circulation Note field can be found in the Items module, in the Item form under the tab General Information (2).

Display Loan Note/s
If you select this checkbox, the Loan Note that was entered when the item was loaned is displayed when a patron returns the item.

Display Item Process Status
Click this box if you want to display a prompt with the item's process status.

Late Return Message
Decide if and when you want to be notified that an item has been returned late.

- No Message:
  Click this button if you do not want to be notified.

- Per Each Return:
  Click this button if you want to be notified after each return transaction.

- At the End of Session with Current Patron (F4):
  Click this button if you want to be notified at the end of a series of

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return transactions for a specific patron.

The end of a session with a patron is marked by pressing the F4 key. (F4 is the standard setup for end of session with patron. It can be changed in the file accel.dat.)

Note: If you do not want to get the "item must be returned to remote storage facility" message during return action, set **RemoteStoreMessage** entry of circ.ini to **N.**

6.2   Returning an Item

There are three ways of returning an item:

- Standard Return

- Fast Return

- Offline Return

6.2.1   Standard Return

Click the Return tab.
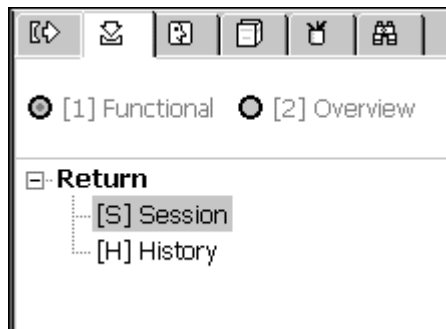
Enter the item barcode or call number in the Item bar's Item field. You may use the barcode reader to scan in the item barcode.

Alternatively, invoke the Call Numbers List by clicking the list button .
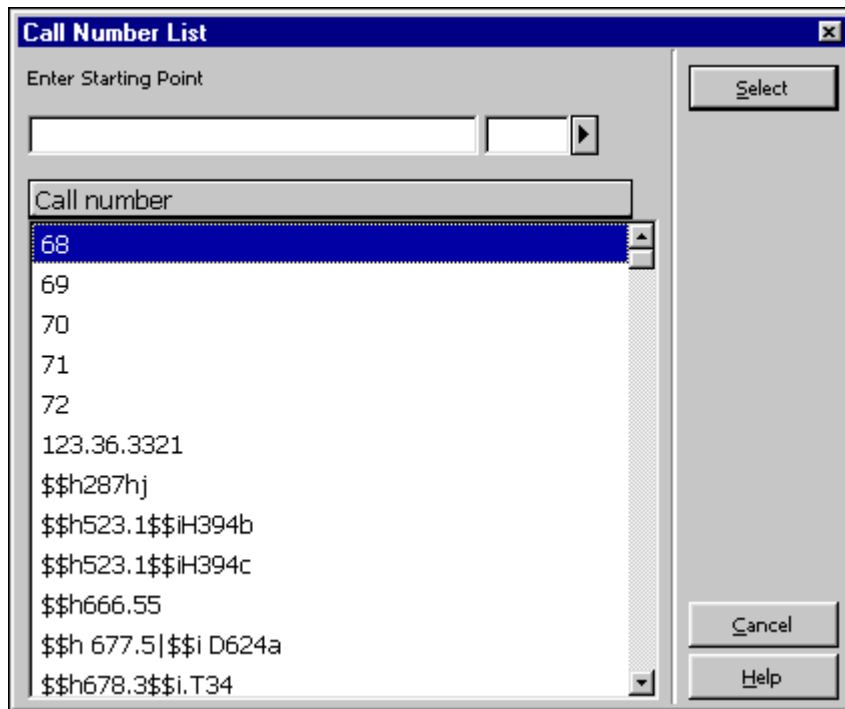
Select an item from the Call Numbers List. (For more details see the Items chapter.)

Click the arrow to perform the return.

The Patron Information tab will be displayed in the upper pane and the Return Session tab will be displayed in the lower pane.
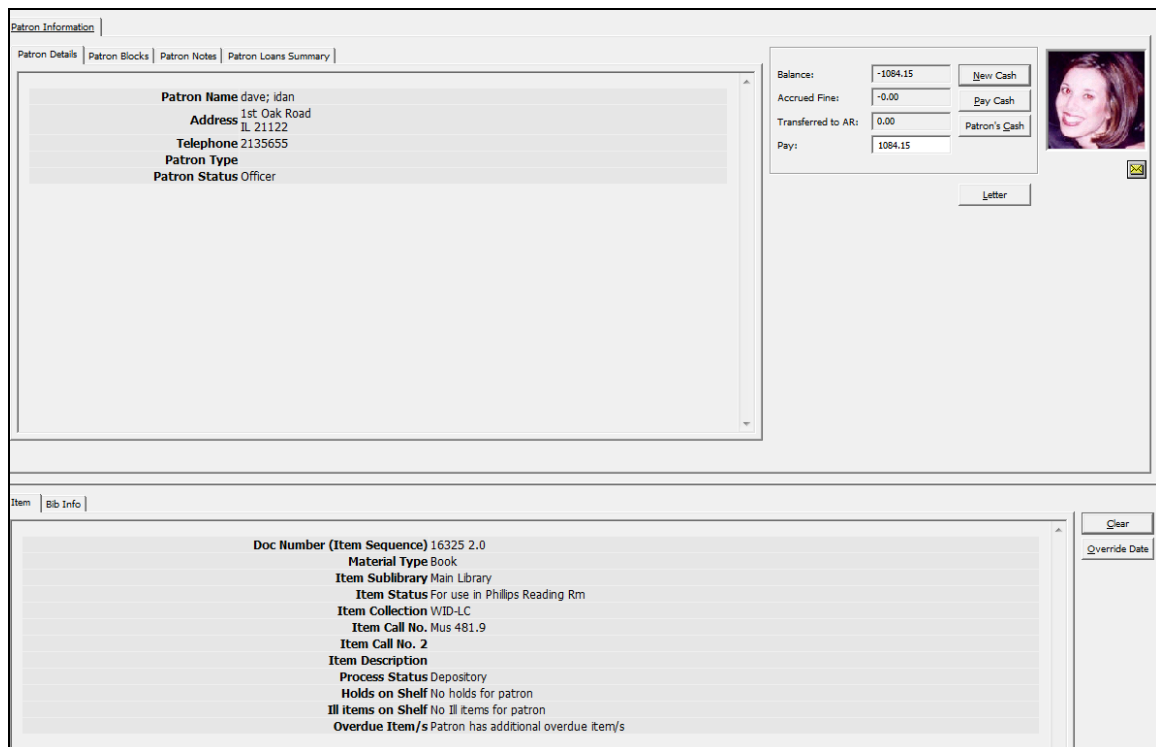
In a case where the system detects that your workstation is not identified as the home

sublibrary of the item being returned, but does accept returns for another sublibrary, the system will automatically print out a transfer slip for the item, and display a message instructing you to transfer the item to the owning sublibrary.

Depending on the return options setup, in a case where there are photocopy requests for the item, a photocopy slip will be printed

Depending on the return options setup, in a case where there are hold requests for the item, either a warning message will be displayed or the List of Hold Requests will be displayed. You can use this window to select a request and notify a patron that the item is available. Again, depending on your setup, if there is only one request on your list, after a few seconds, it is automatically selected.

If the item that is being returned is detected as required for maintenance, the system will display a message, along with the date on which the item is expected to be available for maintenance.

The Return window also shows whether or not an item that the patron requested is available for him on the hold shelf. This information is available for hold and ILL requests. When a patron returns any item, the librarian can tell him that a requested item can now be picked up.

The information is on the last two lines of the lower part of the Return window. The caption of the first line is: "Holds on shelf". The messages are "No holds for patron" or "Patron has holds on shelf" accordingly. The caption of the second line is "ILL items on shelf". The messages are "No ILL items for patron" or "Patron has ILL items on shelf" accordingly. This is not dependent on the return options and is always displayed. If the patron has additional overdue items (not including the item that is currently being returned), the message "Patron has additional overdue item/s" is displayed. If the patron has no overdue items, the message: "No overdue items for patron" is displayed.

Clear
Click **Clear** to erase information about the patron and item that appear on the Return form.

Override Date
Click **Override Date** to register a return date that is earlier than the current date. The override is active until it is deactivated or until the Return window is closed. Enter a new due date and hour and click OK.

New Cash
You may register a cash transaction on an ad hoc basis by clicking the **New Cash** button. A form will be displayed, enabling you to define the transaction as a debit or credit, write a descriptive note about the transaction, and link the transaction to a particular target, sublibrary, or item record.

Pay Cash
If the patron wants to pay some or all of the money he owes, enter the amount in the Pay field and click the **Pay Cash** button. You will be asked to confirm that the patron really does want to pay the specified amount. After confirmation, the system will

register as paid as many transactions as can be covered by the amount paid, starting with the earliest unpaid transaction. (A given transaction may also be partially paid. In this case, the transaction will be split into two transactions, one for the paid portion and one for the unpaid portion.) Depending on how your System Librarian has set up the system, one or more receipts will be printed.

Patron's Cash
Click the **Patron's Cash** button to see all of the cash transactions that the returning patron has.

Letter
Click Letter to print a letter to a patron. You will be able to select from a number of letter formats defined by your System Librarian. This function is also used to print the patron's circulation list and library card.

Click on to send an e-mail message to the patron. The patron's e-mail address will automatically be inserted in the To field.

6.2.2   Fast Return

The Fast Circulation option gives you the possibility to perform a loan or a return from one screen. Details of the item and the patron are not retrieved by the system so the transactions are performed more quickly than when using regular Loan and Return options.

For the sake of speed, the item's bibliographic information, loan details or the return date and the patron's details are not retrieved and are therefore not displayed. There is also no access to the Patron List or to any search for items.

To perform a return using Fast Circulation, follow these steps:

Step 1:
Open the regular Circulation client. Choose Circulation from the Main Menu. From the Circulation menu, choose Fast Circulation. The following window will be displayed:

Step 2:
Click on the Return radio button. The screen will change to:
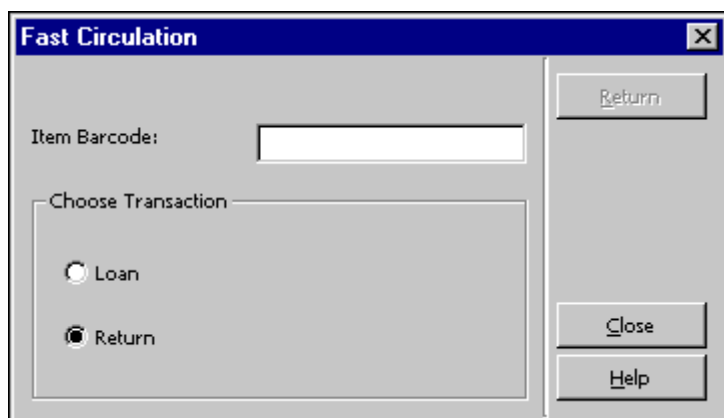
Fill in the Item Barcode field and click **Return**.

For the System Librarian:
Whether the Override button in the Errors Report window at the end of the circulation transaction will be enabled or not is dependent on the following:

- Column 4 in pc_tab_fast_circ:

  If set to Y, overriding is allowed according to the librarian's or patron's override privileges.

  If set to N, overriding is not allowed, no matter what privileges the librarian or patron have.

- Upon return the system checks if the item was returned late and if it has been recalled.

6.2.3   Offline Return

This option lets you record a return transaction on your local computer in case there is a disruption with your computer's connection to the server. Your transactions will be saved in a file which you may send to the server when the connection is re-established. The system will then check the transactions and produce a check report, listing blocks found and other conditions (such as the existence of hold requests for an item).

To activate this function, you can use either the stand-alone offline Circulation Client, or the regular Circulation client. This chapter explains the regular Circulation client. Details about the stand-alone offline Circulation client can be found in the Offline Circulation chapter on page 101.

In the regular Circulation client, choose **Circulation** from the Main Menu, then from the Circulation menu, choose **Offline Circulation**. The following form will be displayed:
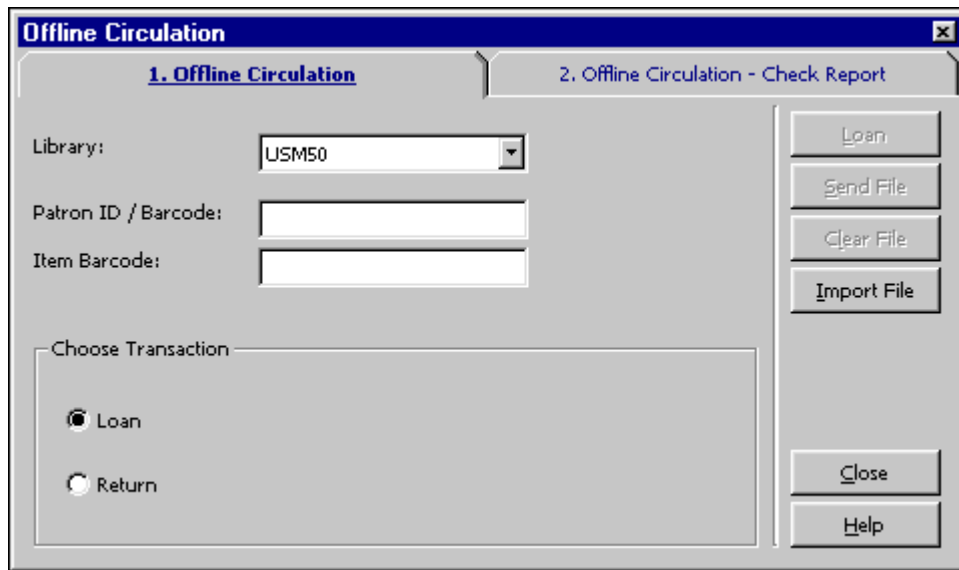
To record a return transaction, follow these steps:

Step 1:
Choose the type of transaction by clicking the Return radio button.

Step 2:
Fill in the ADM library and item barcode.

Step 3:
Click the **Return** button.

Note:
For more information on what to do when the connection with the server is re-established, see the ffline Circulation chapter on page 101.

6.3 In-house Use

The In-house use functionality lets you record the number of times an item is used by patrons on library premises during a given period of time (usually a month or a year) as opposed to the number of times it is loaned. In-house use is tracked by counting the number of times an item is left lying on a table or at a special spot designed for returning open-shelf material, in a public area of the library, to be reshelved by a member of the library staff.

You record in-house use in one of two ways :

- By performing a return transaction on an open-shelf item. Every such return of an item not on loan triggers a number 82 event as defined in the tab_events.lng table.

- By using the In-house Use menu option under the main menu's Circulation menu. Enter the barcode of the open-shelf item that has been used. This will trigger event number 80 as defined in the `tab_events.lng` table.

To record In-house use, open the Circulation menu from the main menu and choose the **In-house use** option. Enter the barcode of the open-shelf item that has been used.
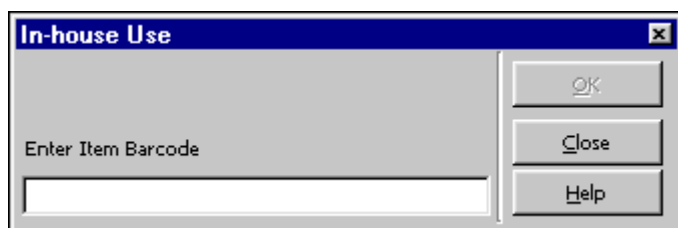
Although this method is never completely accurate (some patrons return materials to the shelf on their own initiative), statistics on in-house use can be helpful in evaluating periodical collections and in developing reference collections.

6.4   Change Return Date during Return

You can change the return date of a loan when you return the item. Before processing the return, click the **Override Date** button to open the Return Date Override window.
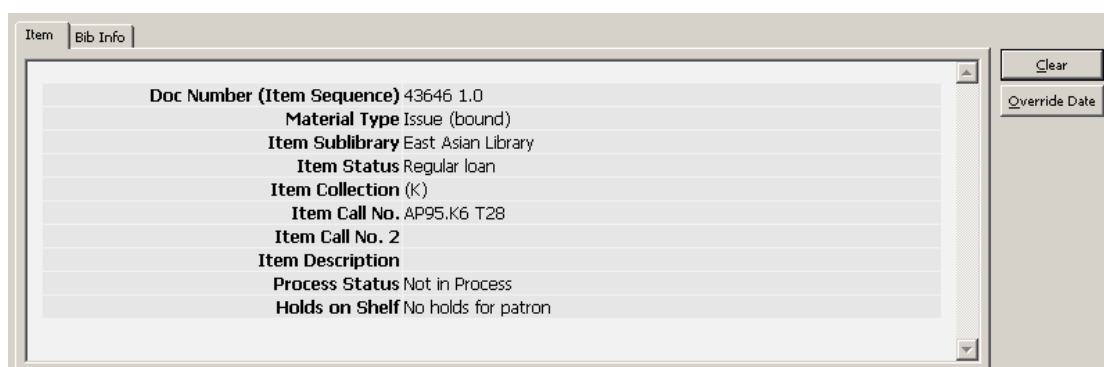
You can change the return date from the current date to an earlier date. This date is then registered as the loan's return date. The **Override Date** button changes to a **Clear Override** button. The override date is also displayed in the root node of the return tab navigation pane. Note that you have to change the return date before effecting the return itself.

7   Offline Circulation

This chapter includes the following sections:

- Regular Circulation Client

- Standalone Offline Circulation Client

- Registration of Cash Transactions

The Offline Circulation option lets you record transactions on your local computer in case there is a disruption with your computer's connection to the server. Your transactions, including loan, return and cash recording are saved in a file which you

send to the server when the connection is re-established. The system then checks the transactions and produces a check report.

You can use one of two interfaces to work with the Offline Circulation function:

- If you have access to the regular Circulation Client, use it to register transactions through its Offline Circulation function.

- If you do not have access to the Circulation module, use the Offcirc stand-alone client to register transactions.

OFFLINE CIRCULATION FLOWCHART

7.1 Regular Circulation Client

From the menu bar, click **Circulation** / **Offline Circulation**. The following form is displayed:

To record a transaction, follow these steps:

1. Choose the type of transaction, Loan or Return, by selecting the appropriate radio button. The window changes according to the transaction type that you select.

2. Fill in the Library, Patron ID / Barcode, and Item Barcode fields. The Loan or Return button becomes active.

3.   Click **Loan** or **Return**.

7.1.1   When the Server Connection is Re-established

From the menu bar, click **Circulation** / **Offline Circulation**. The following form is displayed:

When the server connection is re-established, you can use the following buttons from the Offline Circulation tab:

- Send File

  Click **Send File** to send the transaction file that was created to the server.

  Note that the transaction file that is sent to the server is the file belonging to the currently connected library. The Library field does not influence the Send File operation.

- Clear File

  Click **Clear File** to erase the transaction file from your local computer.

- Import File

  This function is used with the stand-alone offline Circulation client. It imports the transaction file from the stand-alone offline client to the regular Circulation client, so it can be sent to the server to be checked.

After you have sent the transaction file to the server, select the Offline Circulation - Check Report tab to see the list of blocks and other conditions related to these transactions:
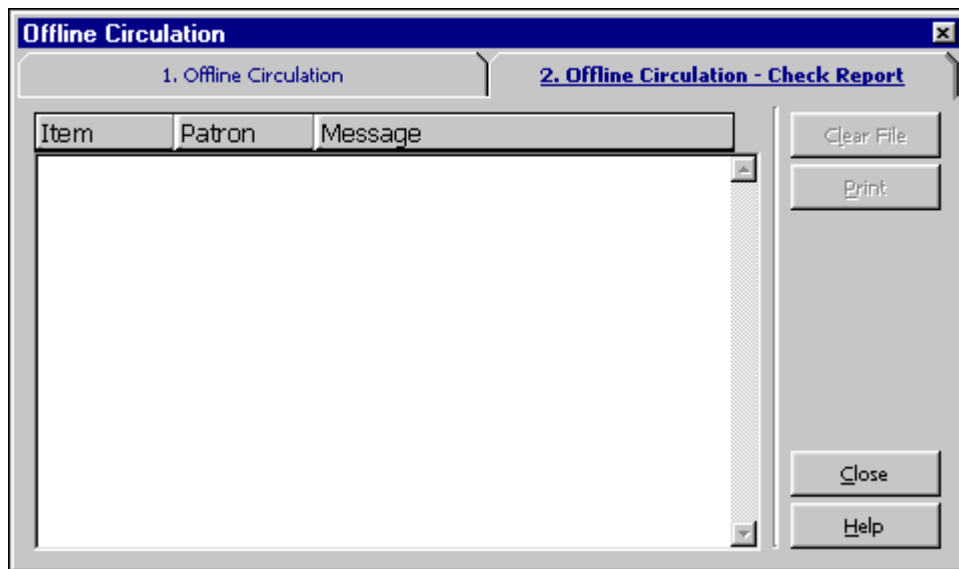
The system checks:

- If the item exists or not.

- If there is a patron record.

- If there are system problems in Loan/Return (that is, the system was unable to register the Loan/Return for any reason).

- If the due date of the loan was shortened because the patron's registration expires before the normal due date (this exception is noted in the report).

- If the returned item has hold requests placed on it.

- If the item that was returned had been claimed as lost or as returned.

7.2 Stand-alone Offline Circulation Client

To activate this function, click ./offcirc/bin/offcirc.exe. The following forms are displayed:

Note that depending on how the System Librarian set up the system, you might need to enter a user login and password before you can access offline circulation.

To record a transaction, follow these steps:

1. Choose the type of transaction, Loan or Return, by selecting the appropriate radio button. The window changes according to the transaction type that you select.
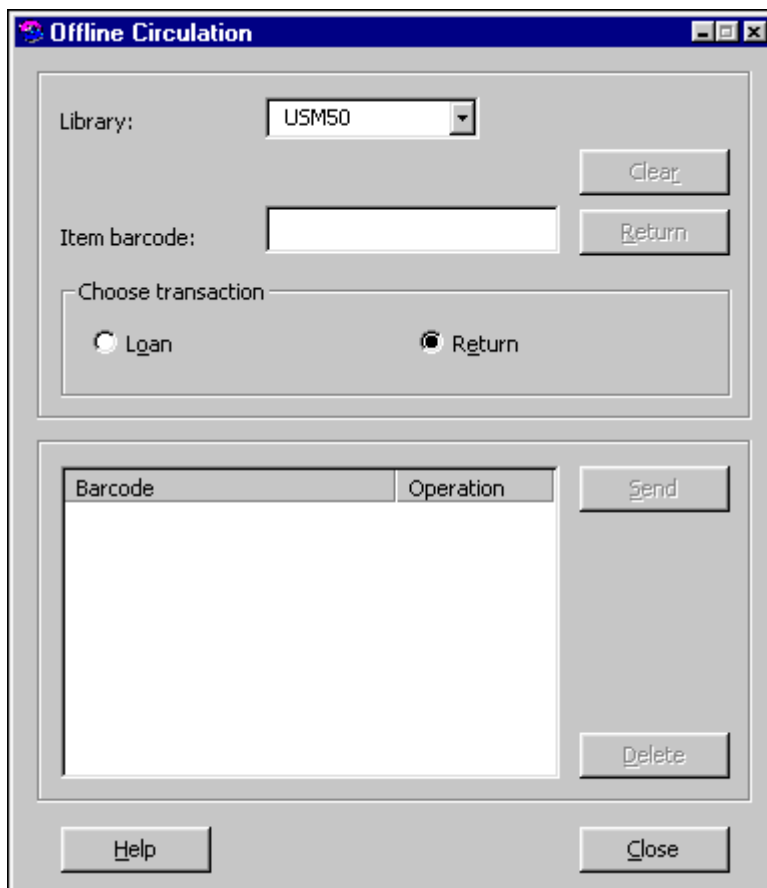
2. Fill in the Library, Patron ID/Barcode in the Borrower field (if it appears), and Item barcode.

3. Click **Loan** or **Return**. The open window displays the barcode and the action that has been performed.

4. Click **Send**. The transactions that have been performed are saved in the ./offcirc/files/ADM50/Offcirc.dat file.

7.2.1   When the Server Connection is Re-established

When the server connection is re-established, follow these steps:

1. Open the regular Circulation client. From the menu bar, choose **Circulation** / **Offline Circulation**. The following window is displayed:
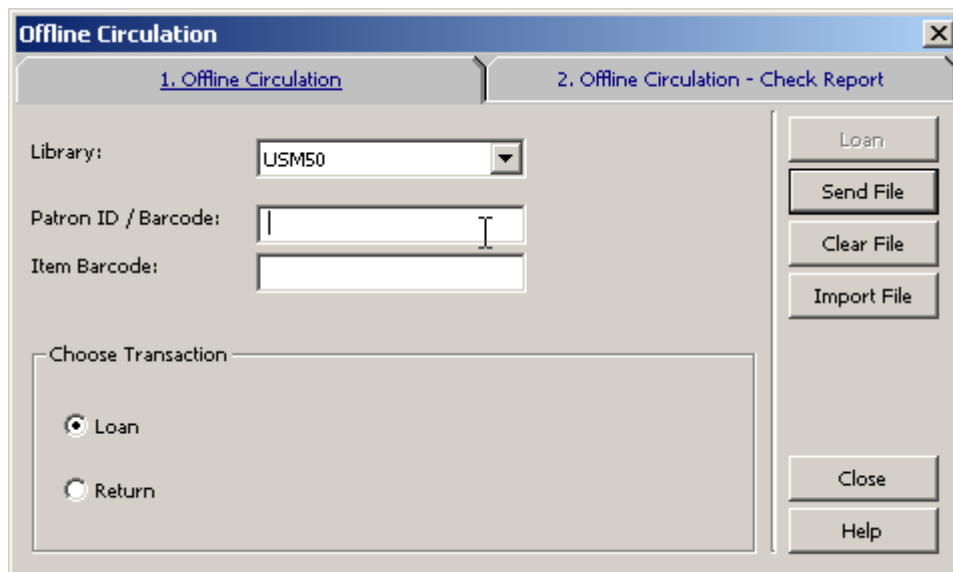
2. Click **Import File**. A window pop ups, enabling you to browse through directories to choose the desired file. Select the ./offcirc/files/<lib>/offcirc.dat file and click **Open**.

   This imports the transaction file from the stand-alone offline Circulation client into the regular Circulation client.

3. If the transaction file in the regular Circulation client is **not** empty, you receive a message asking whether or not you want to clear the file. Choose **No**, because this means there are some transactions in the regular Circulation client that have not yet been sent to the server. Take care of these transactions first (by clicking the Send File and Check Report buttons). Then return to Step 2 to continue.

4. A message pops up, asking whether or not you want to delete the import file. It is recommended to **Yes** so that future transactions performed with the stand-alone client will be written in a new transaction file. (Otherwise, if the file is not deleted, the transactions will be appended to the old file.)

5. A further message pops up, asking whether or not you want to send the imported file to the server now. It is recommended to choose **Yes**. However, if you choose **No**, you can send the file to the server later by clicking the Send File button on the regular offline Circulation window (shown in Step 1 above).

6. After sending the file to the server, be sure to select the

   Check Report tab to see the list of blocks and other conditions related to the loan and return transactions.
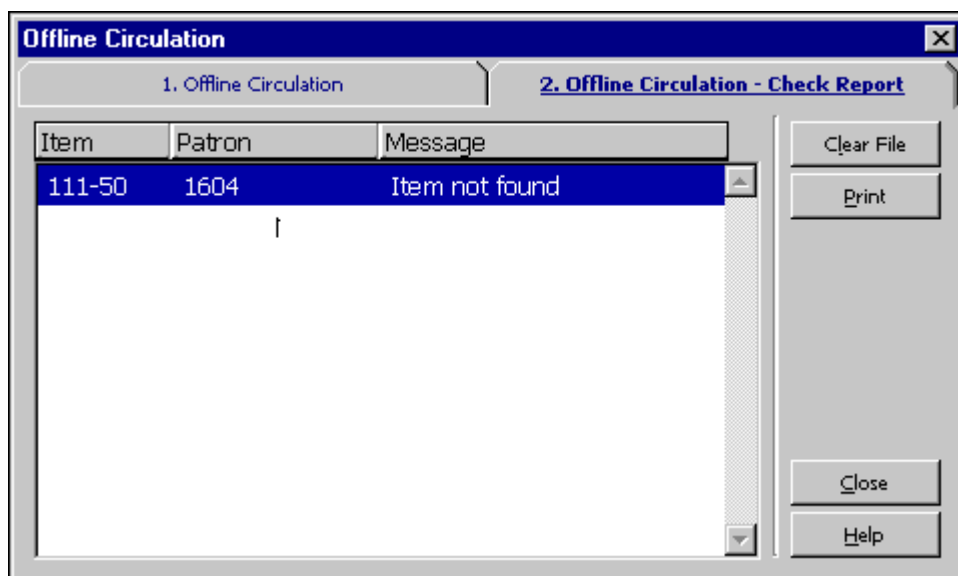
7.3 Registration of Cash Transactions

Whether or not offline circulation registers cash transactions depends on the setup of tab100.

8 Hold Requests

This chapter includes the following sections:

- Hold Request Management
- Creating a Hold Request
- Viewing a Hold Request
- Updating a Hold Request
- Deleting a Hold Request
- Printing a Hold Request Slip
- Returning Items with Holds
- Unclaimed Items on Hold Shelf
- Printing Letters to Patrons
- Display Information about Holds on Shelf During Return

8.1 Hold Request Management

8.1.1 System Librarian Responsibilities
The System Librarian determines whether the system will:

- Check item availability for a hold request.

- Deliver an item to a particular location or hold the item for pickup.

- Provide different limits on the amount of time that an item may remain on the hold shelf.

- Charge money from the patron for sending Hold Request filled letters.

Check Item Availability
The System Librarian can have the system check the availability of an item when the service Recall Items on Loan (cir-13) is run. If an item is unavailable, the system will print a "wait" letter to the patron and the status of the request will be changed automatically from A (Active) to W (Waiting). If the item is available, the status will be changed to S when the patron is informed that the item is being held for him.

The hold request status of the item can have several values that influence the processing of the hold request.

- N - item cannot be requested.

- Y - item can be requested. In addition, item availability is checked when a hold request is placed. If a copy is available, and the patron does not have permission for requesting an available item, a message is displayed.

- C - Item can be always be requested, there is no availability check because hold requests are always allowed (for example closed stack).

- T - item availability is not checked when a hold request is placed, because hold requests are always allowed (for example short-term loan, lost, on order, etc.). However, for cir-12 (Call Slips for Requests) and ue_06 (daemon printing of hold request slips and wait letters), the item is not considered "available" and the letter is not printed.

Alternatively, the System Librarian may decide that the system should not check item availability, but simply print out the call slip. In this case, the request status will be changed to W (Waiting) only after the Circulation Librarian sends a "wait" letter to the patron by using the Print Letter - Hold Request Not Filled function.

Pickup/Delivery Location
For each combination of sublibrary, item status and patron status, you can define the location from which the patron will pick up the held item. The pickup location can be a library hold shelf from which the patron will collect the item or the location to which the item will be delivered. To do so, edit tab37 (hold requests configuration).

Time Limit on Hold Shelf

You can define different limits on the amount of time that an item is kept on the hold shelf, depending on whether the hold is triggered by the return of the item, or triggered by the menu entry Requests / Hold Requests / Print Letter - Hold Request Filled. Many libraries use the utility for closed stack management and want a shorter hold period for items from closed stacks than for other requested items that have been returned.

The system does not differentiate between a hold request for an unavailable (loaned) item and a pickup request for an item that is on the shelf. The difference may be in the printed reports.

For the System Librarian: To define the different limits, edit tab44.

Charge Money for Sending Hold Request Filled Letters
A library that uses cash transactions 0024, 0026, 0027, 0028, 1024, 1026, 1027 and 1028 from tab18.lng only to charge postal fees may not want to charge a patron if the hold request letter is sent by e-mail. Your System Librarian can configure the setup of tab18.lng in order not to charge postal fees if the Hold Request Filled letter is sent by e-mail.

8.1.2   Circulation Librarian Responsibilities

The Circulation Librarian can determine whether or not the system will automatically display a list of hold requests for an item as soon as the item is returned, by using the Set Up Return Options function.

8.2   Creating a Hold Request

A hold request can be placed either by the patron through the Web OPAC or by the librarian through the Circulation module. Note that a patron has to have the relevant privilege in his local patron record in order to place a hold request.

In the Circulation module, there are two ways to place a hold request:

- From the Requests Menu
- From the Item Tab

8.2.1   Creating a Hold Request from the Requests Menu

Click **Requests/Hold Requests/Create Hold Request**. The following screen will be displayed:

Item Barcode

You can use the barcode reader to scan in the barcode. Alternately, you can search for an item by clicking the List button . The Search for an Administrative Record window will be displayed.

Enter search strings in one or more fields and click Search. If there is more than one hit, the Brief List window will be displayed.

Highlight one of the items and click the **Select** button. You can view the full bibliographic details of the item by clicking the **View Full** button and then selecting the item.
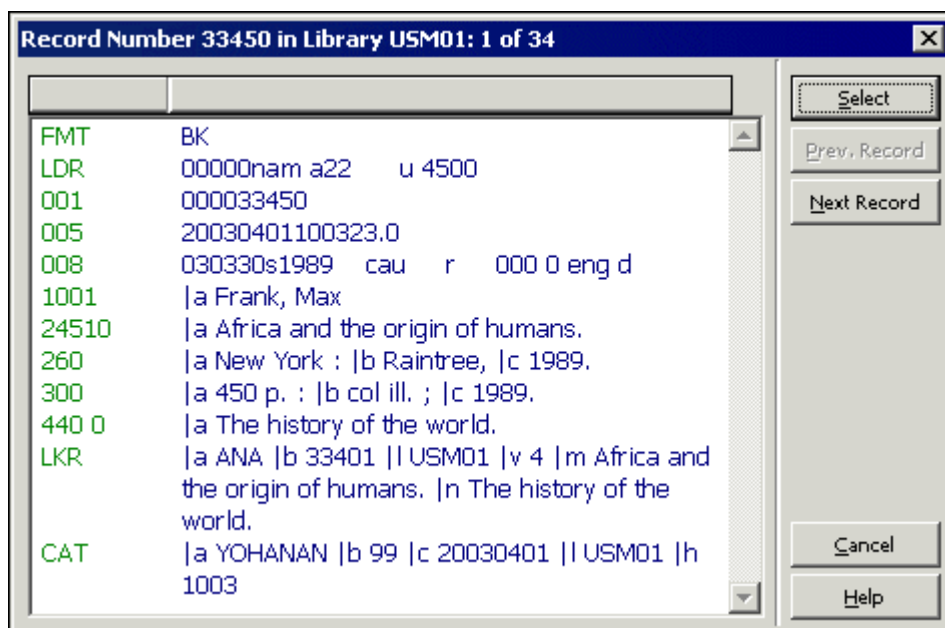
Patron ID/Barcode
Enter the patron's ID or barcode. To select a patron from a list, click the List button
 .

Click **OK**. If the item has the status Short Loan the Create Advance Booking Request window is displayed. Otherwise the following screen is displayed:

Create Hold Request

1. Request Information	2. Item Filter Information

Item:

OK

Shakespeare, William, 1564-1616.:
The plays of William Shakespeare, in eight volumes
:with the corrections and illustrations of various

Sys. No. / Seq.:   000030992   000070

Patron ID / Name: 00000012   Hatoum, Robert

Author of Part:

Title of Part:

Pages to Copy:

Note 1:

Note 2:

From Date: 15/05/2005   To Date: 15/11/2005

Pickup Location: Recall Type: 01

Priority: 10   No. of Requests:

☐ Rush Handling

Cancel

Help

Original Loan Due Date: 26/08/2005   15:00

Recall Due Date: 22/05/2005

Recall Due Hour: 15:00

You can place a hold request for an item only if the patron has hold privileges. To place a hold request, fill in the form and click **OK**.

If the request requires a recall and the system has been configured to allow online recalling, a recall will be performed with the request submission.

Following is help for each field of the Create Hold Request form:

Item
This is the bibliographic information attached to the item you selected in the previous step.

Sys. No./ Seq.
These are the system number and the item sequence of the item you selected in the previous step.

Patron ID
The Patron ID is already filled from the previous step. If you enter a proxy Patron ID, the request is nevertheless registered under the name of the sponsor.

Author of Part

Enter this information in case the library decides to provide the patron with a free photocopy of the material instead of the original. Type the author of the portion of the item that the patron is interested in if it is different from the author of the item as a whole. For example, a chapter may be written by one person, while the work as a whole was edited by another.

Title of Part
Enter this information in case the library decides to provide the patron with a free photocopy of the material instead of the original. Type the title of the portion of the item that the patron is interested in if it is different from the title of the item as a whole. For example, a chapter may have a title that is different from the title of the work as a whole.

Pages to Copy
Enter the pages that the patron is interested in (again, for the purpose of photocopying).

Note 1 and 2
Optional. Enter notes for the library staff.

Requester Name
Optional. The user for which the service is provided. The user does not have a library account. The staff user may fill in the name of the requester.

From Date/To Date
Enter the period of time during which the patron is interested in receiving the material. The system default period depends on your system's setup but you can change the dates when creating the hold request.

Pickup Location
This is the location where the material will be delivered or held for the patron to pick up.

Recall Type
If you want the item to be recalled, choose the level of urgency, 01 (regular) or 02 (rush). If you do not want the item to be recalled, choose 03 (no recall). If you select 02 (rush), the hold request will be automatically assigned a priority of 00 (see explanation   below).

For the System Librarian: The default Recall type is determined by the default_recall_type variable in pc_server_defaults. If no value is found there, the default is 03.

Priority
You can determine the position of the Hold Request in the queue by assigning a Priority. The highest level priority is 00, and the lowest is 99. A request that is classified as a rush recall will automatically receive a priority of 00.

No. of Requests
Depending on the number entered here, multiple requests will be made for the patron (regardless of the patron's multiple requests privilege). Intended for special use only.

Rush Handling

For a rush request (for example, if the patron is waiting in the library for the material), select the Rush Handling option. A call slip indicating that this is a rush request will be printed.

Original Loan Due Date

The due date of the current item's loan.

Recall Due Date\Hour

The required new due date and hour after recall. These fields can only be updated if the request is required for recall and if the system is set up to recall items when the request is created.

Item Matching Filter

Use these fields to define the group of "like" items with which the hold request may be filled.

Only Selected Item

If you want the hold request to be filled only by a specific copy, select this option.

8.2.2 Creating a Hold Request from the Item Tab

Retrieve an item in the Item tab.
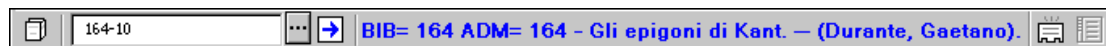
Select either the List of Items node or the Item node. You can place a hold request from both nodes.

List of Items Node

Highlight an item on the Items List tab in the upper pane and click the Hold Request button.

Item Node

Click the Hold Request button on the Item Details tab in the right pane.

In both cases you will be prompted to enter the Patron ID or barcode:
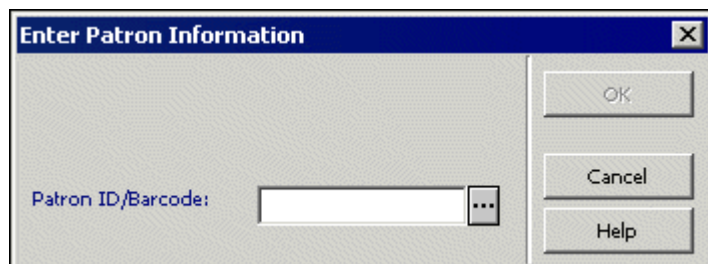
If the item has the status Short Loan, the Create Advance Booking Request window is displayed. Otherwise the following screen is displayed:

Create Hold Request

1. Request Information	2. Item Filter Information

Item:

Shakespeare, William, 1564-1616.:
The plays of William Shakespeare, in eight volumes
:with the corrections and illustrations of various

OK

Sys. No. / Seq.:   000030992   000070

Patron ID / Name: 00000012   Hatoum, Robert

Author of Part:

Title of Part:

Pages to Copy:

Note 1:

Note 2:

From Date: 15/05/2005   ▶   To Date: 15/11/2005   ▶

Pickup Location: ▶   Recall Type: 01   ▶

Priority: 10   ▶   No. of Requests:

☐ Rush Handling

Cancel

Help

Original Loan Due Date: 26/08/2005   ▶   15:00

Recall Due Date: 22/05/2005   ▶

Recall Due Hour: 15:00

See the Creating a Hold Request from the Requests Menu section for a complete explanation of the fields available in this form.

8.3 Viewing a Hold Request

Details of a hold request are accessible from the Hold Requests node in both the Item tab and the Patron tab.

Item Tab
In the Item Tab select the Hold Requests node to display a list of hold requests for the selected item. The hold requests will appear in the List of Hold Requests pane.

To view requests that are not currently active, select the **Non-active Requests** option.

Click the **Go to Item** button to be transferred to the Item tab Select an entry from the list to display its details in the Hold Request Information pane.

Patron Tab

In the Patron Tab select the Hold Requests node to display a list of hold requests for the selected patron.

Select an entry from the list to display its details in the Hold Request Information pane.

1. Hold Request Information

Author of Part:	
Title of Part:	
Pages to Copy:	
Hold Request Note 1:	
Hold Request Note 2:	
Requester ID/Name:	1222 North, Ellen Rita
Open Date:	18/06/2003 ▶ Recall Type: 03 ▶
Request Date:	18/06/2003 ▶ End Request Date: 16/09/2003 ▶
Hold Date:	15/07/2003 ▶ End Hold Date: 29/07/2003 ▶
Pickup Location:	UUPTN ▶ Send Action: 1
Hold Request Status:	S ▶ Letter Status: P ▶
Priority:	30 ▶ ☐ Rush Handling

Tabs: 1. Hold Request Information | 2. Item Match Filter | 3. Bibliographic Information

Update
Cancel

2. Item Match Filter

Sublibrary:	▶	Collection:	▶
Item Status:	▶	Item Process Status:	▶
Copy:	0	Volume:	
Year:		Issue Number:	
Part:			

Tabs: 1. Hold Request Information | 2. Item Match Filter | 3. Bibliographic Information
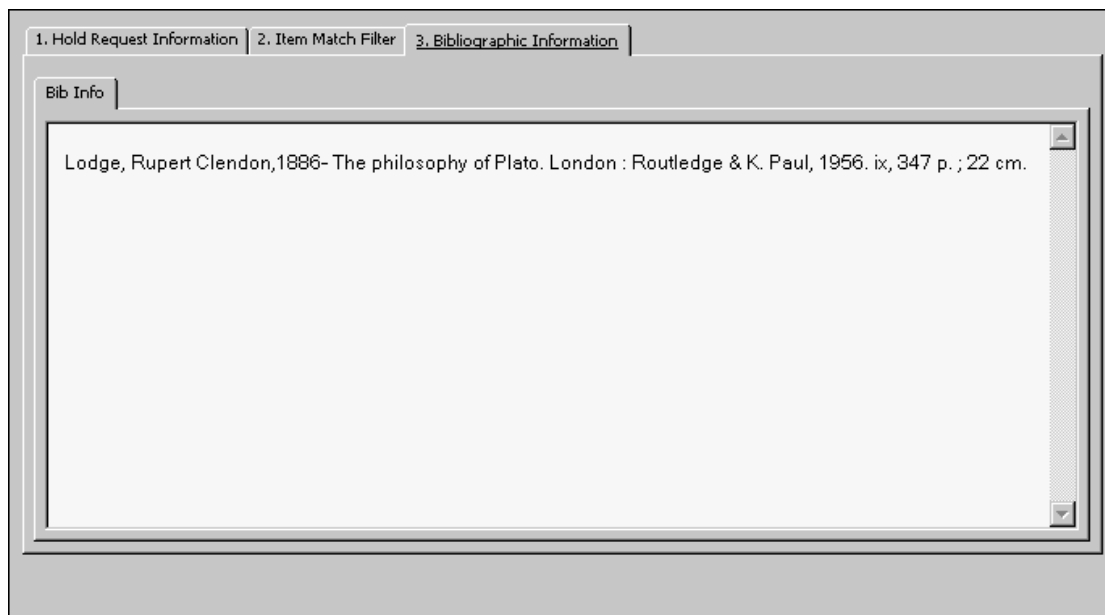
Update
Cancel

8.4 Updating a Hold Request

In the Circulation module, there are two ways to update a hold request:

- From the Item Tab
- From the Patron Tab

These methods are described below.

8.4.1 Updating a Hold Request from the Item Tab

Retrieve an item in the Item tab.
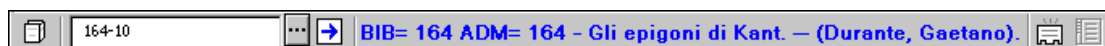
Select the Hold Requests node.

Highlight a line on the List of Hold Requests tab in the upper pane. The details are displayed in the lower pane:

Edit the form and click **Update**. Note that the Update button is only active after at least one field has been edited. Note that the fields Hold Date and End Hold Date are filled in automatically by the system and can only be edited if the Hold Request Status is set to S (On Hold Shelf).

8.4.2   Updating a Hold Request from the Patron Tab

Retrieve a patron in the Patron tab.

Select the Hold Requests node.

Highlight a line on the List of Hold Requests in the upper pane. The details are displayed in the lower pane:

Edit the form and click **Update**. Note that the **Update** button is only active after at least one field has been edited. Note that the fields Hold Date and End Hold Date are filled in automatically by the system and can only be edited if the Hold Request Status is set to S (On Hold Shelf).

8.5   Deleting a Hold Request

In the normal course of events, a hold request is deleted by the system if the requested item is loaned to the requesting patron. If a patron has multiple hold requests on the same item, the hold request with status S (On Hold Shelf) is deleted, even if it is not the first hold request in the waiting list.

There are several ways to delete hold requests manually:

- Delete a Hold Request by Barcode

- Delete a Hold Request from the Item Tab

- Delete a Hold Request from the Patron Tab

- Delete Multiple Hold Requests

When a single hold request is deleted, the system can automatically print a letter to the patron who placed a hold request, informing him that the item is no longer being held for him. This depends on the set up of your workstation. If a proxy has placed the hold request, then a second letter is printed for the proxy in addition to the initial letter that is printed for the sponsor.

8.5.1   Delete a Hold Request by Barcode

Click **Requests** / **Hold Requests** / **Delete Single Hold Request by Barcode** from the main menu. Enter the item's barcode in the Delete Single Hold Request by Barcode window.

If there is only one hold request for the item, it will be deleted automatically. If there is more than one hold request, the Delete Single Hold Request By Barcode window will be displayed, allowing you to view the list of hold requests and choose the one(s) you want to delete.
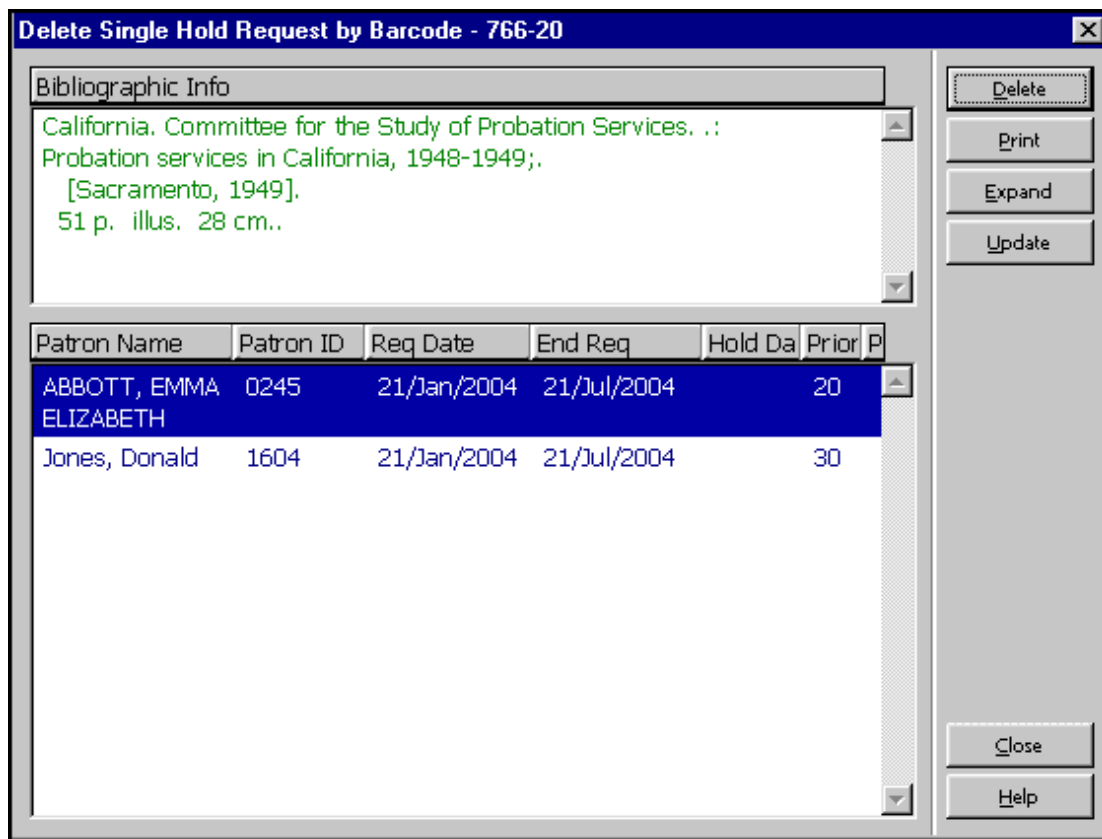
Delete
Click **Delete** to remove the highlighted request from the list.

Print
Click **Print** to print a letter to a patron, notifying him that the item he requested is now available.

Expand
Click **Expand** to see detailed information about the highlighted hold request.

Update
Click **Update** to update the hold request. For example, to change the date on which the patron is interested in receiving the material.

8.5.2   Delete a Hold Request from the Item Tab
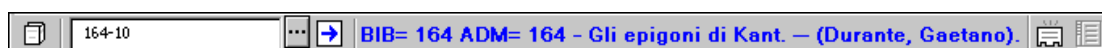
Retrieve an item in the Item tab.

Select the Hold Requests node.

Highlight a line on the List of Hold Requests pane and click **Delete**. You will be prompted to confirm deletion.

8.5.3 Delete a Hold Request from the Patron Tab
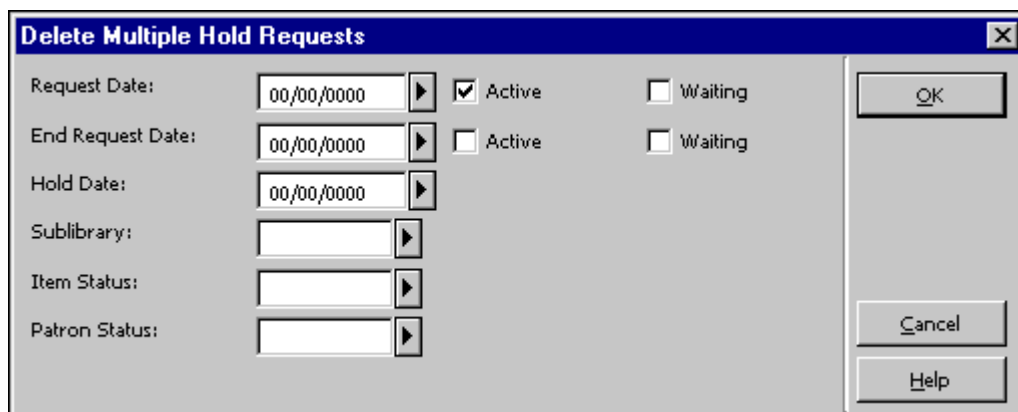
Retrieve a patron in the Patron tab.

Select the Hold Requests node.
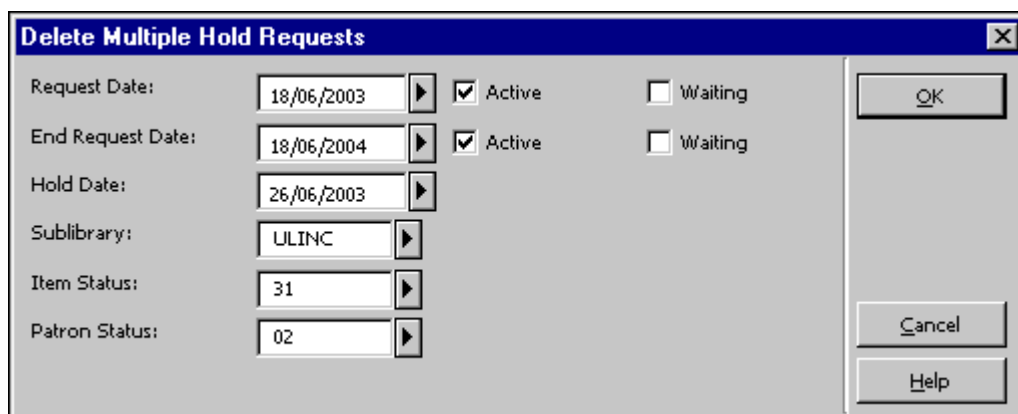
Highlight a line on the List of Hold Requests pane and click Delete. You will be prompted to confirm deletion and to add a note as to why the hold request was deleted.

8.5.4 Delete Multiple Hold Requests

Use this option to delete several hold requests together. The scope of hold requests to be deleted is determined by the filters in the Delete Multiple Hold Requests window. Click **Requests** / **Hold Requests** / **Delete Multiple Hold Requests** from the Main menu. The Delete Multiple Hold Requests window will be displayed:

Fill in values to filter the hold requests you want to delete.

Request Date

This is the date on which the patron requested the material. You can delete requests starting from the date entered here. Select the type of request you want to delete, Active and/or Waiting requests.

End Request Date
This is the date up to which the patron is interested in receiving the material. You can delete requests up to and including the date entered here. Select the option for the type of request you want to delete, Active and/or Waiting requests.

Hold Date
The hold date is the date on which a letter was produced for the patron informing him that the requested material is ready to be picked up. (These hold requests have status "S".) You can delete requests up to and including the date entered here.

Sublibrary
Select a sublibrary from the list to delete hold requests for a particular sublibrary. Otherwise, leave the field blank.

Item Status
You may want to delete hold requests of items that have a particular status. Otherwise, leave the field blank.

Patron Status
You may want to delete hold requests for patrons having a particular status. If not, leave the field blank. If the hold request has been placed by a proxy, then a second letter is printed for the proxy in addition to the initial letter that is printed for the sponsor.

8.6   Printing a Hold Request Slip

The Hold Request slip is a printout containing information about the requested item, the requester patron, and details about the request. This slip is usually kept in the book to indicate that this book is held for the requesting patron, and to let both the circulation librarians and the patrons know its status.

The Hold Request slip is printed when changing the request's status and sending letters to patrons (manually, using a service, or with the UE_06 daemon).
It is also possible to manually print hold request slips for the following specific hold requests:

- Print a Hold Request from the Item Tab

- Print a Hold Request from the Patron Tab

8.6.1   Printing a Hold Request from the Item Tab

You can print a hold request from the Item tab.

To print a hold request from the Item tab:
1. Retrieve an item in the Item tab.

2. Select the Hold Requests node.
3. Highlight a line on the List of Hold Requests pane and click **Print**.

8.6.2   Printing a Hold Request from the Patron Tab

You can print a hold request from the Patron tab.

To print a hold request from the Patron tab:
1. Retrieve a patron in the Patron tab.
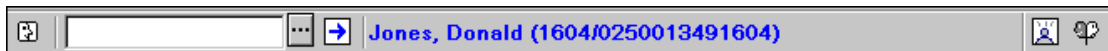
2. Select the Hold Requests node.
3. Highlight a line on the List of Hold Requests pane and click **Print**.

8.7   Returning Items with Holds

If the Circulation Librarian has set the system to automatically display a list of hold requests for an item as soon as the item is returned (by using the function Set Up Return Options), the following screen will be displayed:
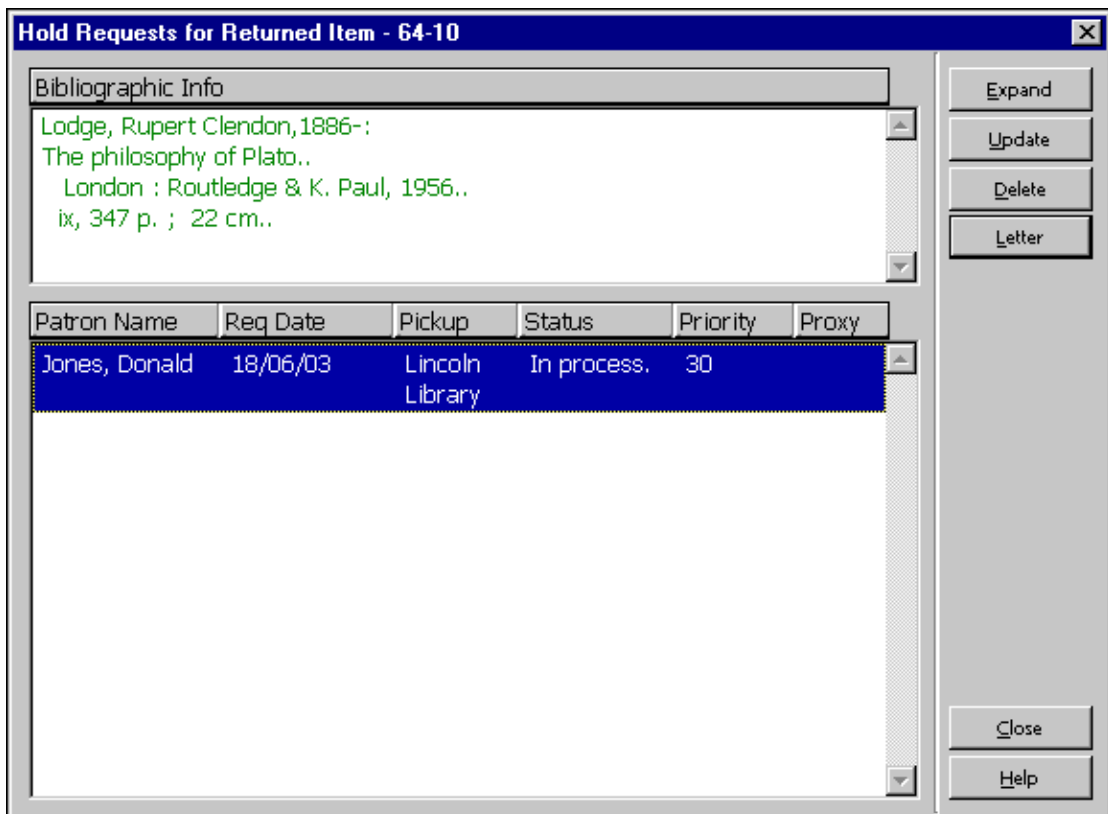
This window shows the list of hold requests for the returned item.

It is possible to set up the system to automatically choose and print letters for the first request on the list. A different setup would be to let the Circulation Librarian choose the request himself.

Whether or not the first of multiple hold requests in the list is automatically printed depends on the setup of circ.ini [ReturnHold].

Depending on how your System Librarian has set up the system, the information displayed for each request may include the patron name, request date, pickup location, status and priority.

Expand
Click **Expand** to see detailed information about the highlighted hold request.

Update
Click **Update** to update the hold request, for example, to change the date when the patron is interested in receiving the material.

Delete
Click **Delete** to remove a highlighted request from the list.

Letter
Click **Letter** to print a letter to a patron, notifying him that the item he requested is now available.

8.7.1   Returning to Home Library

If the delivery location is type 02 (Home) or 03 (Mailbox), the item is loaned to the patron and the hold request is deleted. In these scenarios, one letter is printed and attached to the delivered item.

If the delivery location is type 01 (Sublibrary) two letters are printed (one for the patron and one to be put in the item) but the hold request is not deleted from the system. The request status is changed to "S" (On Hold Shelf) and the request is only deleted when the item is loaned to the patron. The words "on hold" are displayed in the Circulation and OPAC modules in place of the due date.

If the delivery location is type 04 (Reading Room) two letters are printed (one for the patron and one to be put in the item). The item is loaned to the patron, the sublibrary of the item is changed temporarily to the Reading Room sublibrary and a Reading Room record is created for the item (for Reading Room control).

A hold request can be made for "pickup" or "delivery", depending on the definition in `tab27` and `tab_sub_library.lng`. "Pickup" is action 01 in `tab27`, for library types 1 or 4 in `tab_sub_library.lng`. "Delivery" is action 02 or 03 in `tab27` for library type 3 in `tab_sub_library.lng`.

8.7.2   Returning to a Library Other than the Home Library

In the event that an item is returned to a location other than the item's home library and there is a "pickup" hold request for the item, the librarian must send the item to

the pickup sublibrary. The system prints a transfer slip and loans the item to a pseudo patron that has an ID identical to the pickup library code. The librarian returns the item in order to "return" it and activate the hold requests window (as described in the Returning Items with Holds section above). The item is then ready for pickup at the sublibrary where it has been requested.

If an item is returned to a location which is not the item's home library and there is a "delivery" hold request of the 02 (Home) or 03 (Mailbox) type (as defined in tab27) through a "special" pickup sublibrary (type 3, as defined in `tab_sub_library.lng`), the item is "in transfer" to its home sublibrary in order to proceed with the hold request. The delivery is handled from the item's home library. This is because a Home or Mailbox delivery request must be performed by an item's home library, (through a type 1 or 4 sublibrary, as defined in `tab_sub_library.lng`).

TIP The sender of a transfer slip should be the sublibrary where the item has been returned. There is only one way to identify the sublibrary that a workstation belongs to. This is through the setup of the sublibrary attribute type in the ADM library $data_tab/tab_attr_sub_library table or, if this file does not exist, in the $alephe_tab/tab_attr_sub_library file. Register a sublibrary for each workstation or group of workstations by IP address or by station ID as type 7. This allows the system to correctly identify the sublibrary where the item has been returned and print it as the sender on the Transfer Slip. If no sublibrary is registered as type 7 for the station where the item has been returned, the ADM library appears as the sender.

8.8   Unclaimed Items on Hold Shelf

This section explains what to do if the patron never picks up an item that is waiting for him on the hold shelf.

Use the Hold Shelf Report (cir-06) function available from the Services menu to identify items that have remained on the hold shelf for more than a specific period of time.

These items should be removed from the hold shelf. However, there may be additional hold requests for an item. The service can be set to print the related letters to the next patron on the request queue. If there are no additional hold requests for the item, it may then be returned to the shelf.

8.9   Printing Letters to Patrons

After a patron places a hold request, the library will fill it if possible. In this case the library sends a Hold Request Filled letter to the patron to inform him that the item he requested is ready to be picked up.

If the hold request cannot currently be filled the library sends a Hold Request Not Filled letter to the patron informing him that the item he requested is currently not available and asking whether he wants to wait until the item is available.

If the library refuses to fill the hold request, the library sends a Hold Request Refused letter to the patron informing him that the item he requested will not be supplied.

8.9.1 Hold Request Filled

Send a Hold Request Filled letter to inform a patron that the item he requested is now available. Click **Requests** / **Hold Requests** / **Print Letter - Hold Request Filled** from the Main Menu. In the form that pops up, enter the item barcode and click **OK**. The following screen will be displayed:
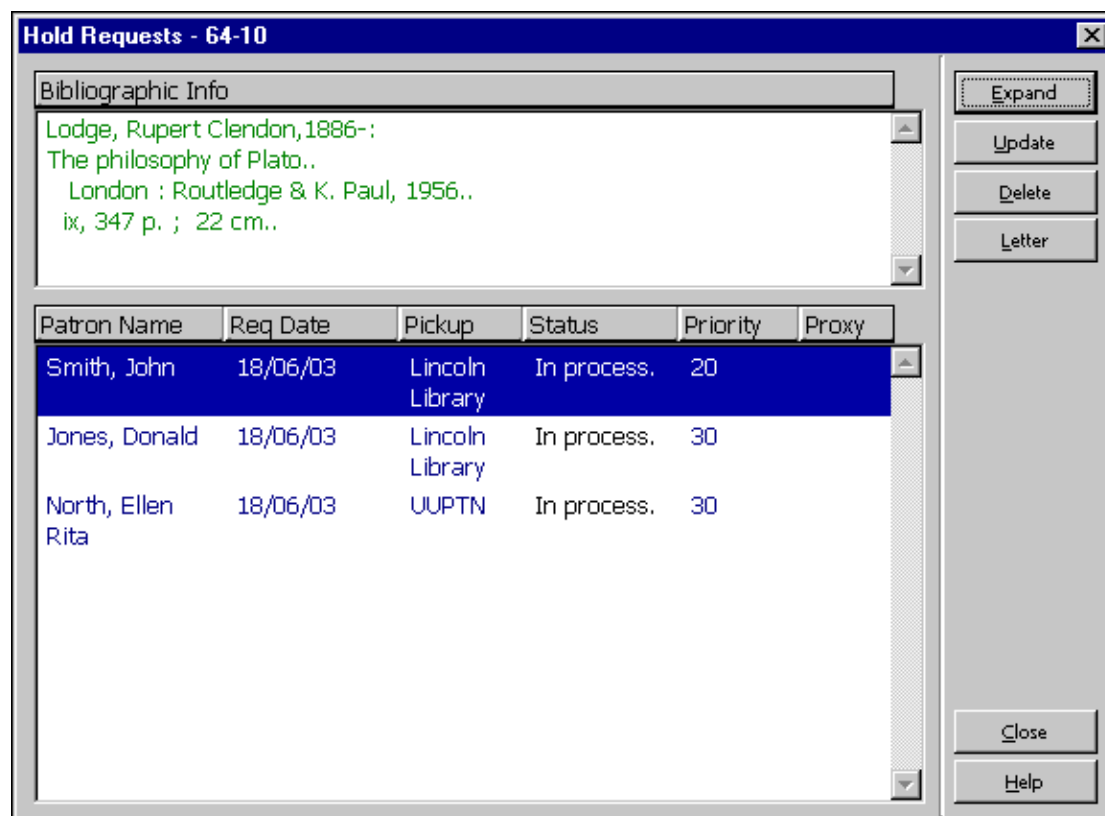
This window shows the list of the item's hold requests. The list includes hold requests of all statuses: In Process (A), On Hold Shelf (S), Waiting (W).

Expand
Click **Expand** to see detailed information about the highlighted hold request.

Update
Click **Update** to update the hold request, for example, to change the date when the patron is interested in receiving the material.

Delete
Click **Delete** to remove a highlighted request from the list.

Letter
Click **Letter** to print a Hold Request Filled letter to the patron, notifying him that the item he requested is now available. If the hold request was placed by a proxy, a second letter is printed for the proxy in addition to the letter that is printed for the

sponsor.

Whether or not the first of multiple hold requests in the list is automatically printed depends on the setup of circ.ini [ReturnHold].

Whether or not a library wants to charge the patron for Hold Request filled letters (a case in point is if the letter is sent by e-mail) depends on the setup of tab18.

8.9.2 Hold Request Not Filled

Send a Hold Request Not Filled letter to inform a patron that the item he requested is currently not available. Click **Requests** / **Hold Requests** / **Print Letter - Hold Request Not Filled** from the main Menu. In the form that pops up, enter the item barcode and click **OK**. The following screen will be displayed:
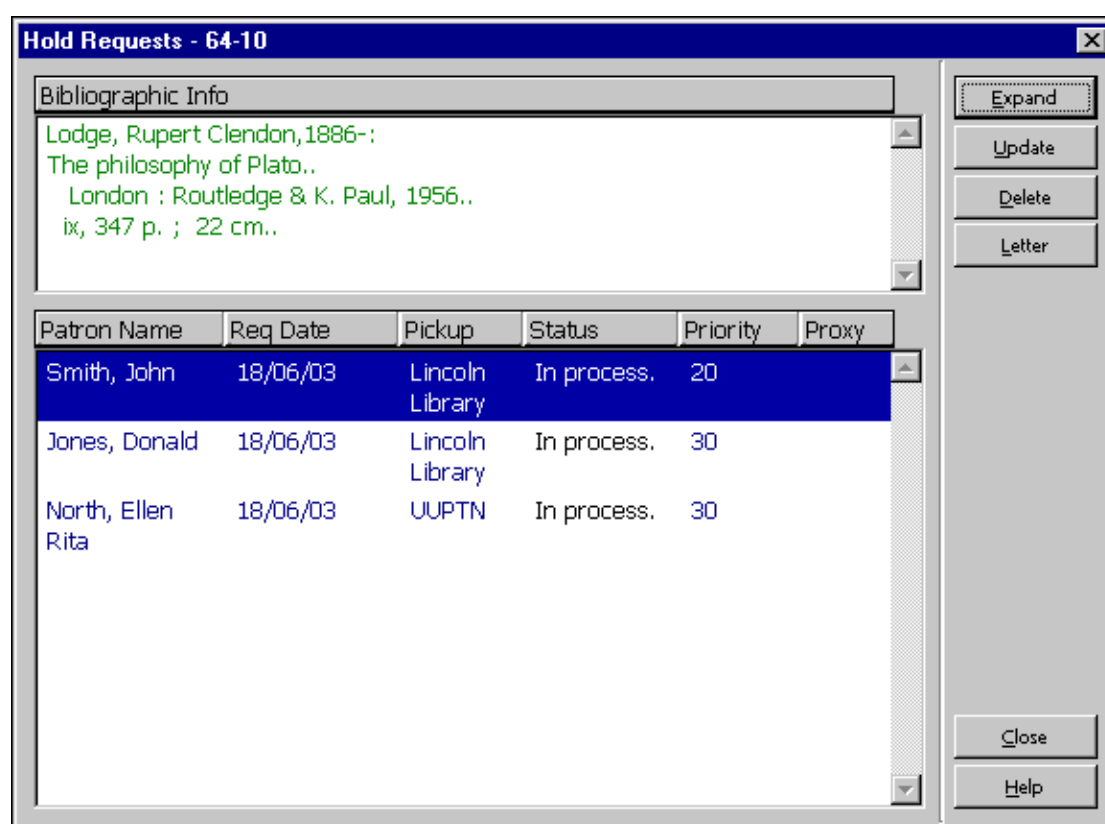
Letter
Click **Letter** to print a Hold Request Not Filled letter to the patron informing him that the item he requested is currently not available and asking whether he wants to wait until the item is available.

See the Hold Request Filled section on page 132 for an explanation of the rest of buttons.

See the section Check Item Availability in Hold Requests on page 110 for more information on when and why this function should be used.

If the hold request has been placed by a proxy, then a second letter is printed for the proxy in addition to the letter that is printed for the sponsor.

8.9.3   Hold Request Refused

You can send a Hold Request Refused letter to inform a patron that his hold request has been refused. To do this, click **Requests > Hold Requests** > **Print Letter - Hold Request Refused** from the main menu. In the form that pops up, enter the item barcode and click **OK**. The following screen is displayed if more then one relevant request exists for this item:

Refusal
Click **Refusal** to print a Hold Request Refused letter to the patron informing him that the item he requested will not be supplied.

Print
Click **Print** to print the hold request slip.

Expand
Click **Expand** to see detailed information about the highlighted hold request.

After clicking **Refusal**, the following window is displayed, where you can enter the refusal reason:
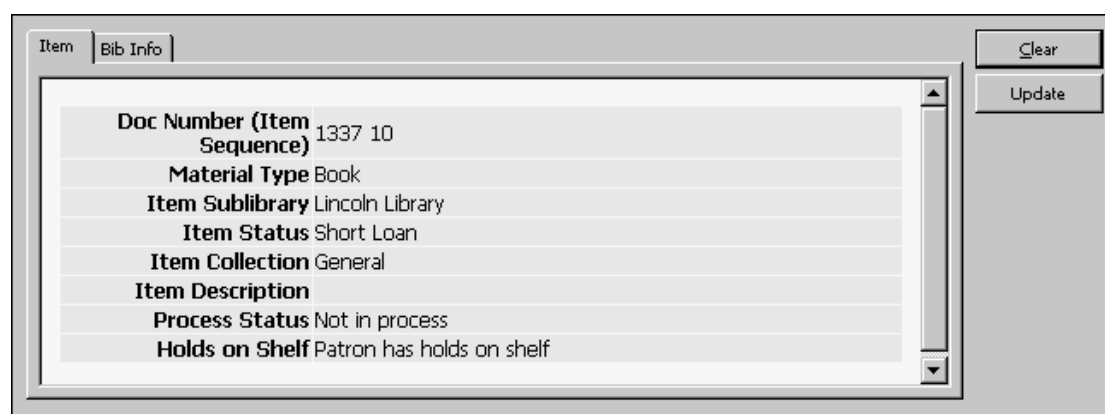
Clicking **OK** prints the hold request refusal letter to the patron (hold-refused-letter-s).

The request moves to the List of Historical Requests tab with Refused status. A Circulation Logger record (Z309) is created that includes the refusal reason that you entered in the Patron Note box.

8.10 Display Information about Holds on Shelf during Return

When a patron returns an item, he can pick up items he requested that are now waiting for him on the hold shelf.

The information whether or not a requested item is available for the patron on the hold shelf, is displayed when performing a Return action. It is on the last line of the Return Session's lower pane. The caption of the line is: "Holds on shelf". The messages can be "No holds for patron" or "Patron has holds on shelf" accordingly.

8.11 Rush Cataloging Requests

The Rush Cataloging feature enables patrons to request that items be given priority to be cataloged.

The following is a description of the Rush Cataloging process:

Patron workflow

1. The patron uses the Web OPAC to search the catalog.

2. The patron selects an item and submits a hold request. The hold request submission is automatically followed by the creation of a cataloging trigger if the item has a process status of "pending cataloging processing" and the patron is authorized to make a Rush Cataloging request. The cataloging trigger is a notification to the Cataloging department to give priority to catalog the item.

3. The patron can follow up the request in the Web OPAC Library Card. The request is listed with the other hold requests, but has a special 'Rush Cataloging' status until the cataloging staff has cataloged the item.

4. The Circulation "Request Handling (UE_06)" daemon and "Call Slips for Requests (cir-12)" batch job consider the request unavailable until the staff user changes the item's process status to an available process status.

Staff workflow

1. The cataloging staff may use the online Cataloging module Triggers List or use the offline "Print Trigger Report (com-01)" report (in the BIB library) to view all of the Rush Cataloging requests. Viewing only the Rush Cataloging triggers is possible by filtering the department for the hardcoded value RUSH, or for the item library or sublibrary, depending on system configurations.

2. The cataloging staff catalogs the record or the item.

3. After updating the BIB or item information, the staff moves back to the Cataloging module Triggers List and deletes the cataloging request.

4. The Circulation system now manages the request like any other request.

8.12 Requesting Unbarcoded Items

This feature enables patrons to request items that are no yet registered in the system ("unbarcoded items").

The following is a description of the unbarcoded items request process:

Patron workflow

1. The patron uses the Web OPAC to search the catalog.

2. The patron selects an item and submits a hold request. The hold request submission is automatically followed by the creation of a temporary item with item status 88. The request is placed on the new temporary item.

3. The patron can follow up the request in the Web OPAC Library Card. The request is listed with the other hold requests.

4. The Circulation system now manages the request like any other request and manages the item as any other item.

9   Photocopy Requests

This chapter includes the following sections:

- Photocopy Management
- Creating a Photocopy Request
- Viewing a Photocopy Request
- Updating a Photocopy Request
- Deleting a Photocopy Request
- Printing Photocopy Request Slips

- Printing Photocopy Request Letters to Patrons

- Shipping a Photocopy Request

- Supplying a Photocopy Request

- Viewing Historical Photocopy Requests

- Request Daemon ue6

9.1 Photocopy Management

The photocopy requests functionality is used by libraries who offer photocopy services to their patrons. The library staff prepares photocopies according to the patrons' requests.

9.1.1 Photocopy Request Life Cycle

There are six statuses for a photocopy request: A (Active), W (Waiting), F (Filled), S (Supplied), R (Refused), and D (Deleted).

When a photocopy request is placed, its status is A. If the request can be filled immediately, the librarian prepares the photocopies. He then sends a notice to the requesting patron informing him that the photocopies can be picked up. This sets the request status to Filled. Filled photocopy requests are kept or removed, depending on the library's policy: Some libraries define "Filled" requests as completed and therefore do not keep a record of the filled request.
Libraries that want to track whether material was picked by the patron or not can decide to keep filled requests.

After the patron picked his photocopies, or after the material is sent to him, the request status is set to "Supplied".

If the request cannot currently be filled the librarian sends a notice to the requesting patron informing him of the delay. This sets the status to W.

If for any reason, the library refuses to supply the request, the librarian sends a notice to the requesting patron informing him of the reason for the refusal. This sets the status to R.

"Supplied", "Refused", and "Deleted" are final statuses. When a request is assigned one of these statuses, it is removed from photocopy requests list. Libraries can decide to keep such requests in a photocopy requests history table (z38h).

System Librarian Responsibilities

There are special parameters for photocopy request setup. The System Librarian determines whether the system will:

- Check item availability for a photocopy request.

- Bill the patron according to paper size. For billing according to paper size, a price for each paper format should be set.

- Delete the photocopy request after the slip is printed.

- Deliver a photocopy to a particular location or hold the photocopy for pickup.

- Keep filled photocopies

- Keep historical photocopy requests

Check Item Availability

The System Librarian can have the system check the availability of an item when a batch of photocopy request slips is printed using the Photocopy Request Slips (cir-22) service. If an item is unavailable, the system will print a "wait" letter to the patron and the status of the request will be changed automatically from A (Active) to W (Waiting).

Note that the photocopy request status of the item can have several values that influence the processing of the photocopy request.

- N - photocopy request cannot be placed for the item

- Y - photocopy request can be placed

- T - item availability is not checked when photocopy request is placed, because photocopy requests are always allowed (for example short-term loan, lost, on order, etc.). However, for Photocopy Request Slips (cir-22) and ue_06 (daemon printing of photocopy request slips), item is not considered "available" and does not print.

Alternatively, the System Librarian can decide that the system should not check item availability but simply print the photocopy request slips. In this case, the request status will be changed to W (Waiting) only after the Circulation Librarian sends a "wait" letter to the patron by using the command Print Letter - Photocopy Request Not Filled.

Billing Photocopy Requests According to Paper Size

The System Librarian can set different values for the photocopy fee according to paper size. For each defined paper format a separate value can be set in column 5 of `tab 18.lng`.

Delete Request After Printing Slip

If the System Librarian decides that photocopy requests should not be deleted after the slips are printed, then the Circulation Librarian will be able to record the number of pages used for photocopying and the corresponding fee. (This is done using the function Print Letter - Photocopy Request Filled.)

If the System Librarian decides that the requests should be deleted after the slips are printed, then no follow-up will be possible.

Pickup/Delivery Location

For each combination of sublibrary, item status and patron status, you can define the location from which the patron will pick up a photocopy being held for him or the location to which the photocopy will be delivered. Edit tab38.

Keep Filled Photocopies

The System Librarian can have the system configured to keep requests after they are filled. These requests will be visible as part of the photocopy requests list.

Keep Historical Photocopy Requests

The System Librarian can have the system configured to keep supplied or deleted photocopy requests. These requests will be visible in Circulation module as a "list of historical photocopy requests".

Circulation Librarian Responsibilities

The Circulation Librarian determines whether or not a photocopy request slip will be printed automatically when a requested item is returned by using the Set Up Return Options command from ALEPH/Options. If the librarian chooses not to have the request slip printed automatically, he can manually print the request slip by using Requests/Photocopy Requests/Print Photocopy Request Slips.

9.2   Creating a Photocopy Request

A photocopy request can be placed either by the patron on the Web OPAC or by the librarian through the Circulation module. Note that a patron has to have the relevant privilege in his local patron record in order to place a photocopy request.

In the Circulation module, there are two ways to place a photocopy request:

- From the Requests Menu
- From the Item Tab

Both methods are described below.

9.2.1   Creating a Photocopy Request from the Requests Menu
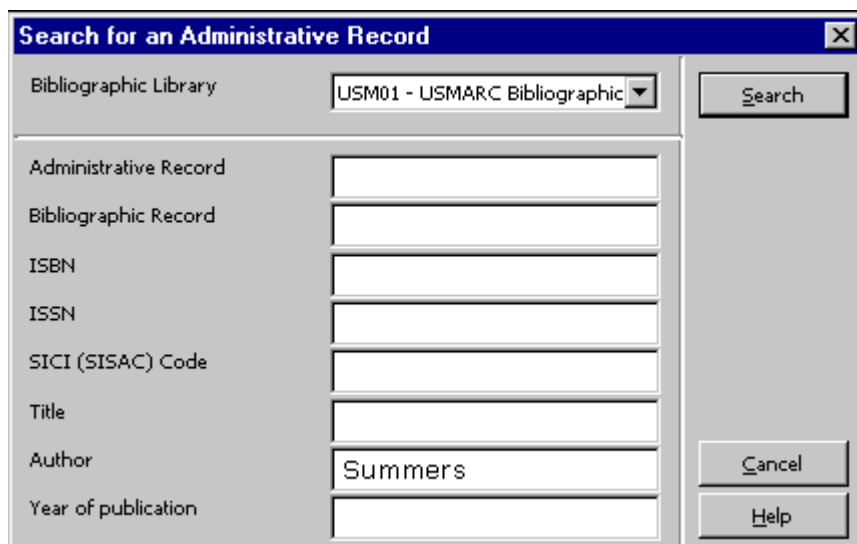
Select Requests/Photocopy Requests/Create Photocopy Request. The following screen will be displayed:

Fill in the form and click **OK**.

Item Barcode

You can use the barcode reader to scan in the barcode. Alternately, you can search for an item by clicking the List button . The Search for an Administrative Record window will be displayed.

Enter search strings in one or more fields and click **Search**. If there is more than one hit, the Brief List window will be displayed.

Select an item from the Brief List.

Patron ID/Barcode

Enter the patron's ID or barcode. To select a patron from a list, click the **List** button .

Click **OK**. The following screen is displayed:

Author of Part

This is the author of the portion of the item that the patron wants photocopied, if it is different from the item as a whole. For example, a chapter can be written by one person, while the work as a whole was edited by another person.

Title of Part

This is the title of the portion of the item that the patron wants photocopied if it is different from the title of the item as a whole. For example, a chapter can have a title that is different from the title of the work as a whole.

Pages to Copy

Enter the pages that you would like photocopied. You can enter a range such as 13-42.

Note 1 and 2

Optional. Add up to two notes for the library staff about the photocopy request.

Pickup Location

Choose the location where the patron will receive the material. The options can include Home Address or a Mailbox (the photocopy will be delivered); or a certain Sublibrary or Reading Room (the photocopy will be held for pickup). The home library of the requesting patron will be used by default. If the patron does not have a home library or if the patron's home library is not a valid pickup location, either the sublibrary of the requested item or another library that was defined by the system librarian is filled by default instead. You can choose any sublibrary from the drop-down list and override the default pickup location.

Charge

Indicate whether or not the patron is to be charged for the photocopy. Two options are available: Free (F) and Charge (C). The value is filled automatically after you enter the Patron ID, according to the settings in the related local patron record.

Additional Info
Optional. You may add a free text note of up to 600 characters.

Requester Name
Optional. The user for which the service is provided. The user does not have a library account. The staff user may fill in the name of the requester.

9.2.2   Creating a Photocopy Request from the Item Tab

Open an item in the item tab.

Select either the List of Items node or the Item node. You can place a photocopy request from both nodes.

Items List Node

Highlight an item on the Items List tab in the upper pane and click **Photo Request**.

Item Node

The item's details are displayed on the Item tab in the right pane. Click **Photo Request**.

The Create Photocopy Request form is displayed. Fill in the form and click **OK**.

9.3   Viewing a Photocopy Request

Details of a photocopy request are accessible from the Photocopy Requests node in both the Item tab and the Patron tab.

Item Tab
In the Item Tab select the Photocopy Requests node to display a list of photocopy requests for the selected item in the List of Photocopy Requests pane.

Select an entry from the list to display its details in the Photocopy Request Information pane.

Patron Tab

In the Patron Tab select the Photocopy Requests node to display a list of photocopy requests for the selected patron in the List of Photocopy Requests pane.

Select an entry from the list to display its details in the Photocopy Request Information pane.

9.4 Updating a Photocopy Request

In the Circulation module, there are three ways to update a photocopy request:

- From the Requests Menu
- From the Item Tab
- From the Patron Tab

These methods are described below.

9.4.1 Updating a Photocopy Request from the Requests Menu

Select Requests/Photocopy Requests/Update Photocopy Request. The following window will pop up:
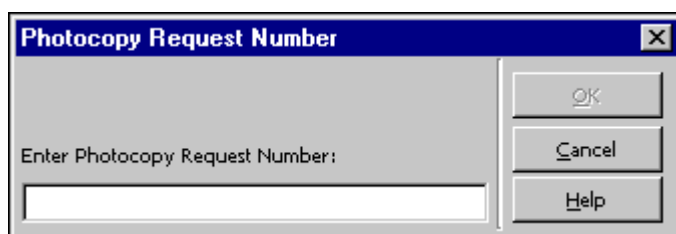
Enter the photocopy request number and click OK. (The photocopy request numbers are displayed in the Lists of Photocopy Requests available through the Photocopy Requests node in the Item tab and the Patron tab.)

The Update Photocopy Request Form will be displayed:

Author of Part
This is the author of the portion of the item that the patron wants photocopied, if it is different from the item as a whole. For example, a chapter can be written by one person, while the work as a whole was edited by another person.

Title of Part
This is the title of the portion of the item that the patron wants photocopied if it is different from the title of the item as a whole. For example, a chapter can have a title that is different from the title of the work as a whole.

Pages to Copy
Enter the pages that you would like photocopied. You can enter a range such as 13-42.

Note 1 and 2
Optional. Add up to two notes for the library staff about the photocopy request.

Pickup Location
Choose the location where the patron will receive the material. The options can include Home Address or a Mailbox (the photocopy will be delivered); or a certain Sublibrary or Reading Room (the photocopy will be held for pickup). The home library of the requesting patron will be used by default. If the patron does not have a home library or if the patron's home library is not a valid pickup location, the sublibrary of the requested item is used by default instead. You can choose any sublibrary from the drop-down list and override the default pickup location.

Charge
Indicate whether or not the patron is to be charged for the photocopy. Two options are available: Free (F) and Charge (C).

Status

This field indicates whether or not the photocopy request has been processed. Two options are available: Active (A) means the request has not yet been processed. Waiting (W) means that a photocopy request wait letter has been printed and the item could not be located in order to photocopy it.

Letter Status

This field indicates whether or not a "Photocopy Request Not Filled" letter has been sent to the patron. Two options are available: Printed (P) and Not Printed (blank).

Additional Info

Optional. You may add a free text note of up to 600 characters.

Requester Name

Optional. The user for which the service is provided. The user does not have a library account. The staff user may fill in the name of the requester.

9.4.2   Updating a Photocopy Request from the Item Tab

Open an item in the Item tab.

Select the Photocopy Requests node.

Highlight a line on the List of Photocopy Requests tab in the upper pane. The details are displayed in the lower pane:

Edit the form and click **Update**. Note that the **Update** button is only active after at least one field has been edited.

9.4.3   Updating a Photocopy Request from the Patron Tab

Open a patron in the Patron tab.

Select the Photocopy Requests node.

Highlight a line on the List of Photocopy Requests in the upper pane. The details are displayed in the lower pane:

Edit the form and click **Update**. Note that the **Update** button is only active after at least one field has been edited.

9.5   Deleting a Photocopy Request

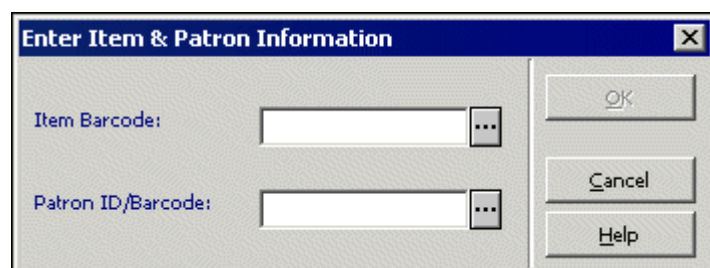In the Circulation module, there are two ways to delete a photocopy request:

- From the Item Tab
- From the Patron Tab

Both ways are described below.

9.5.1   Deleting a Photocopy Request from the Item Tab

Open an item in the Item tab.
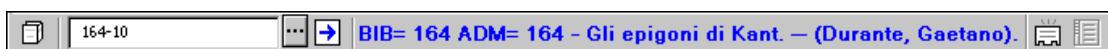
Select the Photocopy Requests node from the Item root. The List of Photocopy Requests will be displayed in the upper pane.

Highlight a photocopy request and click **Delete**. You will be prompted to confirm deletion.

9.5.2   Deleting a Photocopy Request from the Patron Tab
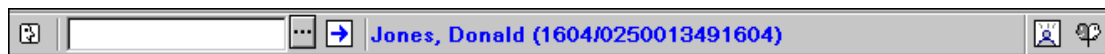
Open a patron in the Patron tab.

Select the Photocopy Requests node.

Highlight a line on the List of Photocopy Requests in the upper pane and click **Delete**. You will be prompted to confirm deletion.

Note that the deleted request will be deleted or kept in the photocopy history table, depending on the library's policy.

9.6   Printing Photocopy Request Slips

There are four ways to print photocopy request slips:
- Automatically print a photocopy request slip when a requested item is returned.

- Manually print a photocopy request slip.

- Print photocopy request slips using the Photocopy Request Slips (cir-22) service.

- Print photocopy request slips using the Request Daemon ue6.

9.6.1   Automatically Print a Photocopy Request Slip

The Circulation Librarian can set up the system to automatically print a photocopy request slip when a requested item is returned. Select the check box Print Photocopy Requests Slips Automatically Upon Return in the Set Up Return Options window.

9.6.2 Manually Print a Photocopy Request Slip

The Circulation Librarian can print a photocopy request slip manually. Select Requests/Photocopy Requests/Print Photocopy Request Slips. In the form that pops up, enter the item barcode and click **OK**. The request slip will be printed.

Photocopy request slips are usually printed manually if the system does not print them automatically or if the Circulation Librarian needs to reprint a particular photocopy request slip.

9.6.3 Print Photocopy Request Slips Using the Photocopy Request Slips (cir-22) Service

Select Services/Requests/Photocopy Request Slips (cir-22) to print a batch of photocopy request slips. You can print photocopy request slips for items with a particular item status and various request statuses, such as new requests only or waiting requests that are now available.

Note that the outcome of the service Photocopy Request Slips (cir-22) depends on the setup of several variables in tab100. See the online help of Photocopy Request Slips (cir-22) for more details.

9.6.4 Printing Through the Request Daemon ue6

You can print photocopy request slips automatically through the Request Daemon ue6. It is possible to print photocopy request slips only for specific pickup locations by configuring tab_ue_pickups in the Administrative library.

9.7 Printing Photocopy Request Letters to Patrons

One of three letters is sent to the patron in response to a photocopy request: Filled, Not Filled, or Refused. These letters are either printed manually from the Requests menu or automatically using the Photocopy Request Slips (cir-22) service or the Request Daemon ue6. The Refused letter can only be sent manually.

9.7.1 Photocopy Request Filled

This option prints a letter to a patron informing him that the photocopies he requested are now available.

Select Requests/Photocopy Requests/Print Photocopy Request Slips. Enter the photocopy request number in the form and click **OK**.

The photocopy request numbers are displayed in the Lists of Photocopy Requests available through the Photocopy Requests node in the Item tab and the Patron tab.

The following screen will be displayed:

Fill in the charge, paper size, and number of pages used for photocopying, and click **Letter**. The letter will be printed, the patron's list of cash transactions will be updated, and the request will be deleted or kept with "Filled" status, depending on the library's policy.

9.7.2 Photocopy Request Not Filled - Wait Letter

This option prints a letter to a patron informing him that his photocopy request cannot be filled at this time. See Hold Requests on page 110 for more information on when and why this function should be used.

Select Requests/Photocopy Requests/Photocopy Request Not Filled. Enter the photocopy request number and click **OK**.

The photocopy request numbers are displayed in the lists of photocopy requests available through the Photocopy Requests node in the Item tab and the Patron tab.

The letter will be printed and the status of the photocopy request will be changed to W (Waiting).

9.7.3 Photocopy Request Refused

This option prints a letter to a patron informing him that his photocopy request has been refused.

Select **Requests** > **Photocopy Requests** > **Photocopy Request Refused**. Enter the photocopy request number and click **OK**.

The photocopy request numbers are displayed in the lists of photocopy requests available through the Photocopy Requests node in the Item tab and the Patron tab.

The letter (photocopy-refused-letter-s) is printed and the request moves to the List of Historical Photocopy Requests tab with Refused status. The Circulation Logger record (Z309) is created, including the refusal reason that you entered in the note box.

9.8   Shipping Photocopy Requests

This feature is relevant only for libraries that support shipping photocopy material to patrons:

To ship photocopy requests:

1. Open a patron in the Patron tab.

2. Select the Photocopy Requests node.

3. Highlight one or more lines of the List of Photocopy Requests in the upper pane and click **Shipping.** Enter the cash charge amount for shipping:
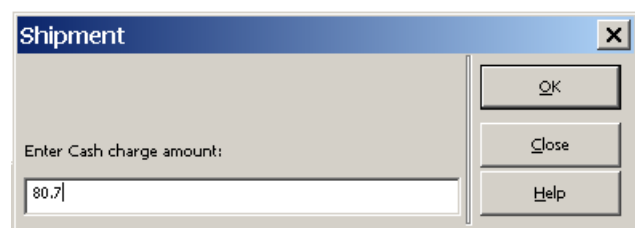
4. Click **OK**. The following occurs:

   - A cash transaction for "photocopy shipment" is created.

   - All cash transactions related to any of the chosen requests are marked as "transferred to vendor".

   - An invoice of all related cash transactions is printed.

   - After the invoice is printed, the status of the selected requests is changed to "Supplied".

9.9   Supplying a Photocopy Request

After the material is taken by the patron, it is possible to change a photocopy request's status to "Supplied":

To change a photocopy request's status to "Supplied":

1. Open a patron in the Patron tab.
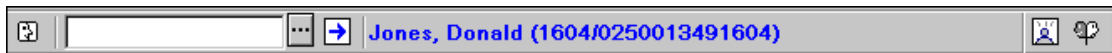
2. Select the Photocopy Requests node.

3. Highlight one or more lines on the List of Photocopy Requests in the upper pane and click **Supply.**

9.10 Viewing Historical Photocopy Requests

As described, "Deleted' and "Supplied" are final statuses.

If the library's policy is to keep historical photocopy requests, requests with "Final" status are moved to the historical photocopy requests list.

Details of the historical photocopy requests are accessible from the Photocopy Requests node in the Patron tab.

To view historical photocopy requests:

1. In the Patron Tab, select the Photocopy Requests node.

2. Select the List of Historical Photocopy Requests tab to display a list of historical photocopy requests for the selected patron:

3. Select an entry from the list to display its details in the Photocopy Request Information pane.

Note that this information is read only.

9.11 Request Daemon ue6

The Request Daemon ue6 is a process that is used to send Hold Request printouts and Photocopy Request printouts to printing. Use the Request Daemon ue6 to print photocopy request slips, and filled and not filled photocopy request letters automatically. The Request Daemon consults `tab41` Request daemon configuration for Photocopy Requests. `tab41` specifies several parameters for processing photocopy requests. One of these parameters is a suffix (a file extension) that is attached to each print file that is produced as a result of photocopy requests placed from the Circulation module and the Web OPAC. The suffix is identified by the print daemon which directs the printout to a specified printer.

Additional table – tab_ue_pickups – is consulted by the request daemon. Only locations that are listed in tab_ue_pickups are handled by the daemon. Note that if the table does not exist, all location are handled by the daemon.

Run the Request Daemon ue6. The Request Daemon is stopped with UTIL E/7.

10 Staff Requests

The Central Library is a library that offers services to subscribed libraries. Subscribed libraries may request material from the central library on behalf of their patrons. The subscribed libraries are identified in the central library as "pseudo patrons", but their patrons are not identified in the central library.

When a patron of the subscribed library wants to request material from the central library, staff of the subscribed library creates the request for the patron.

10.1 Creating a Request

The staff of the subscribed library connects to the OPAC of the central library using the subscribed library's account.

When connected to the subscribed library's search base, the request forms for hold and photocopy are altered to include a field for the patron's name. The staff of the subscribed library fills in the request details, including the information of the requesting patron in the requester name field.

When the form is submitted, standard photocopy checks are done based on the subscribed library's logon information. The request is linked to the subscribed library's user, with the requester name saved in the Z37-REQUESTER-NAME / Z38-REQUESTER-NAME fields.

If cash charges are created, they are charged to the subscribed library's user, and the Z31-REQUESTER-NAME field is populated with the name of the requester. Note that shipment cash charges (0056) are created for few photocopy requests. Therefore, in this case, the requester name will be populated according to one of the photocopy requests.

10.2 Viewing Requester Name Details

After creating a request, it is possible to view it in the subscribed library's account, in OPAC, and in the Circulation GUI.
The system librarian can set a sort option based on the requester name information.

10.2.1 Viewing Requester Name Details in OPAC

The created hold and photocopy requests are viewable in the "my library card" of the subscribed library's OPAC account. The Requester Name column displays the requesting patron details (based on Z37-REQUESTER-NAME and Z38-REQUESTER-NAME fields).

In addition, cash charges are viewable in the subscribed library's OPAC account, with the information in the Requester Name column taken from the charge's Z31-REQUESTER-NAME.

10.2.2 Viewing Requester Name Details in the Circulation GUI

The hold request list and photocopy request list that is displayed in the Patron Tab of the Circulation module display lists of the requests of the subscribed library.

When the ID of the subscribed library is loaded, the Hold Requests and Photocopy Requests nodes of the Patron Tab are displayed with the Requester Name column:

The Requester Name column is also displayed in the cash list and in photocopy/hold requests history lists in the Circulation GUI.

10.2.3 Creating the Loan

Once a loan record is created, the hold request's Requester Name will be copied automatically to the Z36-NOTE-1 field.

11 Booking Requests

ALEPH supports two types of booking requests:

- **Rolling booking requests** – These booking requests are not confined to predefined slots. The patron may define any start and end time for the booking request, according to the patron's needs. This type of booking request is usually referred to simply as a 'booking request'.

- **Advance booking requests** – These booking requests may be created only within the frame of predefined reservation slots. The start and end times that are available for creating booking request have been previously defined by the system librarian, depending on the item's type and sublibrary. This type of booking is usually referred to as an 'advance booking request' (see 12 Advance Booking on page 165 for an explanation of how advance booking requests are managed in the Circulation system).

This chapter includes the following sections:

- Creating a Booking Request
- Viewing a Booking Request
- Updating and Deleting a Booking Request
- Fulfilling a Booking Request
- Booking Services

11.1 Creating a Booking Request

Booking requests can be placed either by a patron from the Web OPAC, or by a staff user in the Circulation GUI.

To place a request in the Circulation GUI:

1. Click **Requests\Booking Requests\Create Booking Request**. The following dialog opens:
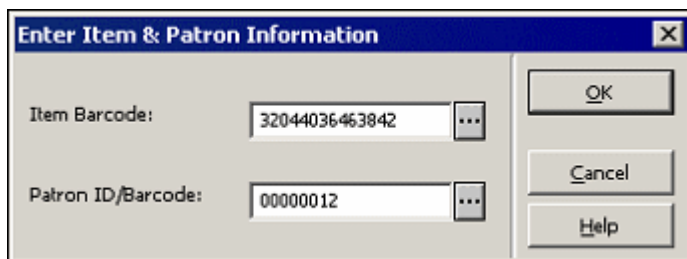
This dialog box lets you enter the barcode of the requested item and the ID or barcode of the patron for whom the request will be created. You can search for an Item and Patron by clicking the relevant button. The search for an item is library-configured, and usually enables searching by BIB or ADM system number, or any one of, or a combination of, ISBN, ISSN, Author words, Title words, Year of publication. Search for patron displays the List of Patrons.

2. Click **OK.** The Create Booking Request form is displayed, letting you insert the request parameters:

You can also open the booking form by clicking the **Booking Req.** button in the Items List.

3. Fill in the form and click **OK.** This submits the request and runs the library-defined checks on the requested booking, stopping the process if any patron or item blocks are found to be relevant for the requested booking.

For details on each field of the Booking Request, refer to the Online Help (F1).

11.2 Viewing a Booking Request

You can view booking requests from the Items Tab and the Patrons Tab, or from the Administration tab.

11.2.1 From the Items Tab and the Patrons Tab

After searching and retrieving an item in the Item Tab, clicking on the 'Booking' node of the Items tab navigation pane displays the item's booking list:
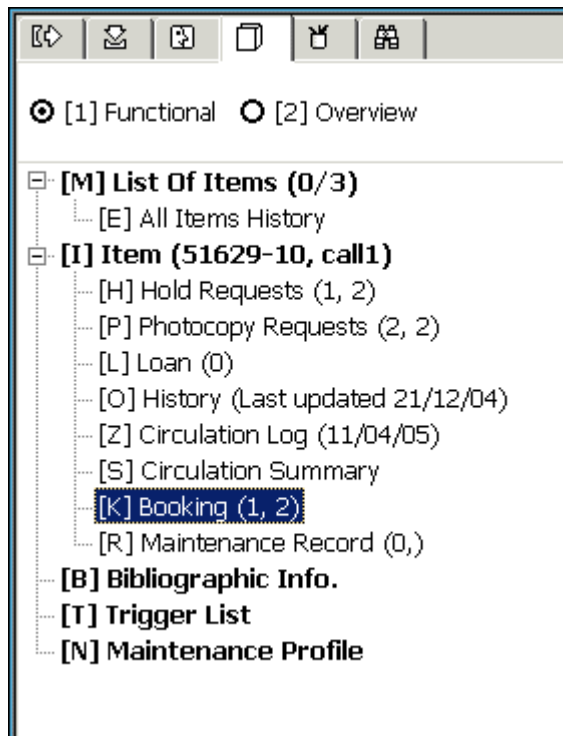
After searching the patron list and retrieving a patron, clicking on the 'Bookings List' node of the Patron Tab navigation pane displays the patron's booking list:
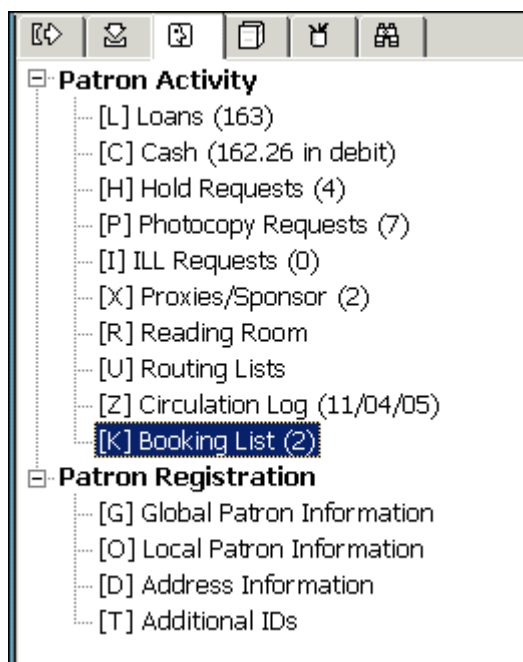
In either case, the upper right pane shows a list of the relevant booking requests, such as:

The lower right pane shows the details of the request highlighted in the upper pane:

11.2.2 From the Administration Tab

The Administration Tab lets you retrieve booking requests of different patrons and different items by using various filters, as shown below. An item in the list of booking requests can then be delivered, loaned out or deleted, as described in the Updating and Deleting a Booking Request and the Fulfilling a Booking Request sections.

To view a booking request from the Administration tab:

1. Select the Administration Tab:

2. Click **Filters**, located at the upper right pane on the screen. The following form appears:

This form lets you fill in a list of filters which will be used to retrieve booking requests of various items and patrons.

3. Filling the required filters and clicking on **OK** will retrieve the list of booking requests, which will be displayed in the upper pane, with the details of the highlighted request in the lower pane.

11.3 Updating and Deleting a Booking Request

The booking request list, as described in the Viewing a Booking Request section, contains a **Delete** button. Clicking on this button deletes the selected booking request and creates a delete notice to be sent to the relevant patron.

To update a booking request's parameters:

1. Select a request by highlighting.
2. Change the request's parameters in the lower pane and click **Update** (the button is located in the lower pane).

Note that when a request is updated the changes are checked for validity, so that changing the booking time to a time that is not available will be blocked. Also note that if a request time is changed to a time that is not available and the conflicting request can be re-allocated to another item, the conflicting request will be moved, allowing the change to be made.

Note: Advance booking requests cannot be updated in the Booking Request Details tab.

11.4 Fulfilling a Booking Request

You can fulfill a booking request in one of two ways:

- Loaning the item to the requesting patron
- Delivering the item to the requested delivery location.

11.4.1 Loaning a Booked Item

Loaning a booked item can be done by clicking the Loan button that is located in the booking request list in the Patron Tab, the Item Tab and the Administration Tab. You retrieve the required request by clicking the **Filters** button, as described in the Viewing a Booking Request section, selecting the relevant item from the Booking List, and clicking on the **Loan** button.

You can also loan a booked item by using the Loan Tab just as non-booked items are loaned. If the calculated loan period of the issued item is found to include a booking request that was made by the loaning patron, the loan will be considered as a fulfillment of the booking request. If the loan period falls after the start time of a booking request that was made by the loaning patron, but before the end time of the request, the following options will be displayed for the staff to choose from:

- Fulfill the booking request, meaning that the loan due date will be the booking request's end date. The loan will be considered a booking request fulfillment, meaning that it cannot be recalled and that the booking request will cease to exist as a request and will be transformed to a booked loan.

- Cancel the booking request, meaning that the booking request will be removed and the loan will be processed like a regular loan using the system defined loan period for setting the due date.

The system can be set to use one of these options as default.

Note that if the loan is made within the preview period of the booking, it will always be considered a fulfillment of the booking request.

If an item is loaned out and a booking request that belongs to a different patron than the loaning patron is found to start within the item's loan period, and the conflicting

booking request can not be re-allocated to another available like item, the loan will shortened so that it will be due before the start time of the booking request and a notification of this change will pop up. The same check is also made when a loan is renewed.

11.4.2 Delivering a Booked Item

If an item has been requested for delivery, meaning that the pickup location of the request is different from the item's sublibrary, the **Deliver** button in the booking request list will be active. Clicking this button prints the delivery slip and either loans the item to the requesting patron or puts the item in transit to the delivery location, depending on library policy configurations.

If the item has been booked for pickup in a reading room, a reading room record will also be created.

11.4.3 Reallocating a Request

A booking request can be reallocated to an available like item in one of two ways:
5. System-generated reallocation - If a circulation activity, such as a loan, is being performed on a booked item and the booking request causes constraints on the required activity, such as, for example, the shortening of the loan period, an attempt is made by the system to reallocate the booking request to another available like item. If this reallocation attempt fails, the required constraint will be imposed.

6. User-generated reallocation – You can trigger a request reallocation by clicking **Reallocate** in the booking list. The system attempts to reallocate the request to an available like item, and notifies you if the reallocation fails.

11.5 Refusing a Booking Request

This option prints a letter to a patron informing him that his booking request has been refused. Click **Requests** > **Booking Requests** > **Print Letter - Booking Request Refused** from the main Menu. In the form that is displayed, enter the item barcode and click **OK**. The following screen is displayed if more then one relevant request exists for this item:
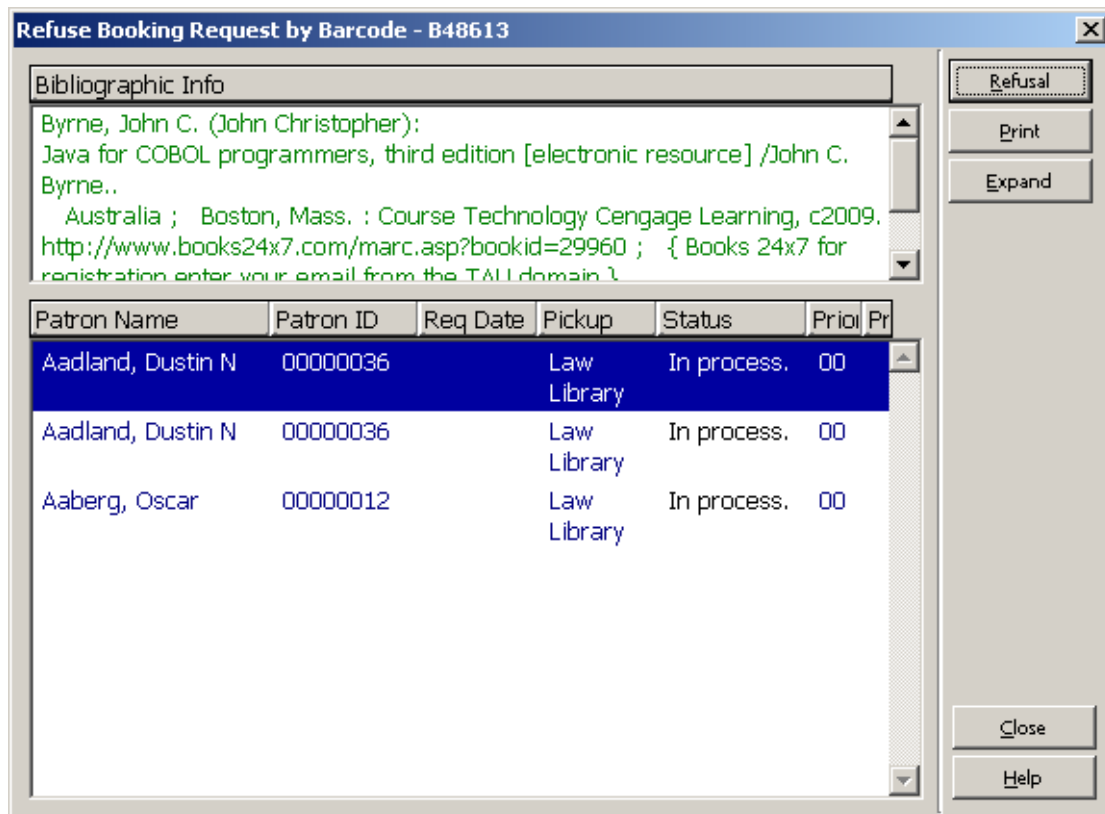
Refusal
Click **Refusal** to print a Booking Request Refused letter to the patron informing him
that the item he requested is will not be supplied.

Print
Click **Print** to print the booking request slip

Expand
Click **Expand** to see detailed information about the highlighted booking request.

After clicking **Refusal**, the following window is displayed, where you can enter the
refusal reason:
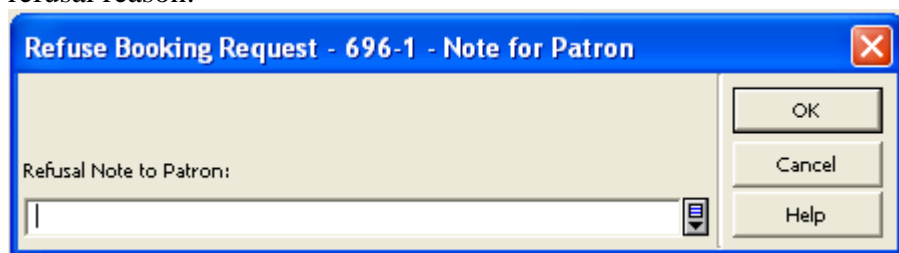
Clicking **OK** prints the booking request refusal letter to the patron (booking-refused-
letter-s).

The request moves to the List of Historical booking Requests tab with Refused status.
A Circulation Logger record (Z309) is created that includes the refusal reason that
you entered in the Patron Note box.

11.6 Booking Services

The following services can be used to manage booking requests:

Service	Function
Call Slips for Requests (cir-12)	Produces call slips for booking requests
Requests Report (cir-07)	Produces a list of the requests placed for library material
Booking Reminders (cir-33)	Prints letters to send to patrons notifying them about their upcoming booking requests
Risk Analysis Report (cir-35)	Creates a report of upcoming booking requests that are at risk of not being filled
Report / Delete Expired Booking Request (cir-34)	Enables you to report / delete old booking requests which did not culminate in a loan from the database

12 Advance Booking

ALEPH supports two types of booking requests:

- **Rolling booking requests** – These booking requests are not confined to predefined slots. The patron may define any start and end time for the booking request, according to the patron's needs. This type of booking request is usually referred to simply as a 'booking request'.

- **Advance booking requests** – These booking requests may be created only within the frame of predefined reservation slots. The start and end times that are available for creating booking request have been previously defined by the system librarian, depending on the item's type and sublibrary. This type of booking is usually referred to as an 'advance booking request'.

Note that an advance booking request is different from other booking requests only in the fact that it is confined to predefined slots. After the booking request is created it is managed like regular booking requests. Please refer to section 11 Booking Requests on page 157 for an explanation of how booking requests are managed in the Circulation system.

This chapter includes the following sections:

- Define "Reserve" Item Status

- Assign Item to "Reserve" Status

- Define Time Slots for Reserve Schedule

- Open (Activate) Schedule

- Request Item

- Print Report

- Loan Item

- Delete Old Schedules

- New and Deleted Items

Many libraries maintain a reserve collection from which patrons may borrow items on a short-term basis (for example, for one or two hours). The library sets up a booking schedule. A patron requests to borrow an item during one of the time slots available in the schedule through the Web OPAC interface. Librarians can place Advance Bookings using the GUI. The patron borrows the requested item from the Circulation desk of the Reserve Item collection when his time slot arrives.

Note

The terms Reserve Items, Short Loan Items and Advance Booking are used throughout the system. Advance Booking is the standard term used in this ALEPH User Guide.

The workflow for advance booking is shown in the diagram below. Each step is described in detail following the diagram.

Advance Booking Workflow

Define Advance Booking item status

↓

Assign item to Reserve item collection

↓

Define time slots for Advance Booking schedule

↓

Open (activate) schedule up to particular date (cir-60)

↓

Advance Booking placed through

the Circulation GUI   the Web OPAC

↓

(optional)
Librarian prints Advance Booking Schedule Report (cir-09)

↓

Librarian loans item to patron

↓

Librarian deletes old schedule (cir-61)

12.1 Define "Reserve" Item Status

The first step in advance booking is to define an item status for the reserve item collection. This status must be uniquely used for reserved items. To do so, your System Librarian must edit `tab15` appropriately.

12.2 Assign Item to "Reserve" Status

To assign an item to one of the reserve item collections, you may use either the Items function or the Circulation GUI.

In the Items function, fill in the Item Form. In the Item Status field of the form, enter one of the "reserve" item statuses.

In the Circulation GUI, go to the Items menu and choose Change Item Information. Use the sequence of forms that pop up.

12.3 Define Time Slots for Reserve Schedule

In order for a patron to be able to request reserve items, you must set up the advance booking schedule, including the time slots during which patrons may loan items. To do so, your System Librarian must edit `tab43` appropriately.

By using the Reserve Items function in the Circulation module (select Circulation / Reserve Items from the main menu), the librarian can choose to view all reserve items requested by a particular patron, or only the items requested for the current time slot.

The librarian might want to view the upcoming time slot. For example, the time may be 11:30 and the upcoming time slot is 12:00-14:00. In order to enable the librarian to view the upcoming time slot at 11:30, you can define a preview period of 30 minutes. During this preview period, the librarian can also loan an item to a patron if the item is available, even though it is before the end of the current time slot. The item will then be loaned to the patron for the upcoming time slot.

If an item is available during a slot period (but before the preview period), it is possible to loan the item to a patron immediately (during the current slot) with no need to place a reservation beforehand.

Note that if the patron does not have permission to place multiple hold requests on the same item, then he will not be able to reserve more than one slot per day for the same item. Similarly, the patron will not be able to request the same material for two days in a row if one slot is defined to be 24 hours long. Permission to place multiple hold requests on the same item is governed by the Multiple Hold Requests privilege setting. This definition is per sublibrary. To change the setting for an individual patron, select the appropriate Multiple Hold Requests radio button from the Patron Registration / Local Patron Information / Local Privileges tab.

12.4 Open (Activate) Schedule

Once you have defined an advance booking schedule, the next step is to open, or activate, the schedule so that it may be accessed through the Web OPAC by patrons and through the Circulation GUI by the Circulation librarian. You can open schedules manually, or you can set up the system to periodically open schedules automatically.

12.4.1 Opening Schedules

To open schedules, select Open Advance Booking Schedule (cir-60) from the Services / Advance Booking menu. This service enables you to open all schedules up to and including a particular date. Note that schedules may be open for a total of 50 days, which includes days that the library is closed. The schedule can be built for any number of days ahead of time.

When a new item is added with an Advance Booking item status from the Items function of the Cataloging module or from the Course Reading Web module, an advance booking schedule is automatically created. The same happens when the item's status is changed to an advance booking item status.

When an item is deleted (through the Items function in the Cataloging module), or if the item status is changed, the advance booking schedule is automatically deleted. The number of available items on the schedule grid will be reduced accordingly. If there was only one item (the one that you deleted), then the schedule grid will be deleted automatically.

You can set up automatic opening of schedules using UTIL E/16 Update Daemon Job List. To set up the days and times when the system should run the Open Advance Booking Schedule (cir-60) service, use UTIL E/16 Update Daemon Job List (in the Administrative library). This utility contains two files that may be edited, called job_list and job_list.conf ("conf" for configuration). First use the job_list.conf file to define a job running schedule. Then open the job_list file. This file lists all the services ("jobs") that you want the system to periodically run. Add the Open Advance Booking Schedule service (p-cir-60) to the list.

Advance booking slots are opened to the end of the week in which the "to-date" falls. There are cases, such as holidays and other blocks of days during which the library is closed, where you might want to remove slots that have already been created. To do this, run the service Delete Advance Booking Slots (cir-65).

12.4.2 Displaying the Schedule

After you have opened the schedules, you can determine the number of days from the available schedule that will be displayed in the Web OPAC and in the Circulation GUI. For example, you have opened schedules for the next two months, but in the Web OPAC you want to display only the upcoming two weeks. This way the Web OPAC patrons can only request items up to two weeks in advance.

In the GUI you can display the whole period for the Circulation Librarian. Go to the

Items tab and retrieve an item that has an Advance Booking / Short Loan status. Click Hold to place an Advance Booking. This opens a window with a schedule for this item. You can place an Advance Booking for any slot that is not fully booked yet. The column Requests displays the number of current bookings for each slot and the number of items that are offered by the library for this title.
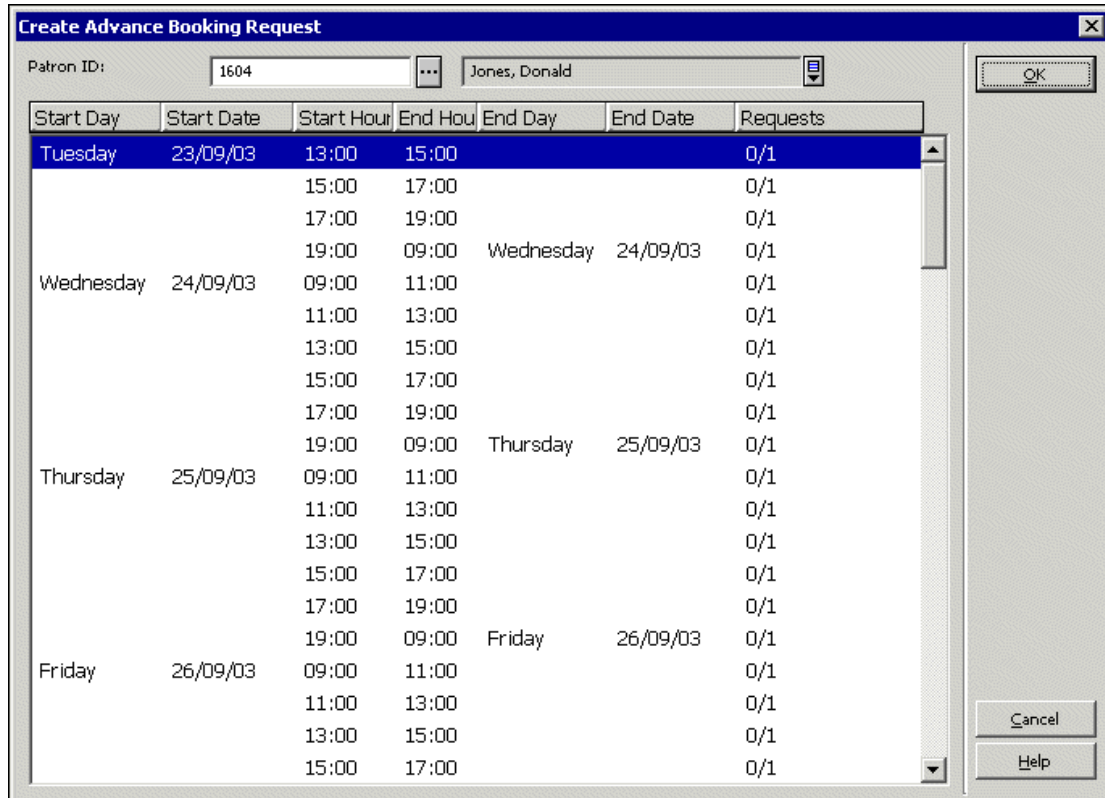
To determine the number of days that will be displayed in the Web OPAC, edit the www_server.conf file in the ./alephe directory. The parameter www_item_schedule determines the preview in the Web OPAC. For example:

```
setenv www_item_schedule          14
```

To determine the number of days that will be displayed in the GUI, edit the pc_server_defaults file in the ./alephe directory. The parameter pc_item_schedule determines the preview in the GUI. For example:

```
setenv pc_item_schedule          30
```

If you want the schedule to roll open one week at a time, you can follow this scenario: First, open schedules for three weeks. Then set the www_item_schedule parameter to 14 (days) so that only two weeks are displayed at a time. After this has been set up, once a week from now on you should first delete old schedules and then open new schedules for the upcoming week.

Note

For items whose item status has the option "Display in Web OPAC" set to "No" (column 10 in `tab15.lng`), advance booking slots are not created from the Web OPAC but they are created from the GUI.

12.4.3 Display Advance Booking Requests

Advance booking requests can be viewed in the Items tab or in the Patrons tab, by looking at the 'Bookings' node. The requests can be loaned or deleted from the 'Bookings' node, as described in Booking on page 157.

12.5 Request Item

Advance booking can be performed through the Web OPAC or in the GUI Circulation module.

Depending on his privileges, a patron may not request more than one time slot a day for the same material. Also, if one time slot is 24 hours long, the patron may not request the same material for two days in a row.

Note

If the patron wishes to loan the item, he is not required to place an Advance Booking. If the material is available, the patron can go to the Circulation Desk and ask to be handed the material in person, and the librarian can loan it immediately.

12.5.1 Requesting Through the Web OPAC

When a patron requests a reserve item for a particular time slot using the Web OPAC, an entry will be made in the schedule for that patron, and the item will be reserved for him for the requested time slot. (If a preview period has been set, the patron may receive the item from the Circulation desk during the preview period if the item is available.)

Advance Booking - Jones, Donald

From			To			Requests
Wednesday	02/04/03	17:00	19:00			Request (0/2)
		19:00	09:00	Thursday	03/04/03	Request (0/2)
Thursday	03/04/03	09:00	11:00			Request (0/2)
		11:00	13:00			Request (0/2)
		13:00	15:00			Request (0/2)
		15:00	17:00			Request (0/2)
		17:00	19:00			Request (0/2)
		19:00	09:00	Friday	04/04/03	Request (0/2)
Friday	04/04/03	09:00	11:00			Request (0/2)

After a patron requests a reserve item, the list of holdings in the Web OPAC will indicate that this item has been "Requested." The number of copies held by the library and the number that are currently requested, are both indicated in the Web OPAC.

Advance Booking - Jones, Donald

From			To			Requests
Wednesday	02/04/03	17:00	19:00			Request (0/2)
		19:00	09:00	Thursday	03/04/03	Request (0/2)
Thursday	03/04/03	09:00	11:00			Request (0/2)
		11:00	13:00			All items requested. (2)
		13:00	15:00			Request (0/2)
		15:00	17:00			Request (0/2)
		17:00	19:00			Request (0/2)
		19:00	09:00	Friday	04/04/03	Request (1/2)
Friday	04/04/03	09:00	11:00			Request (0/2)
		11:00	13:00			Request (0/2)

Note

The patron does not request a specific copy; his request is per Bibliographic Record Number and he receives whichever copy is available (as long as it has the "reserve item" status).

12.5.2 Requesting Through the GUI

When the librarian places a request on a reserve item for a particular time slot through the GUI in the name of the patron, an entry will be made in the schedule for that patron. The item will be reserved for him for the requested time slot. (If a preview period has been set, the patron may receive the item from the Circulation desk during the preview period provided the item is available.)

Go to the Items tab and open an item with an Advance Booking / Short Loan status. Click Hold Request to place an Advance Booking. A window with a schedule for this item opens. You can place an Advance Booking for any slot that is not fully booked. The column Requests displays the number of current bookings for each slot and the number of items that are offered by the library for this title.

Enter the Patron ID and click **OK** to book the slot.

Note
After submitting the advance booking request, the details cannot be updated in the Booking Request Details tab.

12.6 Print Report

You can periodically print a report of the current day's advance booking schedule. The report lists information about the items that have been requested (such as title and call number), the time slots for which the items were requested, and the patrons requesting the items.

12.7 Loan Item

Use the Advance Booking function to loan an item.

When the patron arrives at the Circulation desk to borrow the requested item, click the Patron tab, enter the patron's ID or barcode and press Enter. Select the Bookings node from the tree. The following screen will be displayed listing the patron's booking requests:

As with the regular Loan function, when you try to loan a reserve item to the patron, the system will check to see if there are any blocks or other reasons why the item should not be loaned to the patron. Depending on the patron's privileges, you may be given the option to override these restrictions and loan the item to the patron.

The loan transaction for a reserve item is stored in the same Oracle database table as a loan transaction for any other type of item.

Select Circulation / Reserve Items from the main menu to open the Reserve Items window:

Enter the patron's ID in the Patron ID / Barcode field to see the Advance Bookings this patron has on short loan items.

To perform the loan, go to the loan tab and perform a regular loan.

12.8 Delete Old Schedules

Old schedules should be periodically removed from the system to ensure that the Advance Booking function works quickly.

To set the system to automatically delete old schedules, edit the job_list and job_list.conf files to include the Delete Reserve Item Schedule p_cir_61 service.

To delete old schedules manually, select Services / Delete Reserve Item Schedule (cir-61). You can delete all schedules up to and including the date you enter in the form. Note, however, that the current day's schedule and those of the two preceding days cannot be deleted.

12.9 New and Deleted Items

When adding a new item from the Item tab in the Cataloging module time slots will automatically be created.

When deleting an item from the Item tab in the Cataloging module the relevant slots will automatically be deleted.

13 Recall Functionality

This chapter includes the following sections:

- Setup for Recalls
- Recall Placed Through a Hold Request
- Recalling an Item
- Returning a Recalled Item
- Deleting a Recalled Item's Hold Request
- Online Recall

A recall is always attached to a hold request. Depending on system configuration, the recall can be initiated either immediately when the request is created, or when the Recall Items on Loan (cir-13) service is run.

13.1 Recall Placed through a Hold Request

The Circulation Librarian can initiate the recall process by creating a hold request for the item and filling in the Recall Type field (regular or rush). A default recall type is determined by the default_recall_type variable in pc_server_defaults. If no value is found there, the default is 03.

The patron can request an item by placing a hold request from the Web OPAC. The request automatically receives the recall type set up by your system librarian. The patron cannot change this recall type.

Your library may be configured to handle recalls in any of the following ways:

- Loaning of an item that has additional requests triggers the recalling of the item. This is done without running the Recall Items on Loan (cir-13) service. Note that immediate recall does not change the loan's due date. It merely marks the item as recalled.

- When a staff user creates a request that requires a recall, the recall will be triggered immediately at request creation time. When the request is submitted, the loan's due date will immediately change, and a letter to the loaning patron will be printed.

- Recall can be triggered only by the Recall Items on Loan (cir-13) service.

Whether or not your library works with immediate recall of items is determined by your system librarian. The workflow below describes how Web OPAC request recalls are handled, or GUI-placed request recalls if online recall is not used. Where online recall is used, GUI-placed hold requests will create an immediate recall at request creation.

Recall Workflow

```
OPAC user or Circulation librarian
places hold request with recall
```

```
tab100 immediate recall set?
(UPDATE-RECALL-DATE)
```

Yes | No

```
Has cir-13
(Recall Loans)
been run?
```

Yes | No

```
The
Update Database
switch in cir-13
is set to:
```

Yes | No

```
Item is recalled          Item is recalled          Item is not recalled
immediately upon loan     through cir-13
                          (Recall Loans)
```

```
Has the
hold request been
deleted?
```

Yes | No

```
Hold request is canceled
```

```
Has cir-13
(Recall Loans)
been run?
```

Yes | No

```
Recall is canceled        Recall is not canceled
```

```
The
Reset Date
switch date in
cir-13 is
set to:
```

Yes | No

```
tab10 Recall method is set to:
TAB10-RECALL-METHOD
```

1 | 2 | 3

```
Due date is amended to        recall-due-date is
z36_original_due_date         always used as
                              the effective due date
```

```
recall-due-date is used
as the effective due date if it is
earlier than z36_due_date
```

```
Item is returned
```

13.2 Recalling an Item

While the Circulation Librarian or patron (using Web OPAC) can request an item, it is recalled only if the UPDATE-RECALL-DATE variable in tab100 is set to Y, or when it is set to N and the Recall Items on Loan (cir-13) service is run (from the Circulation module's Services menu). If your policy is to use recall functionality using the service Recall Items on Loan (cir-13), it is recommended to run this service every day.

In either case, when an item is recalled the following will occur:

New Due Date
The system will calculate a new due date for each recalled item. If it is a regular (not rush) recall, the original patron can keep the item for a minimum guaranteed loan period as set by your System Librarian.

If the new due date falls after the original due date, the original due date will remain in effect, and the patron will receive a letter informing him that the item has been recalled.

If it is a rush recall, the minimum loan period is ignored and the patron must return the item by the new due date, which is calculated according to the recall period in `tab16`.

Recall Letters
Running the Recall Items on Loan (cir-13) service will generate recall letters for patrons, asking them to return the recalled items. The letters will use one of the following files in the library's `form_lng` directory:

- loan-recall-01-nn: tells the patron he must return the item before the original due date. If he is late, he can be fined at a higher rate for returning a recalled item late. This is according to the library's policy and the setup in tab16 and tab18.lng.

- loan-recall-02-nn: tells the patron that the item has been recalled but he can keep it until the original due date. If he is late, he will be fined as follows: first at the regular overdue rate (since the item was returned after its original due date), and later at the higher "recall overdue" rate (since the item was returned after its recall due date). An extra "recall overdue" charge is optional, and is set in tab16, column 14.

Update Display
The Items List and the patron's List of Loans will be updated, indicating that the item has been recalled. The List of Loans will show the due date in effect according to the due_date_format environment variable set in aleph_start. The variable controls which due date will be displayed in the GUI and in the Web OPAC:

- 1 - Display a single "effective due date", based on the RECALL-METHOD variable in tab100.

- 2 - Display the recall-due-date, if there is one (even if it is later); otherwise, display the regular due date.

- 3 - Always display the z36_due_date; (for recall methods 2 and 3 this means that the recall-due-date is never displayed).

- 4 - Display both: the regular due date and (if there is one) the recall-due-date.

Immediate Recall

The System Librarian can set up the system so that an item with a recall hold request placed on it becomes immediately recalled from the moment it is loaned to a patron other than the one who placed the hold request on it. Note that the system may be configured to trigger a recall whenever the staff submits a request that is required for recall. The recall will be triggered at request creation.

Note that if a requested item's request is part of a group of parallel requests, the item will be recalled only if all of the group's requests are not available. In addition, only one of the group's requests will be recalled. If the request is part of a group of serial requests it will be handled by cir-13 only if it is the first request in the group.

13.3 Returning a Recalled Item

When the patron brings the item back, return it using the Return function.

13.4 Deleting a Recalled Item's Hold Request

There are three ways to delete a hold request. All of them affect the recall:

Librarian Deletes Request
Librarians can delete hold requests in the Circulation module.

Patron Deletes Request from Web OPAC
The patron can go to the My Library Card screen on the Web OPAC, click on the Hold Requests link and view the list of hold requests that he has made. From there, he can select a hold request to delete.

"Like" Copy Found
The recall was placed on the exact copy that was selected. However, in the meantime, another, "like" copy was returned and the hold request is filled with this copy. If this happens, the hold request will be deleted and the recall cancelled. This is irrelevant in cases where the library allows patrons to place holds on exact copies.

13.4.1 Canceling a Recall

In order to identify which requests have been deleted, run the Recall Items on Loan (cir-13) service. For the Reset Due Date Loans of Cancelled Requests field, choose Yes. The system will print Recall Cancellation letters to patrons, informing them that they no longer need to return the item early because it is no longer being recalled. The template used for these letters is loan-recall-03-nn in the library's `form_lng` directory.

The due date of a cancelled recall will revert to the due date before the recall. See Due Date for Recalled Item below.

13.4.2 Due Date for Recalled Item

The cancellation of the recall takes effect only when the Recall Items on Loan (cir-13) service has been run with the Reset Due Dates of Cancelled Requests flag set to Yes.

14 Reading Room Management

This chapter includes the following sections:

- Set Up Reading Room
- Patron Requests Item
- Print Call Slips
- Register Request Filled
- In the Reading Room
- Remove Item from Reading Room
- Reading Room Report
- Reading Room Shelf Report
- Hold Shelf Report with Reading Room Sublibraries
- Items in Reading Room

Many libraries maintain a Reading Room where patrons may read materials but not remove them from the Reading Room. The Reading Room is often used for closed stack materials, in which case the items are transferred from the closed stack to the Reading Room for use by the patron.

The workflow for Reading Room management is shown in the diagram below. Each step is described in detail following the diagram.

Reading Room Workflow

```
        Set Up Reading Room
                |
                v
      Patron requests item for
       pickup in Reading Room
                |
                v
          Print Call Slips
                |
                v
          Send Item To
          Reading Room
                |
                v
      Register Request As Filled
                |
                v
       Item waits on the          <------------------+
      Reading Room hold shelf                        |
                |                                     |
                v                                     |
            /  Has  \                                 |
  Yes <---<  the due date  >--- No                    |
            \ arrived? /           |                  |
                |                  v                   |
                |        Patron receives item from    |
                |        the Reading Room librarian    |
                |                  |                   |
                |                  v                   |
                |        Patron hands item back to     |
                |        the librarian who places it on |
                |        the Reading Room hold shelf    |
                |                  |                   |
                |                  v                   |
                |              /  Does  \              |
                |      Yes <--< the patron want >-- No-+
                |              \ to return the /
                |               \   item?   /
                |                  
                v
      Librarian returns item and
   transfers it to its original library
```

14.1 Set Up Reading Room

To set up the Reading Room, follow these steps:

Step 1:
Define the Reading Room as a sublibrary. To do so, edit the `tab_sub_library.lng` table. A sample line from the table is shown below:

```
RLINC 4 USM50 L ULINC Reading Room          15A   16A   17A
RLINC ALEPH
```

Make sure to enter "4" in column 2, as shown above, to identify the sublibrary as a Reading Room.

Step 2:
Define the Reading Room as a "Pickup" location. To do so, edit `tab37`. Following are sample lines from the table:

```
ULINC 74 ## ## # RLINC
UEDUC 74 ## ## # RLINC
```

For each combination of sublibrary (column 1), item status (column 2) and patron status (column 4), you may define the location (columns 6-15) from which the patron will pick up an item. In the above example, the patron will pick up the items with item status 74 at RLINC.

Step 3:
Define the "target", that is, where the item will be sent for the patron to pick up. To do so, edit tab27. Following is a sample line from the table:

```
#### ## RLINC 04
```

Column 4 defines the "target" (hold shelf (01), home delivery (02), mailbox (03), reading room (04) or ILL pickup sublibrary (05)). For Reading Room, make sure to enter "04".

Step 4:
Define due dates & loan limits for Reading Room items. To do so, edit tab16.

14.2 Patron Requests Item

The patron views the list of items on the Holdings window of the Web OPAC and clicks the Request link to make a hold request. In the form that pops up, the patron selects the Reading Room as the pickup/delivery location.

After a call slip for the item has been printed, any patron who views the list of items in the Holdings window will see that the copy is in the Reading Room. Depending on

library policy, the patron may be able to place a hold request on an item that is in the Reading Room.

A similar hold request to the Reading Room can also be placed by the librarian from the GUI. See Hold Requests on page 110 for more information.

14.3 Print Call Slips

Complete instructions for printing call slips are given in the chapter on Closed Stack Management on page 222.

The name of the pickup sublibrary (in this case, the Reading Room), is printed on the call slip. After the item is located, it is transferred to the Reading Room.

14.4 Register Request Filled

The Reading Room librarian has to confirm that the hold request has been filled. To do so, select Requests / Hold Requests / Print Letter - Hold Request Filled from the Main menu.

According to your library's policy you may or may not want to actually print letters to inform patrons of items available in the Reading Room.

If you want the letter to be printed be sure that the following line appears in the client's \Circ\tab\print.ini file:

```
HoldLetter04          00 N P holdltr.prn
```

If you do **not** want the letter to be printed, make sure that the line below appears in the client's \Circ\tab\print.ini file:

```
HoldLetter04          00 N M holdltr.prn NO-PRINT
```

Whether or not the letter is printed, the following changes will occur:

- The sublibrary of the item will be changed temporarily to the Reading Room sublibrary.

- The item will be loaned to the patron.

- A Z310 (Reading Room item loan record) will be created.

Note
The sublibrary of the item will revert back to the original sublibrary after the item is returned (using the Return function). The item is transferred to its original sublibrary and is therefore no longer in the Reading Room.

14.5 In the Reading Room

The patron must report to the Reading Room librarian, in order to pick up and use the item in the Reading Room. When the patron reports to you, click the Patron tab, enter the patron's ID or barcode and press Enter. Select the Reading Room node from the tree. The following screen will be displayed:

This display lists all the items that are being held for a particular patron in the selected Reading Room. Items which are currently in the patron's hands are indicated by a red check-mark.

If a Reading Room sublibrary has been preset as default in .\circ\circ.ini it is automatically displayed in the RR Sublibrary field. The Reading Room items for the particular patron are listed. Select another Reading Room sublibrary for the list of items in another Reading Room sublibrary for this patron.

Following are the buttons on this screen:

Shelf<--
This button is relevant only for an item that has a red check-mark in the RR column (indicating that the item is in the patron's hands). When the patron returns the item to you (for you to place on the shelf of the Reading Room), highlight the item on the Reading Room window and click the Shelf<-- button. The red check-mark will be removed from the item.

-->RR
This button is relevant only for an item that does not have a red check-mark in the RR column (indicating that the item is on the shelf of the Reading Room). When the item is taken off the shelf and given to the patron to use, highlight the item on the Reading Room window and click the -->RR button. A red check-mark will be next to the item.

Item
To see the Item List (which displays all copies of an item), highlight the desired item on the Reading Room window and click **Item**.

Print
To print Reading Room slip, highlight the desired item on the Reading Room window and click Print.
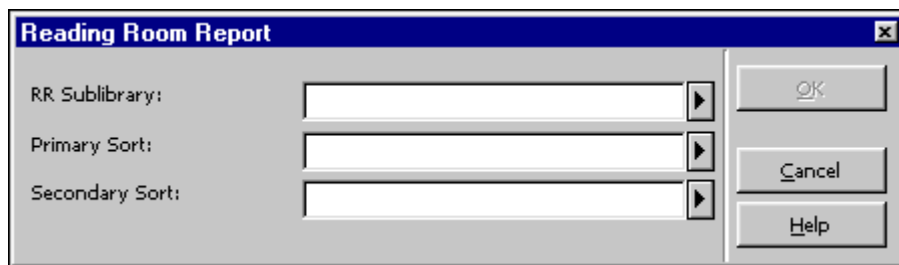
Reroute
This button is relevant for an item that should be rerouted to a different reading room. When the item is rerouted, highlight the item on the Reading Room window and click the reroute button. A list of all reading rooms is displayed in order to select the reading room to which the item is rerouted.

14.6 Remove Item from Reading Room

When the reader has finished using the item, or when the item's due date has passed, the item should be removed from the Reading Room. This is done by returning it through the Return function in the GUI Circulation module. With this return the item is also transferred back to its original sublibrary. To identify items whose due date has passed, use the service cir-04 (Loan Report). Then return the items using the Return function in the GUI Circulation module and transfer the items back to their original sublibraries.

14.7 Reading Room Report

A report of items that are currently out in the reading room can be printed. Select Reports / Reading Room Report from the Main menu. The Reading Room Report dialog box is displayed:
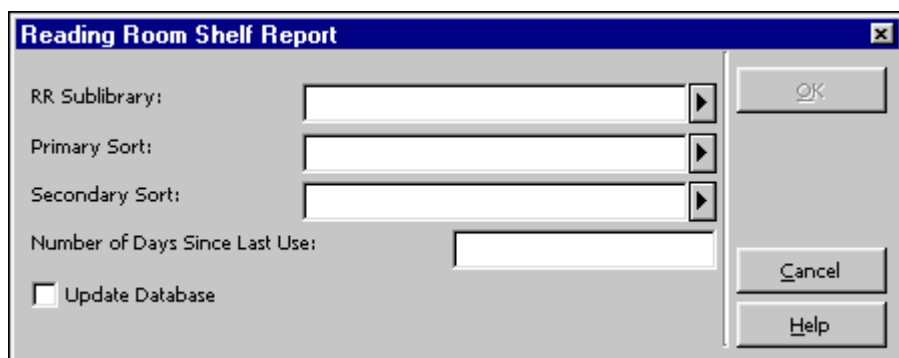
Fill in the Reading Room code and the Sort options. Click **OK** to run the report.

14.8 Reading Room Shelf Report

A report of items that are currently sitting on the hold shelf of the reading room can be produced. Select Reports / Reading Room Shelf Report from the Main menu. The Reading Room Shelf Report dialog box is displayed:

Fill in the Reading Room code and the Sort options. Fill the minimum number of days the item has to sit on the hold shelf in order to be included in the report. Select the Update Database checkbox if you want the items included in this report not to be included in the next report. In that case, the reported items will be removed from the

Reading Room, deleting the loans and transferring the item back to its original sublibrary. Click **OK** to run the report.

14.9 Hold Shelf Report with Reading Room Sublibraries

To produce a report of items that are currently waiting on the hold shelf of one or several reading rooms, use Hold Shelf Report (cir-06) available from the Services menu.

14.10 Items in Reading Room

To produce a report of items that are currently in the reading room, whether on the hold shelf or out in the reading room, run the service Report of Items in Reading Room (cir-15) available from the Services menu. This service also allows to delete Reading Room loan records for items that are already sitting for a length of time without having to perform a return for each one.

15 Self-Check

See the document How to Set up the ALEPH 500 Self-Check Server which is available on the [Ex Libris Documentation Center](#).

16 Cash Management

This chapter includes the following sections:

- Cash Transactions From Patron Tab
- Cash Transactions From Loan and Return Tabs
- New Cash Transaction Form
- Cash Receipts
- Payment Report
- Cash Exporting
- Cash Related Services

16.1 Cash Transactions from Patron Tab

Access the Cash panes to display a list of cash transactions from the Patron Activity root on the Patron tab.
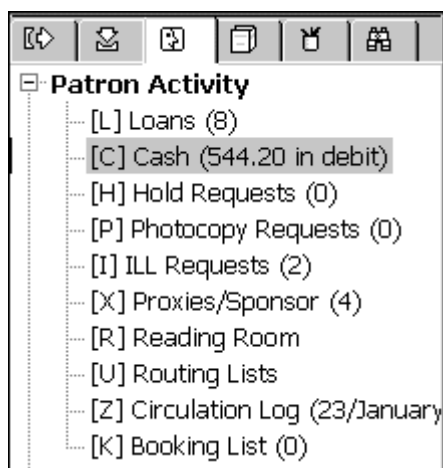
The Cash upper pane lists cash transactions for which the patron is charged a fee, as well as free transactions (only if col.5 in tab18.lng is Y) and credits due to the patron.

The four tabs of the Cash upper pane display transactions filtered by the status of the transaction. The transactions are sorted by ascending dates. Transaction with the same bibliographic information as the transaction above it, will not display the bibliographic information again.

Active Cash displays a list of unpaid transactions.

Cash History lists paid and partially paid transactions

Cancelled Transactions displays a list of fees that have been waived

All Transactions displays the unfiltered list

Bibliographi	Description	Credit	Debit	Net Amount	VAT	Date	Status	Transfer Nu	Photocopy	Note
	Photocopy processing (A4)	7.00	7.00	0.00		09/11/11	Transferre d to AR	329	567	
	Photocopy processing (A3) - w1	9.00	9.00	0.00		09/11/11	Cancelled		567	
	Photocopy processing (A2) - p3	10.50	10.50	0.00		09/11/11	Cancelled (Partial Waive)		567	✔
	Photocopy processing (A2) - p3	7.50	7.50	0.00		09/11/11	Transferre d to AR	329	567	

Balance: -250.35
Accrued Fine: 0.00
Amount Transferred to AR: -851.00
Subtotal: 0.00
Sum to Pay: 250.35

Sort Type: Date

When you highlight a transaction and right-click on it, a tool tip window will open with the full details of the transaction.

To change the information on the list, use the buttons on the right side of the pane. The buttons are explained below.

Pay Sum
If the patron wants to pay the total amount due, make sure that amount appears in the Sum to Pay field. Then click the **Pay Sum** button.

If the patron wants to pay less than the total amount due, enter the amount he is going to pay in the Sum to Pay field. Then click the **Pay Sum** button.

After clicking **Pay Sum**, you will be asked to confirm the amount in the Cash Transaction form. Note that you can select a payment mode from the Payment Mode drop-down list in the Cash Transaction form or leave the default value defined by your System Librarian. A payment identifier can also be filled in. This field can be used for any type of ID or note that you want to have attached to the paid transaction.

After confirmation, the system will register as paid as many transactions as can be covered by the amount paid, starting with the earliest unpaid transaction.

A given transaction may also be partially paid. In this case, the transaction will be split into two transactions, one for the paid portion and one for the unpaid portion. When you try to pay a partial sum, the system will try to place the new debit record as the following sequence (in the Z31 cash transaction record). If this cannot be done, the record will be added at the end.

Depending on how your workstation is set up, one or more receipts will be printed.

Pay Selected
If the patron wants to pay for one or more specific transactions, highlight the transaction(s) and click Pay Selected. You will be asked to confirm that the patron really does want to pay the specified amount. After confirmation, the transaction will be registered as paid.

Depending on how your workstation is set up, one or more receipts will be printed.

Note that you can select a payment mode from the Payment Mode drop-down list in the Cash Transaction form or leave the default value defined by your System Librarian. A payment identifier can also be filled in. This field can be used for any type of ID or note that you want to have attached to the paid transaction.

New
You may register a cash transaction on an ad hoc basis by clicking the New button. The New Cash Transaction form will be displayed, enabling you to define the transaction as a debit or credit, write a descriptive note about the transaction and link the transaction to a particular target, sublibrary or item record.

Waive
To cancel one or more non-credit transactions, highlight them and click the **Waive** button. A form is displayed for you to enter a comment or a reason for canceling the transaction(s). You cannot waive a credited cash transaction. If the patron wants to cancel a credited transaction, a debited transaction of the same value must be created.

Partial Waive
To cancel part of a non-credit transaction, highlight it and click Partial Waive. A form is displayed for you to enter a comment or a reason for canceling the transaction, and the sum that will be cancelled. You cannot waive a credited cash transaction. If the patron wants to cancel a credited transaction, a debited transaction of the same value must be created.

If Partial Waive is used on more than one cash transaction, the ratio between the transactions' sum and the entered sum will be used to partially waive all of the selected transactions. For example, if the sum of the selected transactions is 300, and the staff enters a sum of 100, one third of all of the selected transactions will be waived.

Note that contrary to partial payment, in which the entered sum is the total sum (including the VAT), the partial waive sum is the net sum without the VAT.

Print
To print transactions, click the Print button. If the window is currently displaying all transactions, then all transactions will be printed. If the window is currently displaying a filtered view, you will be asked whether you want to print all of the patron's transactions or only those in the filtered view.

By Sublibrary
This window displays the patron's cash debits/credits totals sorted by sublibrary. The balance by sublibrary differentiates between regular debit and debit transferred to Accounts Receivable (AR), that is, an external collection agency.

Cash Note
Click Cash Notes to enter a note that will appear in the Cash Details (Patron tab / Cash node - lower pane).

Note: this display is unfiltered, while the display of cash transactions in the cash pane

is filtered according to the setting of type 6 in column 2 of `tab_attr_sub_library`. The total in these two displays can therefore differ.

16.2 Cash Transactions From Loan and Return Tabs

You can pay outstanding sums or create a new cash transaction from the Loan and Return tabs. The Patron Information tab, which is displayed in the upper pane when the tab is selected, provides options to pay for cash transactions, adds a new cash transaction, and displays the patron's list of cash transactions.

New Cash

Click New Cash to register a cash transaction on an ad hoc basis. The New Cash Transaction form will be displayed, enabling you to define the transaction as a debit or credit, write a descriptive note about the transaction and link the transaction to a particular target, sublibrary or item record.

Pay Cash

If the patron wants to pay the total amount due, make sure that amount appears in the **Sum to Pay** field. Then click the **Pay Sum** button.

If the patron wants to pay less than the total amount due, enter the amount he is going to pay in the **Sum to Pay** field. Then click the Pay Sum button. You will be asked to confirm the amount. If you select No, you can alter the sum to any amount. Note that

you can select a payment mode from the Payment Mode drop-down list in the Cash Transaction form or leave the default value defined by your System Librarian. A payment identifier can also be filled in. This field can be used for any type of ID or note that you want to have attached to the paid transaction.

After confirmation, the system will register as paid as many transactions as can be covered by the amount paid, starting with the earliest unpaid transaction.

A given transaction may also be partially paid. In this case, the transaction will be split into two transactions, one for the paid portion and one for the unpaid portion. When you try to pay a partial sum, the system will try to place the new debit record as the following sequence (in the Z31 cash transaction record). If this cannot be done, the record will be added at the end.

Depending on how your workstation is set up, one or more receipts will be printed.

Patron's Cash
Click Patron's Cash to open the Cash panes from the Patron tab and display the cash transactions that belong to the patron for whom a loan or return is being performed.

16.3 New Cash Transaction Form

When you click the New button on the Cash upper pane or the New Cash button on the Patron Information tab in the Loan or Return upper pane, the following form is displayed:

This form enables you to register a cash transaction on an ad hoc basis.

Be careful when filling in this form. Changing the selection in the fields Type and Sublibrary updates the fields Sum and Description. The correct workflow is to choose the type and the sublibrary first. The system checks whether the sum the library

charges for a certain type of transaction is zero. If the sum is not zero, you will be asked if you want to accept the default values from `tab18.lng`.

The same transaction can have different pricing in different sublibraries. The setup for this is done by the System Librarian in tab18.lng. For example:

```
0004 RLINC ## ## Y 5.50        Loan RLINC
0004 UEDUC ## ## Y 3.00        Loan UEDUC
0004 ##### ## ## Y 2.00        Loan
```

If you selected a transaction with this setup, when you select a sublibrary in the New Cash Transaction form you will be prompted as to whether you want to update the value in the Sum field with the default value for this type/sublibrary combination as set up in `tab18.lng`.

Enter Item Barcode
Optional. If you want to link this transaction to a particular item, select the item by entering its barcode or by searching for it (by clicking the icon). After selecting an item, its bibliographic description, ADM record number and item sequence number will be displayed.

Type
Optional. Leave the field empty or choose from a list of transactions by clicking the arrow to the right of the field. Only numerical values are displayed for you to choose from. When you select a type, the description and sum are automatically filled in, except for type "0000", which is a general type. If you use type "0000", enter the description and sum manually. All automatically filled values can be changed manually. Note that system-activated transactions are assigned numbers from 0000-8999, while manually-activated transactions are assigned numbers from 9000-9999.

Sum
Enter the fee for the transaction. The fee may be zero. When there is a library-defined fee for the selected transaction type, it will be automatically displayed in this field. Otherwise you can enter the fee manually.

Note that the sum you enter is the transaction's net sum. The full sum will be calculated by the system based on the VAT rate that is configured for this transaction type in column 6 of `tab18.lng`.

Debit or Credit
If the patron owes the library money for the transaction, select **Debit**. If the library owes the patron money, select **Credit**.

Key
This field is not functional.

Description
If you choose a cash transaction type as explained above, the system fills in the matching description.

Sublibrary

If the transaction relates to a particular sublibrary, enter the sublibrary code here or choose from a list of sublibraries by clicking the arrow.

When you open the New Cash Form, the Sublibrary field is filled by default with the cash library from type 5 in column 2 of `tab_attr_sub_library`. If no sublibrary is defined as type 5 in column 2 of `tab_attr_sub_library`, the field will be left empty. If you leave it empty, the fees will be attributed to the active administrative library.

Target

Enter the department that will receive the fee. If no sublibrary is entered, the active administrative library is automatically used.

16.4 Cash Receipts

16.4.1 Number of Cash Receipts

You can define the number of cash receipts that will be printed automatically when a patron pays for cash transactions. To do this, open the circ.ini file (found in the client's CIRC/TAB directory). Go to the [Payment] section. Following is an example of what you may find there:

```
[Payment]
CashNoReceipt=2
```

On the right side of the equal (=) sign, type the number of receipts (up to 9) that you want to be printed. If you do not want any printed, type zero ("0").

The actual printer that will be used is defined in the PRINT.INI file, with the function name PayLetter or LineLetter. A payment registered by clicking the Pay Selected button will produce a Cash receipt using the LineLetter entry. A payment registered by clicking the Pay Sum button will produce a Cash receipt using the PayLetter entry.

16.4.2 Cash Receipt Numbering

Cash receipts can have separate counters by IP address/station ID.

16.5 Payment Report

The Payment Report lists all the cash transactions that have occurred within a given time period. Select Reports / Payment Report from the main menu to create an online Payment Report:

From Date/And Hour
Enter the earliest date and hour that you want to be included in the report.

When entering the **hour**, keep in mind that the system uses a 24-hour clock, so if you want to start the report at 6 pm, enter "18:00".

To Date/And Hour
Enter the latest date and hour that you want to be included in the report.

- Staff Name
  The Payment Report will include transactions that were processed by the currently logged in staff member during the specified time period.

- IP Address
  This option filters the Payment Report according to the current workstation which is identified by an actual IP address or by a station ID. This is determined by the System Librarian. The Payment Report will include transactions that were processed by all the staff members who used the current workstation or another workstation identified by the same ID during the specified time period.

Sort Report By
If you choose **Sublibrary**, all transactions for a given sublibrary will be grouped together. If you choose **Payment Target**, the report will be grouped according to the body that is supposed to receive the payments for the transactions.

After the Report is Generated
After the report is generated, two things will happen:

1. The system will produce a printout or a print preview that can be printed.

2. After the printout is sent or the print preview displayed, you will be asked whether or not you want to "update the default time". If you choose Yes, the next time you run the report, the **From Date/And Hour** will start where the previous report left off.

The online payment report includes the following columns:

- Staff Member

- Receipt Number

- Status

- Date

- Patron ID

- Transaction

- Debit

- Credit

16.6 Cash Exporting

The library can transfer debts that are difficult to recover to a third party, whether a collection agency or the university bursar or financial department. This is done using the Cash Export Report (cash-09) service or the Export Cash Transactions (cash-10) service.

Transactions that have been exported have the status Transferred to AR (Accounts Receivable) in the Status column in the List of Cash Transactions in the Cash upper pane.

The system can be set up to allow for the paying or the waiving of transactions that have already been transferred to an external party. This is done per workstation in circ.ini. Transactions that have been transferred to AR are taken into account for the total sum due and can be paid at the library. Blocks that are based on these transactions are still enforced.

If the workstation is not set up to allow for the paying or the waiving of transactions that have already been transferred, transactions that have been transferred to AR are not taken into account for the total sum due (since they are no longer due to the library, but rather they are due to AR) and cannot be paid at the library. However, blocks that are based on these transactions are still enforced.

16.7 Cash Related Services

The following cash related services are available from the Services / Cash Transactions menu:

- Cash Transaction Report (cash-02)

- Payments Received Report (cash-03)

- Unpaid Transactions Letter / Update Transactions to "Paid" (cash-05)

- Notices to Patrons owing Money (cash-06)

- Cash Export Report (cash-09)

- Export Cash Transactions (cash-10)

- Import Cash Transactions (cash-11)

- Build/Correct VAT (cash-12)

17 Circulation Logger

The Circulation Logger is a tool that enables a staff user to view and filter a patron's circulation activities or circulation activities that have been carried out on an item. Loan, hold, and cash activities are displayed as part of a transaction, starting from the time that an item has been loaned until it has been returned and starting from the time that a cash charge has been created until it has been fully paid. Hold request related events begin at hold creation and end when the requested item is picked up. The Circulation Logger is accessed from the navigation pane of the patron's tab:
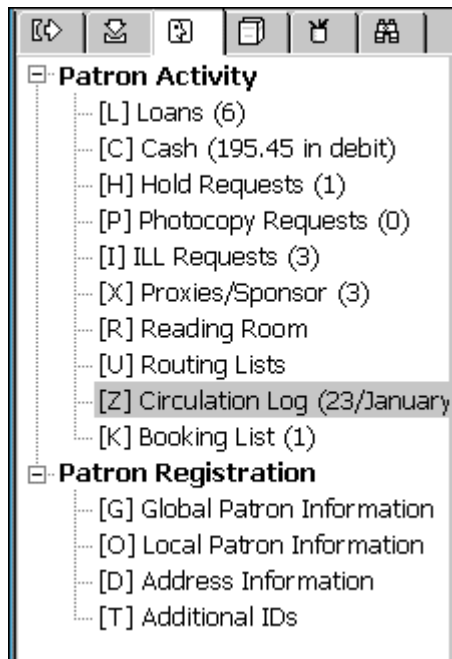
The logger view includes filtering, viewing, and update options:

The Circulation Logger can also be viewed where item history is displayed. This includes the Circulation module's Item tab, the Cataloging module's Items tab and the Acquisitions module's Serials tab, for example:

17.1 Viewing and filtering options

You can find a specific event or transaction by:
- Using the filtering and sorting options of the logger view;
- Accessing the logger from within the patron's loans
- Accessing the logger from within the item's loans
- Accessing the logger from within the patron's cash transactions.
- Accessing the logger from within the patron's holds.
- Accessing the logger from within the item's holds.

17.1.1 Filtering the Logger View

When you access the logger view from the navigation pane of the patron's tab, the list of log events are displayed sorted by their creation sequence. You can then filter the view to see only specific type of actions, such as loans, returns, renewals, and so on.

You can also use the **Group By Transaction** option to sort the events by transactions. This option groups together all events that are related to the same transaction, such as all of the events that relate to the same loan or to the same cash charge, making finding the wanted transaction easier.

When you find an event for your desired transaction, you can select the **Show Transaction** option to filter the view to see only the events of that transaction. The view will now include only the log events of a specific loan or a specific cash transaction.

Click **Add** to add manual events or add comments to existing events. To display the Circulation-Items List, click **Go to Item**. The Go to Item button is enabled when the transaction is linked to an item.

17.1.2 Viewing the Log of a Loan, Hold, or Cash Transaction

You can access the Circulation Logger from the patron's loan list of from the item's Loan node. Click **Circ Log** to open the Circulation Logger so that all of the events that relate to the selected loan will be shown:
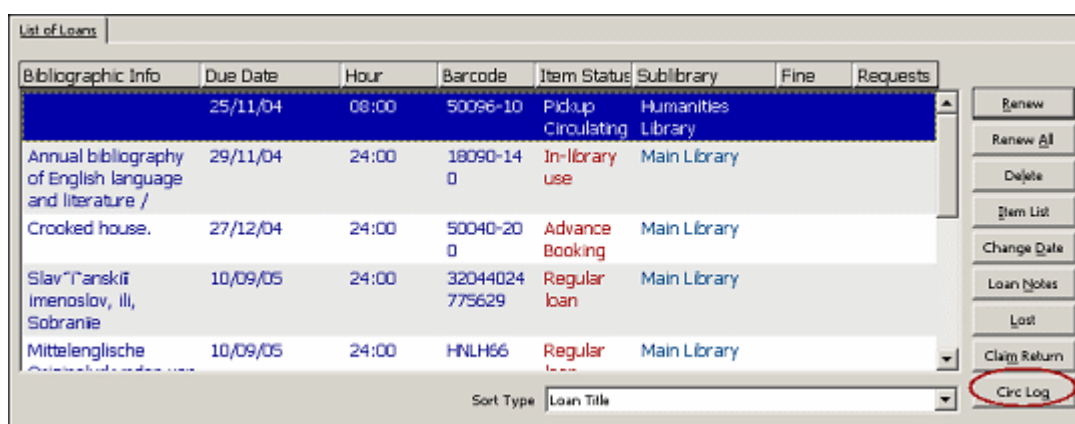
You can also access the Circulation Logger from the patron's hold list. Click **Circ Log** to open the Circulation Logger so that all of the events that relate to the selected hold will be shown.
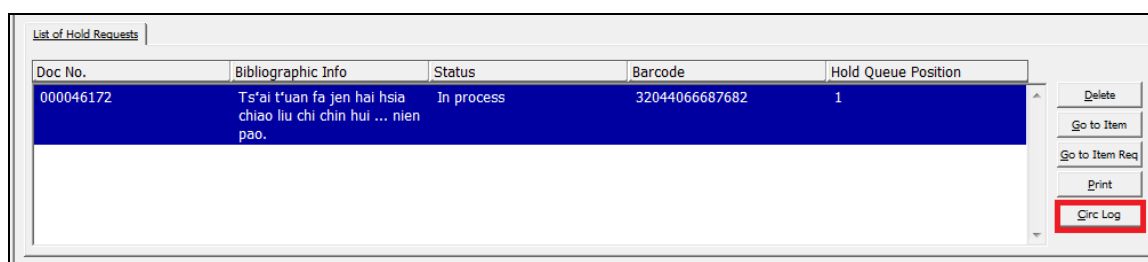
You can also access the Circulation Logger from the patron's cash list. Click **Circ Log** to open the Circulation Logger so that all of the events that relate to the selected loan will be shown:

| 1. Active Cash | 2. Cash History | 3. Cancelled Transactions | 4. All Transactions |

Bibliographic Info	Description	Credit	Debit	Net Amount	Date	Status
The salticid spiders of Hispaniola,	Loan		12.00	12.00	25/11/04	Not paid
Mélanges grecs /	Late return		15.00	15.00	25/11/04	Not paid
The Haskalah movement in Russia /	Photocopy request		12.00	12.00	25/11/04	Not paid

Balance: -39.00
Amount Transferred to AR: 0.00
Subtotal: -12.00
Sum to Pay: 39.00

Buttons: Pay Sum, Pay Selected, New, Waive, Partial Waive, Print, By Sublibrary, Circ Log

Sort Type: Credit/Debit

18 Patron Direct Queue

Patron Direct Queue (PDQ) is the name of ALEPH's direct consortial borrowing function. PDQ enables institutions that share a single ALEPH catalog and a common patron file to share unified circulation services seamlessly. All Patron Direct Queue activities are carried out within the framework of each institution's circulation policies.

The PDQ function includes the following features:

- The patron does not have to register more than once. This single registration grants the patron circulation privileges in all of the institutions (that is, ADM libraries) that participate in the direct consortial borrowing.

- The patron can request a title, and any item that belongs to that title, no matter which institution (that is, ADM library) owns the item.

- The patron can ask to receive an item at any pickup location in the consortium, as configured by the library.

- The patron can borrow any item at any sublibrary, no matter what his home library is.

- The patron can return any item to any sublibrary, regardless of the item's owning sublibrary.

All of the functions that are listed above are subject to sublibrary, ADM library and consortium policies.

The following are prerequisites for using PDQ:

- All the institutions share a single ALEPH catalog (single BIB), which is either Union View, or as shared bibliographic records.

- There are unique item barcodes across all participating libraries.

- The participating institutions have defined their patrons as shared.

- There is uniqueness of patron IDs across the participating institutions.

- There are cross-institution agreements on the meaning of the patron statuses of the shared privileges records.

18.1 Patron Registration

Patron registration is carried out in the regular 'Local Patron Information' node of the Circulation GUI's patron tab. This is how the patron is registered in a specific sublibrary of the connected ADM library. However, when the patron registers in the sublibrary, a general ALEPH privileges record is created (subject to library policies). This record will be used for granting privileges outside of the registering institution. It is actually the set of privileges that this patron enjoys whenever no specific privileges have been defined for him.

18.2 Title Requests

Title requests are hold requests that are not item-specific. Instead, any item that belongs to the requested title can be used to fulfill the request, provided that the institution owns holdings of the title and is willing to loan it to the requesting patron. Thus, where institutions and sublibraries are willing to share their collections, a patron can request a title and have the request fulfilled by any institution or sublibrary.

A title request is physically a list of potential suppliers that are found to have available items that can fulfill the request. The potential suppliers are organized in a queue that has been previously defined by the system librarian. The queue is handled in the background and the user is not aware of which suppliers are in the queue and in what order.

One of the suppliers is the active supplier. An actual request is placed on an item that can fulfill the request and that belongs to the active supplier. The active supplier will be able to view and manage this request like any other request as long as it is active. The supplier will remain active until a consortium-defined interval has passed. At that point, the next suppliers will become the active supplier, and the currently active supplier will be deactivated.

18.2.1 Placing the Title Level Request

Provided that the patron has not exceeded the number of allowed title requests, the title level request can be placed in the same manner as item level requests:

- Select an item in the Circulation GUI Item Tab and click **Hold**, or

- From the **Requests** menu, point to **Hold Requests** and click **Create Hold Request**.

The only difference is that in order to make the request a title level request, the 'Title Request' check box must be selected.

Selecting this box will have the following consequences:

- The pickup location list will include the pickup locations of all of the available items that belong to the selected item. Note that only items that have the same enumerations, chronologies and material type as the selected item will be used for setting the pickup location list.

- When the request is created, it will be a title request.

18.2.2 Managing the Title Request

The title request may be managed by a library from one of two points of view:

- As a title request – The library can use the Patron Tab's Title Req. node to manage the patron's title requests. The patron's title requests will be accessible from this tab to all libraries that can manage the patron information. Deleting the request and changing its expiry date from this node will affect the entire title request.
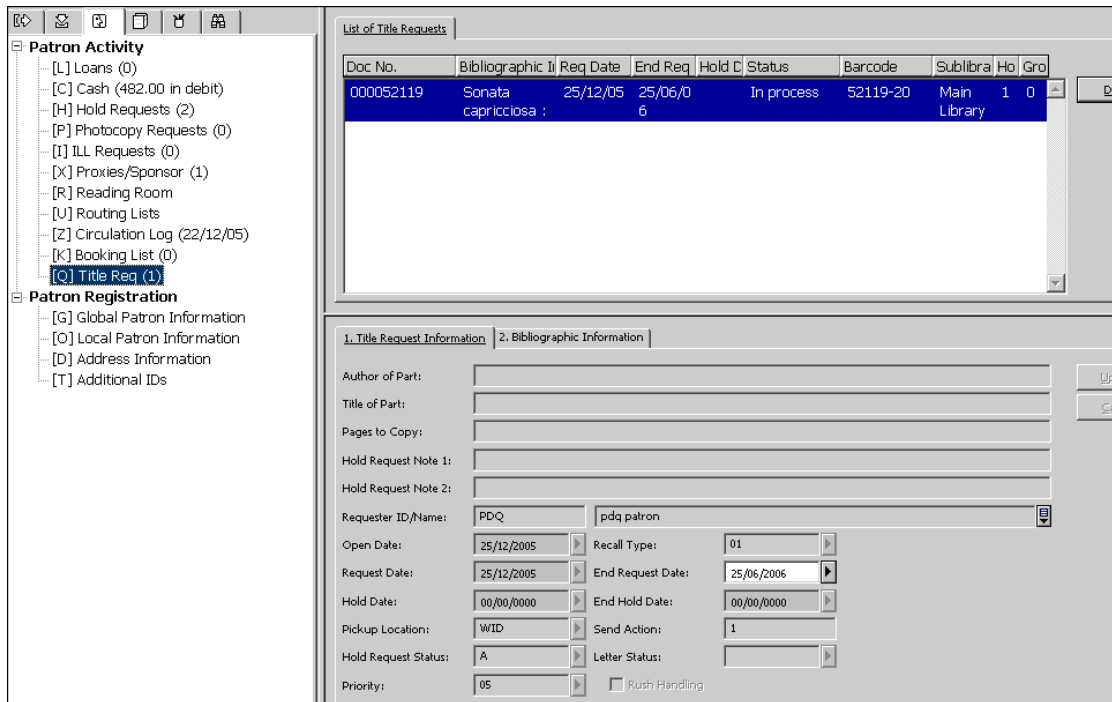
- As an active request – If the library is where the active supplier is currently found, it can manage the patron's request from the Hold Requests node of the Patron Tab or the Items Tab. Deleting the request and updating it from this node will only affect the currently active supplier's request.

18.2.3 Managing the Roster

Every title level request has a queue of potential suppliers that can fulfill the request. The queue includes all of the potential suppliers that have been defined as supplying to the requested pickup location, and that have items that the requesting patron is allowed to request. The potential suppliers are sorted according to consortium and library-defined policies.

This queue is created when a title level request is submitted. Only one supplier is defined in the roster as active at any one time, and only the active supplier can fulfill the request at that point. If after a consortium-wide defined number of days, the active supplier fails to fulfill the request, the system will activate the next supplier in the roster. At that point, only the newly active supplier will be able to fulfill the request. Note that the system will always attempt to activate the request on an available item. Only if no available item is found in the roster will the system activate the request on a non-available item.

The Title Request Router (cir-79) batch service is used for moving items along the roster.

18.2.4 Fulfilling a Request

A title request is fulfilled when a library in which the request is currently active starts managing the request's fulfillment. This may happen when the library takes one of the following courses of action:

- Prints a call slip, either by the ue_06 daemon or by the 'Print Call Slips (cir-12)' batch.

- Puts the item on the hold shelf and issues a notification letter to the patron.

- Transfers the item to the requested pickup location.

- Issues a recall letter to a patron that has checked out the requested item.

If the item's requested pickup location is the same location as in which it has been retrieved, the item will be put on the hold shelf, the patron will be notified, and the request will be considered fulfilled. If the item's requested pickup location is outside of the library in which it has been retrieved, then the item will be put in transfer to the requested pickup location. The request will be considered fulfilled only when the item arrives at the pickup location.

Note that the above described flow is true regardless of whether the requested pickup location is another sublibrary within the same institution or a sublibrary in some other institution.

18.2.5 Deleting a Request

Deleting a title request may be done either from the Patron Tab's Title Req. node or from the Patron and Item tabs' Hold Requests node. As explained above, the Patron Tab's Title Req. node manages the entire title request while the Patron and Item tabs' Hold Requests node manages only the currently active supplier's request. Therefore, the delete function has a different meaning, depending on the context from which it was triggered.

- Patron Tab's Title Req. node – Click **Delete** to delete the title request fully and notify the patron of the deletion.

- Patron and Item tabs' Hold Requests node – Click **Delete** to move the active request to the next supplier in the queue.

18.3 Loan and Return Anywhere

Where the PDQ prerequisites are fulfilled, any item can be loaned and returned anywhere, regardless of the connected library. This can be done in the Loan tab and Return tab of the Circulation GUI. Simply enter the patron's ID and the item's barcode in the patron bar and in the item bar. The system will identify the item even though it belongs to a different library. Note that not all of the loan and return options are available when loaning or returning from a non-owning library. Also note that special staff permissions are required for this function.

18.4 Transferring Items

The system manages automatic transfer of items between sublibraries whenever it identifies that an item has been checked in at a sublibrary but is required elsewhere. This can be either the result of an item being checked in outside of its owning library, or of an item being checked in at one location although an active request exists for pickup somewhere else.

You can also transfer items by clicking the **Circulation** menu and clicking **Manual Transfer**. This option lets you move items from any library, even if not the owning library, to any other library. The transfer will be done using the standard ALEPH transfer mechanism.

19 Circulation Services

Each service is identified in the Batch Log and Batch Queue by its procedure name.

19.1 Items

The services for the Items function are described in the Items Services chapter.

19.2 Notices to Patrons

Courtesy Notices (cir-10)

This service produces courtesy notices to send to patrons. Courtesy notices are reminders to privileged patrons and can include an automatic renewal to extend the loan period.

Overdue and Lost Billing Notices (cir-50)

Overdue and Lost Billing Summaries (cir-51)

Overdue Summary Single Letter (cir-52)

These three services retrieve circulation loans which are overdue and print notices to patrons. The three services are similar in intent, but have slight differences; some of which relate to the number of notices a patron will receive, and therefore impinge on cash transactions (since the library can opt to charge for each letter sent). Others relate to whether the library automatically sets an overdue item to "lost" (using `tab32`).

- All three services can be limited to particular patron status(es) and/or block code(s), item status(es) and sublibrary(ies).

- cir-50 and cir-51 (but not cir-52) can change an overdue item for which the patron has received previous notices to "lost".

- cir-51 can have an input file that allows limiting the batch activity for a pre-defined set of items

- cir-51 can change overdue items that the patron claims to have returned to "lost".

- cir-51 can be set to include all notice warning levels (first, second, etc.), or a specific notice number; cir-52 includes only a specific notice number.

- Cash relating to notices:

    o cir-50 (individual notice per item) has a charge for each letter; the charge is set per warning level (tab32 + tab18, for example, 0080-0083).

    o cir-51 (summary for all items, or summaries in separate letters by warning level) - If the summary is for all items, not separated by warning level, the charge is for the letter, using tab18:0090. If separate summaries are created by warning level, the charge is for each letter, using tab32 + tab18, for example, 0080-0083.

    o cir-52 (summary for all items that share the same warning level) has a charge for each item in the summary; the charge is set per warning level (tab32 + tab18, for example, 0080-0083).

Booking Reminders (cir-33)

This service enables the printing of letters to send to patrons notifying them about their upcoming booking requests. The service period starts at the current date and includes the number of days defined in the *Number of days to include in the report* field.

Note that this service does not include Advance Booking items in the printed letters.

19.3 Renew Loans/Recall Items on Loan

Renew Items on Loan (cir-08)

This service enables you to renew patrons' loans according to various criteria. You may choose to print a report without renewing the items.

Recall Items on Loan (cir-13)

This service enables you to recall loaned items which have hold requests.

19.4 Requests

Call Slips for Requests (cir-12)

This service produces call slips for booking and hold requests and *Hold Request Not Filled* letters to send to patrons. Call slips will not be printed for items which are being reshelved.

Photocopy Request Slips (cir-22)

This service produces photocopy request slips. The service can be run only when the active library is an ADMinistrative library.

Campus Hold Requests Router (cir-24)

This service examines hold requests and re-distributes them, according to setup preferences that optimize choosing from which sublibrary a hold request should be filled.

Campus Hold Requests Router - Cleanup (cir-240)

This service deletes hold requests that have been placed on an item which is not available in its original form (either the item has been deleted or the item did not have a process status, but now has one).

Send Letters for Hold Requests (cir-26)

This service processes items either from an input file or by input filters. The service is used to send wait letters or cancellation letters for all of the hold requests that have been placed on the processed items and that cannot be reallocated to other like items.

Title Request Router (cir-79)

This service manages the rosters of title hold requests. It pushes the requests through the rosters until a supplier is able to fulfill the request.

Hold Shelf Reminder Letters (cir-38)

This service enables sending reminder letters to patrons, informing them regarding a request that is not yet picked up (in spite of previous letter notifications) and providing them another chance to get the requested material before it is returned to the shelf.

This service also produces a report for hold requests that have not picked up.

The service can be run for specific sub libraries, item statuses, and pickup locations.

Note that this service updates the Hold Request Letter Date.

The service prints out letters and reports only for items whose previous pickup letter was sent before the number of days specified in the "Number of Days Since Last Letter" field.

19.5 Reports

Patron List (cir-05)

This service produces a list of patrons who meet certain selection criteria, including the patron's expiration date and his block codes.

Requests Report (cir-07)

This service produces a list of the requests placed for library material. Such requests can be for closed stack material, material that is currently out on loan (hold status "W"), material that has become available and is waiting to be picked up (hold status "S") and booking requests. The call slips for the requests may be printed using the Print Call Slips service (cir-12).

Outstanding Hold Requests Report (cir-11)

This service produces a report of items that have been requested. The report is intended for checking outstanding requests that have not been supplied, in order to see whether there might be an available copy to supply to the requester. For this purpose, choose "Only available items" in the item availability filter when running the service. You can, however, also run this service without an availability check for a general report of outstanding requests. The service can be run only when the active library is an ADMinistrative library.

Hold Shelf Report (cir-06)

This service identifies items that have been on the hold shelf for a particular number of days and produces a letter to the patron informing him that the item is no longer being held for him.

Loan Report (cir-04)

This service produces a list of loans according to various criteria.

Report of Items in High Demand (cir-14)

This service produces a list of items in high demand that have at least the number of hold requests that you specify in this form.

Report of Items in Reading Room (cir-15)

This service produces a list of the items in a particular reading room.

Report of Returned "Lost" and "Claimed Returned" Items (cir-16)

This service produces a report for all returned loans that were considered "lost" or "claimed returned". "Claimed returned" refers to an item that was loaned and the patron claims that he returned it, even though it is still registered in the system as being on loan.

The service can be run only when the active library is an ADM library. The service is run on Z36h. A library that does not keep Z36h records can not use cir-16.

Report/Delete Expired Hold Requests (cir-17)

This service enables you to identify, report and delete expired holds (i.e., hold requests whose "Last interest date" has passed). It produces a report or produces a report and deletes the holds as well.

Claimed Returned Items Report (cir-19)

This service produces a report of items on loan that are claimed to have been returned by the patron (Z36-STATUS = "C"). The service can be run restricted to one sublibrary, several or all sublibraries, one item status or all, and one patron status or all. It is possible to determine whether the report reflects the current situation (that is, all items that are declared as "claimed returned" today), or if the report includes all items that have been declared as "claimed returned" within a given range of dates. In this case, it is based on events (Z35-EVENT-TYPE = "66"). The report can be sorted by: call number, item barcode or patron ID.

Risk Analysis Report (cir-35)

This service runs on upcoming booking requests and determines if they are at risk of not being filled because the requested items are overdue, lost, claimed returned or unavailable because of maintenance. Note that in addition to reporting on the status of the item, the process can reallocate booking requests by checking for *like* items and move the request from the item at risk to a *like* item that is available. Requests that cannot be re-allocated are canceled and a notification is sent to the patron.

Report / Delete Expired Booking Request (cir-34)

This service enables you to delete old booking requests that did not culminate in a loan from the database. The service deletes all records whose `booking_end_date` is earlier than a date calculated as follows: The current date minus the number of days defined in the *Number of days to include in the report* field.

Circulation Logger Report (cir-21)

This service retrieves and reports Circulation Logger events.

19.6 Advance Booking

Open Advance Booking Schedule (cir-60)

This service produces a record for each copy and time slot of the Advance Booking Schedule, according to the parameters you enter above. The record will then be available for the system to fill in information about the patron when he makes a request for an item on reserve.

This procedure should be run weekly. The "End date for schedule to be opened" should be one week more than the setup of the `alephe/www_server.conf` line:

```
setenv www_item_schedule
```

For example, if www_item_schedule is set to "14", then the "End date for schedule to be opened" should be three weeks after the "Start date for schedule to be opened".

Delete Advance Booking Schedule (cir-61)

This service deletes records of each copy and time slot of the Advance Booking Schedule, according to the date you enter above.

It is recommended that you run this service once a week, in order to delete the previous week's schedule.

Advance Booking Schedule Report (cir-09)

This service produces a report for the current day's Advance Booking Schedule. The service can be run only when the active library is an ADM library.

Delete Advance Booking Slots (cir-65)

This service enables you to delete Advance Booking slots that fall on holidays or days the library is closed. The last slot before the start of a closed day and the first slot after the end of a closed day are combined into one long slot which also includes the closed day. The new slot will include the last slot before this period and the first slot after this period. Running this service will open Advance Booking slots to the end of the week in which the "Date (to)" falls.

19.7 Remote Storage

Remote Storage Import (cir-03)

This service imports a file from Remote Storage. When an item arrives back at Remote Storage, the Remote Storage writes that item's barcode into a file. The service accepts an input file of barcodes and performs a return. The loan record (created when the item was returned) is removed, thereby removing the item's "In Transit" status. The system checks for matching hold requests with the status "W". If found, the hold status is changed from "W" to "A", and the print status of the hold request is changed from "P" to a blank. This enables the ue_06 requests daemon to pick up the request.

Remote Storage Export (cir-18)

This service exports a file of requests to Remote Storage. It picks up the request files that were created by ue_06 in order to ftp them to Remote Storage. Set the ue_06 print format to '00' in order to ensure that the file contains barcodes only. Running this service will close the current cycle of ue_06 and start a new one.

Remote Storage Request Arrival (cir-20)

This service transfers items found in Remote Storage to a sublibrary for pickup. This enables monitoring of item locations after items have left the Remote Storage. Use this service when items arrive from the remote storage facility at a central distribution facility for transfer to their pickup locations.

19.8 Patron Records

Build Patron Indexes (cir-25)

The Z353 index is one of the suite of tables that make up library patron information. It is used by the system when displaying the patron list and is used to identify which patrons should be displayed when the "Display Local Patrons Only" checkbox is checked. It contains data extracted from the Z303 and Z308 tables (ID, barcode, name, and ADM library).

This service is used to entirely rebuild the Z353 index or to add a single ADM library to the index. The service should be run only for initial creation; after creation, the index is automatically updated by the system whenever patron data is updated (Z303, Z308 records).

If the "Delete All" check box is checked, the service drops the Z353 table and rebuilds it. For installations that have multiple ADM libraries, the service should be run once with "Delete All" under one of the ADM libraries, and then separately for each additional ADM library, with "Delete All" not checked. If the database already contains records for the library, the job will stop and an error message will be displayed in the log file.

Update Patron Records (cir-77)

The Update Patron Record service is intended for use by libraries that have multiple local library patron records (particularly in a Multi-ADM environment). This service facilitates central administration for the registration of expiry dates, cross-library delinquencies, and preparation for patron deletions.

1. This service updates the expiration date of each Z305 record so that it matches the expiration date registered in the Z305 record of the Home Library.

2. If any Z305 record has delinquency/ies, the batch inserts the value 99 into the field's Global Block 3 in the patron record (z303_delinq_n_3).

3. If the patron record's Global Note 2 field (z303_field_2) has the contents DELETE, when running the cir-77 service the system checks whether this patron has any liabilities and replaces the contents in the

to-del field. Next time this service is run, this patron's records (z303, z304, etc.) will be deleted.

Delete Patron Records (cir-23)

This service enables you to delete patrons from the system.

If this service is run with a specific sublibrary in the Sublibrary filter, only the Z305 of the chosen sublibrary and all records attached to this sublibrary, that is, Z31, Z37 and Z38 will be deleted.

If the service is run with the option "All" in the "Sublibrary" filter, the following records are deleted *de facto*: Z31, Z37, Z38, Z303, Z304, Z305 and Z308 as well as routing lists.

Note that Z31 records are not really deleted, but rather, the patron ID is removed from all relevant record fields. If the cash transactions are not closed (in which case deleting the patron is possible only with the override flag), their status will be changed to *Waived*. This means that cash reports remain accurate even if a patron is deleted.

Except for the Sublibrary filter, all other filters only influence the retrieval of records and do not determine which records are deleted.

Example: Filter Sublibrary is set to All and Filter Patron Status is set to 03: A patron (Z303) with one Z305 record with Patron Status 03 and another Z305 record with Patron Status 04 will be completely deleted. Any patron who has a Patron Status 03 in any of his Z305 records will be completely deleted.

Note that photocopy requests are treated the same way that hold requests are treated. This means that if there are existing photocopy requests, the patron can not be deleted. If the service is run so that the existence of hold requests will not stop the patron from being deleted, existence of photocopy requests will also not stop the deletion.

If the patron has outstanding loans or ILL requests (that are not closed or cancelled), the patron can not be deleted. This cannot be overridden. If all of the patron's ILL requests are non-active, the patron will be deleted and the patron's ID in the ILL records will be substituted by the string DELETED.

Remove Patron IDs (cir-32)

This service removes the patron IDs from records that are only kept for statistical reasons. The records from which patron records can be removed are Z31, Z36H, Z37H, Z40, Z35, Z68 and Z309. The service will remove patron IDs from all of the required records that are older than the number of days specified by the user, swapping the patron ID with SCRyyyymmdd, where yyyymmdd is the execution date.

If the patron ID is removed from the Cash Table (Z31) is removed, only transactions that are closed or waived will be handled.

If the patron ID is removed from the Patron Requests Table (Z40), only requests that are closed or cancelled will be removed. If the patron ID is removed from the Orders

Record (Z68), only orders that have a closed status, meaning CLS,LC,VC or CNB, will be handled.

All records can be filtered by their age, using the Number of Days to Retain parameter. When removing the Loans History Table (Z36H) the records can also be filtered by the item status and the sublibrary.

Patron Loader (file-20)

This services lets you load patron records that are in a flat file or an XML file, usually created from an external source, into the existing database. The service enables you to add, update or delete patron records and can include an update of a patron (Z303), a patron (Z305), ID keys (Z308) and/or address (Z304) tables. The Z303 OPEN-DATE is set to the date on which the process is run. You can protect fields/records when updating patron records with the "Patron Loader" (file-20) service by checking the corresponding boxes in the Global Patron Info, Patron Info (2) tab for each patron record. When the "Patron Loader" (file-20) is run, the checked fields are not updated if they already contain data. If a field is empty, it is updated with the new data. This refers to all fields of the Z303/Z304/Z305/Z308 records which make up a patron during an upload of patrons through the "Patron Loader" (file-20) service.

The values for field protection are stored in the field z303_plif_modification. Possible values are "1","A", "B", "D" and "E".

```
1 - do not modify patron records at all (Z303/Z304/Z305/Z308)

A - do not modify address records at all.
        z304_address[0]
        z304_address[1]
        z304_address[2]
        z304_address[3]
        z304_address[4]
B - do not modify the patron status.
        z305_bor_status
D - do not modify the patron expiry date.
        z305_expiry_date
E - do not modify the e-mail address.
```

When running the "Patron Loader" (file-20) service, the z303_plif_modification field is consulted and the updating of the above-mentioned fields is done accordingly.

19.9 Cash Transactions

Cash Transaction Report (cash-02)

This service produces a report of cash transactions for library patrons. The function can be run only when the active library is an ADMinistrative library.

Run this function whenever you need to know the volume or cash flow for any or all cash transactions.

Note that 15 is a special report format. Use it to include patron information on each line and not only on the first line of each new patron.

Payments Received Report (cash-03)

This service produces a report of payments received.

Run this service whenever you need to know the volume or cash flow for any workstation, library staff member, sublibrary or target.

Unpaid Transactions Letter / Update Transactions to "Paid" (cash-05)

This service changes the payment status from "unpaid" to "paid" for all cash transactions that occur between the dates you enter in the form above.

The service also prints a letter for each patron, listing each transaction and the total amount of cash owed. A library might use this service, for example, if it transfers the responsibility for cash collection to another agency (possibly using the Cash Transaction Report - cash-02, to report the information.)

Notices to Patrons Owing Money (cash-06)

This service enables you to print out notices to patrons who have debts exceeding the amount defined in this service. This service can be run only when the active library is an ADM library. It can be run to calculate the situation on a previous date and for each sublibrary separately.

Cash Export Process (cash-09)

This service enables you to export cash transactions to an external collection agency such as Accounts Receivable (AR) or the institution's bursar.

The service can be run for all patrons or for a pre-defined set of patrons. To activate the batch for set of patrons; populate the **Patron Input File** and the **Input File Type** fields (for more information, see the Batch Service topic in the online help). The input file can be generated by library staff using SQL statements or any other tool that is capable of retrieving patron ID and barcodes for the relevant cash transactions data.

For the System Librarian: The service consults the Z52 counter cash-09-batch-number in order to update the fields Z31-TRANSFER-NUMBER and Z31-RECALL-TRANSFER-NUMBER when a transfer or recall is performed. Thus each transaction is identified by a unique number in the reports produced by Cash Export Report (cash-09). The service consults the table cash_09_translate in order to translate sublibrary codes to campus codes or department codes for reporting purposes.

Export Cash Transactions (cash-10)

This service retrieves Z31 records (cash transactions) according to program and self-defined criteria, and creates an output file that is intended for a collection agency. The Z31 records that are included in the file are marked as "Sent". Only cash transactions of type "Debit" are included in the report and in the export file.

The service can be run for all patrons or for a pre-defined set of patrons. To activate the batch for set of patrons; populate the **Patron Input File** and the **Input File Type** fields (for more information, see the Batch Service topic in the online help). The input file can be generated by library staff using SQL statements or any other tool that is capable of retrieving patron ID and barcodes for the relevant cash transactions data.

The service produces a report of the exported transactions in the print directory of the ADM library, and an XML file for export, in the ADM library's scratch directory. The exported XML file includes information about the cash transactions (Z31), as well as information about the owing patron (Z303/Z304/Z308) and any bibliographic information related to the transaction. The content of the bibliographic citation is controlled by the section of the edit_paragraph configuration table that is referred to in the tab_format section "cash-export".

For the System Librarian: The service consults the Z52 counter last-cash-transfer in order to update the field Z31-TRANSFER-NUMBER when a transfer is performed and last-cash-recall to update Z31-RECALL-TRANSFER-NUMBER when a recall is performed. Thus each transaction is identified by a unique number in the reports produced by this service.

Import Cash Transactions (cash-11)

This service updates cash transactions (Z31 records) using data from the input file supplied. Only Z31 records that have been exported and have not been recalled can be updated. The update is parallel to paying the debit via the GUI, allowing both full payment and partial payment.

Each XML record from the input file is matched to an existing cash transaction record by using the input elements z31-id/sequence or alternatively z31-transfer-number. A report file is created, which includes a line for each input transaction.

The input file has to be an XML file of the following format :

```xml
<?xml version="1.0"?>

<p-cash-11>
    <record>
        <z31-id>JOHN</z31-id>
        <z31-sequence>200312151806862</z31-sequence>
        <z31-sum>2.00</z31-sum>
        <z31-transfer-number>12</z31-transfer-number>
        <z31-payment-date>20031212</z31-payment-date>
        <z31-payment-hour>0901</z31-payment-hour>
        <z31-payment-cataloger>STF1</z31-payment-cataloger>
        <z31-payment-target>df-23</z31-payment-target>
        <z31-payment-ip>255.255.255.255</z31-payment-ip>
        <z31-payment-mode>00</z31-payment-mode>
        <z31-payment-receipt-number>RCPT-501</z31-payment-receipt-
number>
    </record>
</p-cash-11>
```

The z31-payment-receipt-number tag is optional. If the z31-id and z31-sequence tags are empty or do not exist, the z31-transfer-number will be used for matching an existing z31 record against the record in the input file.

Note that z31-payment-mode is a mandatory field and must contain one of the values set in the PAYMENT-MODE section of the `pc_tab_exp_field.eng` configuration table.

Build/Correct VAT (cash-12)

This service updates VAT values of cash transactions. It can be run in one of two operation modes:

Build VAT - In this operation mode, all cash transactions that have a status of Open and have a VAT value of zero are scanned. If, according to tab18.lng, they should have a VAT rate, the existing sum is calculated to be made up of a net sum and a VAT sum. For example, an existing transaction of type 40 has a sum of 99.00, a VAT sum of 0.00 and a net sum of 99.00. Tab18.lng now has a VAT rate of 10.00 for transaction type 40. When cash-12 is run, the new transaction values will be a sum of 99.00, a VAT sum of 9.00 and a net sum of 90.00.

Correct VAT - In this operation mode, all cash transactions that have a status of Open and have a VAT value other than zero are scanned. If, according to tab18.lng, they should have a different VAT rate, the existing net sum will be taken as the base for a new VAT calculation.

For example, an existing transaction of type 40 has a sum of 99.00, a VAT sum of 9.00 and a net sum of 90.00. The tab18.lng VAT rate for transaction type 40 has been changed to 20.00. When cash-12 is run, the new transaction values will be a sum of 108.00, a VAT sum of 18.00 and the net sum will remain 90.00.

19.10 Statistics

General Circulation Statistics (cir-30)

This service produces a statistical report that includes all important circulation activities (Loans, Renewals, Holds and Returns) in one report. The service can be run only when the active library is an ADMinistrative library.

Specific Circulation Statistics by Activity Type (cir-31)

This service produces a statistical report separated by the type of circulation activity. It can be run for Loans, Returns, Renewals, Hold Requests, Booking Requests and Photocopy Requests. The service can be run only when the active library is an ADMinistrative library.

Circulation Summary Per Patron (cir-37)

This service creates a statistical report of patrons' activities. The patrons may be filtered by various filters.

Title Request Report (cir-81)

This service reports statistics about participation of the ADM library in cross ADM circulation actions.

Institute Time Report (cir-82)

This service reports the average time duration that different stages in the fulfillment of the title request.

19.11 General

Selective Dissemination of Information - SDI (sdi-01)

This service runs all SDI (Selective Dissemination of Information) queries and retrieves records that have been added to the database since the last time the service was run. The resulting set is then sent to the user by e-mail and / or as an RSS feed.

The format of the records is defined in the SDI profile. An SDI request defines a search query, a sublibrary to search (a patron can also set his SDI request regardless of location), a list of bases to search, a frequency with which the SDI query will be run, expiry date for the SDI request, the suspend period, delivery mode (e-mail, RSS feed or both) and the character set. In addition, a patron can define an SDI message, alternative e-mail address, mail subject, and whether or not he wants to receive a zero results message.

Only users with SDI permission in their profiles can create SDI profiles. The format for the e-mail message sent to patrons is stored in form_lng/bor-sdi-00.

This service is identified in the Batch Log and Batch Queue as p_sdi_01.

SDI user notify (sdi-02)

This service runs over all SDI profiles and checks their expiration dates. The service has two functions:

To send an e-mail message to patrons whose SDI profile is going to expire within X days from the current date.

To postpone the expiration date of queries that are due to expire during the vacations and to notify the patron about this via e-mail.

If the patron does not change the expiry date after he receives the notification that his SDI is going to expire, he will not receive additional notifications.

The formats for the e-mail messages sent to patrons are stored in `form_lng` in the `sdi-expire-00` and `sdi-vacation-00` files.

This service is identified in the Batch Log and Batch Queue as p_sdi_02.

Delete expired SDI requests (sdi-03)

This service runs over all SDI requests and deletes those that have expired up to the specified date.

This function is identified in the Batch Log and Batch Queue by the procedure name p_sdi_03.

SDI broadcasting message (sdi-04)

This service sends a broadcasting message to all SDI users. The message is taken from an input file under `/alephe/scratch` and must not exceed 2000 characters.

This function is identified in the Batch Log and Batch Queue by the procedure name p_sdi_04

Print Trigger Report (com-01)

This service produces a printout of triggers.

Build Word Indexes for a Record (manage-111)

This service creates keywords from various fields of the following Oracle tables: Vendor (Z70), Vendor Address (Z72), Patron (Z303), Patron Address (Z304), Reading Room (Z310), Budget (Z76). The keyword index that is created enables the patron to search for records in the GUI by keywords.

Since the keyword index is automatically updated when a record is added, this function needs to be run only after conversions.

Restart Server (sys-01)

This service stops a server and restarts it. The server that is stopped is selected by the user and can be the `pc_server`, the `www_server` or the `oclc_server`. When run, the service will stop the existing server running on the default port and start a new one on the same port. If a port is specified, only that port will be restarted.

Rebuild Print Templates Package (sys-02)

This service rebuilds the `html.pck` file after you edit a form or a letter in the form_eng directory. For any changes to these files to appear, run this service.

Record Keys Conversion (manage-70)

This service converts record keys. It takes the input file that contains record keys of one type (for example, BIB numbers) and, for each value it contains, lists the corresponding key of another type (for example, Order number).

Circulation Logger Clean Up (cir-78)

This service cleans up the circulation logger. All log events that are older than the input date will be deleted, if the transaction that they belong to is closed. This means that loan related events will be deleted only if the loan has been returned or deleted. Cash related events will be deleted only if the transaction has been fully paid.

The Process to Create field enables multiple instances of the batch service to be run simultaneously in order to shorten the run time. Indicate the number of simultaneous instances of the service to be run. It is recommended not to exceed twice the number of the server's CPUs.

Sort Printouts (print-50)

This service rearranges printouts, grouping together printouts from different files based on a common value they have in one or more XML tag of the printout file. The XML tags that will be used to check for common values are given as input parameters of this batch. The printout files that will be scanned for regrouping have a common print ID which is specified as an input parameter of the service.

Rebuild Due Dates (cir-01)

This service drops and rebuilds due dates for the current day. If the library regrets having changed due dates using "Loan -> Active Due Dates", this service will restore the standard due dates according to the setup of `tab16` and `tab17`.

Count Library Tables (manage-06)

This service provides information about the size of tables and the number of records in each table. An output file called count_report.lst is created automatically and may be found in the library's scratch directory.

Organize Database Tables (manage-08)

This services organizes database tables. Run this service after you have batch-loaded a large number of records, or after every 20,000 bibliographic records have been added to the system.

Export Database Tables (file-03)

This service enables you to export library tables and save them in a file. Since the tables are only being copied, the system will continue to function properly. Note that the library tables are data files in the ALEPH format and not Oracle tables.

Use this service to reorganize the location of files on your computer hardware.

Import Database Tables - Without Checks (file-04)

This service imports data into the library's Oracle tables. The import file must be in ALEPH sequential format. Use this service to import a data file which is in ALEPH sequential format. Before running this service, be sure to set the desired location for the table in the file_list using UTIL A/17/10.

Import Database Tables - With Character Conversion (file-04-cv)

This service uploads information from sequential files and converts the information into the Oracle table format.

This routine is similar to the Import Database Tables - Without Checks (file-04) service. The difference is that this program is used to perform character conversion to the sequential file before converting the information into the Oracle table format.

Import Database Tables - With Checks (file-06)

This service uploads information from sequential files and converts the information into the Oracle table format. This service uploads the records one by one and the user may set the procedure to perform standard checking and correcting routines.

This routine is similar to the Import Database Tables - Without Checks (file-04) that does not have an option to check and correct the records and loads them in big chunks. It is usually recommended to use this service for conversion purposes.

Check for Duplicate Keys (file-09)

This service is used to check for duplicate keys in the database tables. The service produces a scratch log file in which any duplicate keys are listed. The log file is located in $alephe_scratch.

Create Filing Keys for Names (manage-64)

This service recreates name keys for Z70 (Vendor and ILL Supplier), Z303 (Patron Data), Z308 (Patron ID) and Z108 (Course Name and Instructor Name). If your system uses Z308-ENCRYPTION, the name key of Z308 will be created according to the encryption type. This service should be run if a change has been made to the filing values/rules for BORROWER_NAME_KEY and/or VENDOR_NAME_KEY and/or COURSE_NAME_KEY and/or INSTRUCTOR_NAME_KEY.

Remove Library (manage-92)

This service removes an ADM library from a library consortium. This includes:

- Extraction and deletion of the removed ADM library's data.

- Extraction of all shared records, such as patron and profile records, vendors and staff permissions. Records that identified as belonging to the removed ADM library are extracted and deleted.

- Extraction and deletion of HOL records that are identified as belonging to the removed ADM library.

- Extraction and deletion of BIB records that are linked only to the removed ADM library.

- Extraction and deletion of Course Reading records.

The extracted records are saved in files with names such as zxxx.seqaa.

19.12 Maintenance

Maintenance List (cir-36)

This service produces a list of items that need to be sent to maintenance in the specified time period. Your library can choose to produce this list for specific locations, material types, item statuses and service providers. Depending on setup, this batch can also attempt to make a booking for such items. Note that a booking

produced by cir-36 does not add head/tail/delivery times to the booking period as in a regular booking. It is recommended to run this service on a regular basis.

20 Closed Stack Management

This chapter includes the following sections:

- Define "Closed Stack" Item Status

- Assign Item to Closed Stack

- Request Item

- Print Call Slip

- Item Found

- Item not Available

- Remove Item from Hold Shelf

The workflow for closed stack management is shown in the diagram below. Each step is described in detail following the diagram.
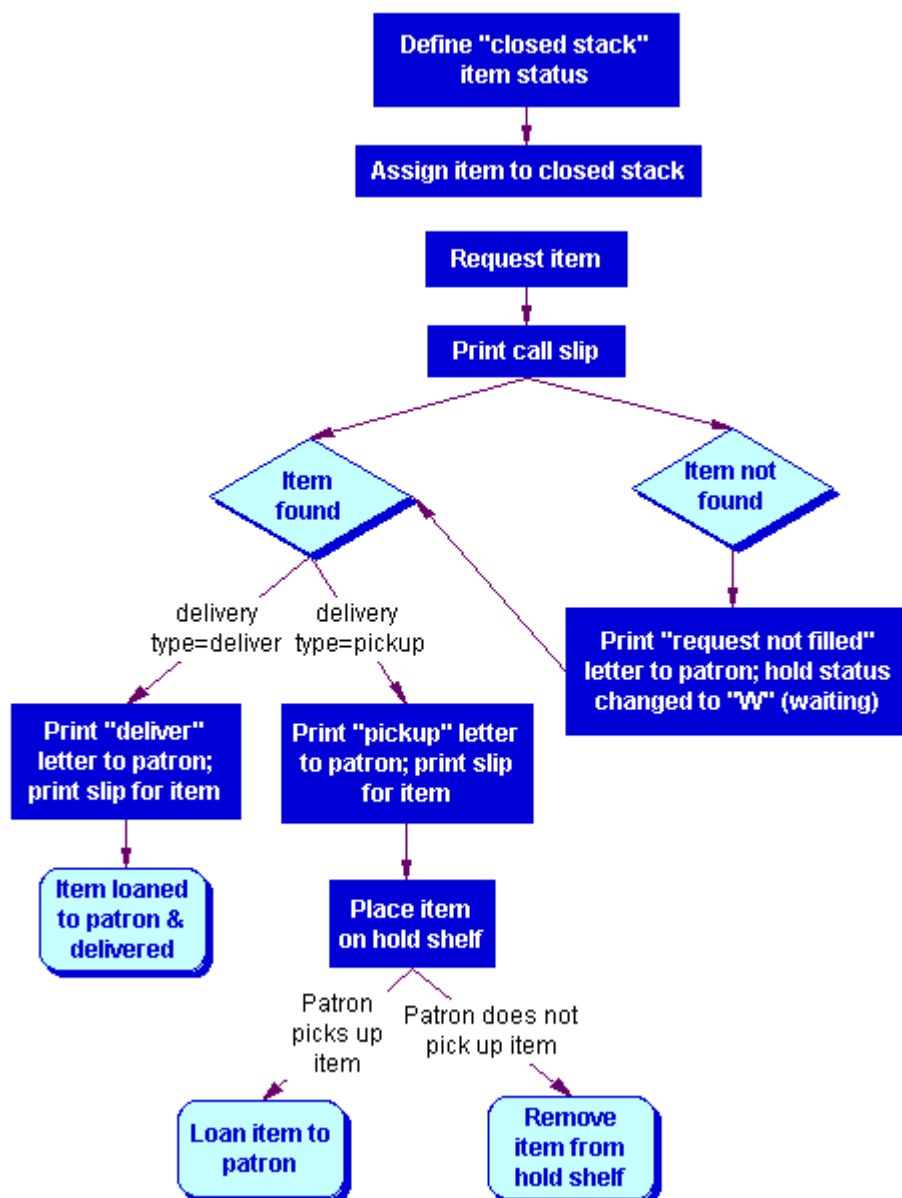
20.1 Define "Closed Stack" Item Status

The first step in closed stack management is to define an item status for closed stack items. To do so, edit tab15 (using UTIL G/5/15). An example from the table is shown below:

```
! 1    2  3           4           5 6 7 8 9 1 1
!                                       0 1
!----!--!-!---------------!-!-!-!-!-!-!-!
TAB15 50 L Closed stack     Y N N C Y N
```

Column 8 asks whether or not the item is on an open shelf. A closed stack item is NOT on an open shelf.

In column 8 there are three options:

- Y - Item can be requested and the item availability is checked.

- N - Item cannot be requested.

- C - Item can always be requested. There is no availability check because hold requests are always allowed.

Use C in column 8 when you want to define an item's status as closed stack. Closed stack items can always be requested.

The system supports different limits on the amount of time that an item is kept on the hold shelf, depending on whether the hold is triggered by the return of the item, or triggered by the command "Print Letter - Hold Request Filled" under the menu Requests.

Most libraries use this command for closed stack management and want a shorter hold period for items from closed stacks than for circulating items.

To define the hold period for closed stack items, edit tab44 (UTIL G/5/5/44).

20.2 Assign Item to Closed Stack

To assign an item to the closed stack, you may use the Items tab of either the Catalog module or the Circulation GUI.

In the Items tab of the Catalog GUI, open the item's information. In the General Information(1) tab of the lower pane, set the Item Status field to the Closed Stack item status.

In the Circulation module, select Items/Change Item Information from the main menu. Set the Item Status field to the Closed Stack item status.
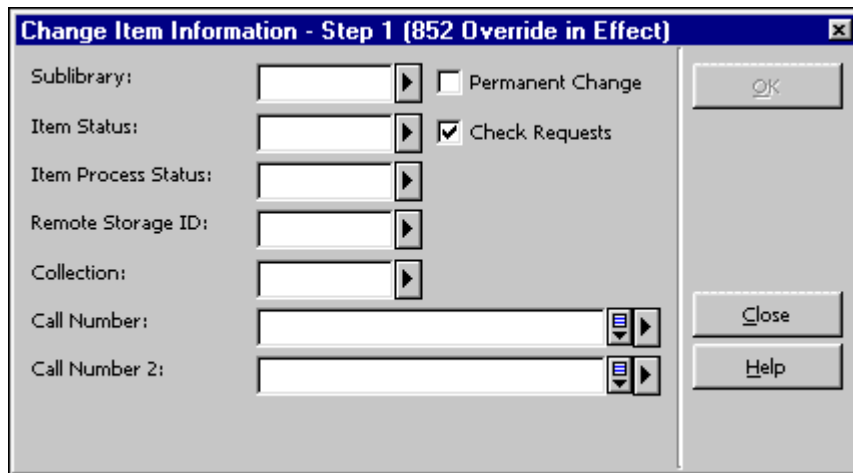
20.3 Request Item

When a patron requests a closed stack item through the Web OPAC, a hold request will be placed for the item, whether or not it is out on loan.

Depending on the library's policy, the patron may request to have the item delivered, rather than just held for pickup. The library can allow certain patrons to have items delivered to them, or can restrict patrons and have closed stack items delivered to the reading room for library use only. When the item is delivered to the reading room, the processing of the request proceeds according to the reading room functionality.

After a patron requests a closed stack item, and before the item is loaned, the list of holdings in the Search function will indicate that this item has been "Requested."

20.4 Print Call Slip

There are two different approaches that you may take to print call slips. One approach is to have the system print them out automatically as soon as the requests for material are made. (See Print-As-You-Go on page 226.)

The other approach is to wait for the requests to accumulate and then print out the call slips in one batch that may be sorted by collection, location, request date, or other parameter. (See Wait-Then-Print on page 227.)

You can decide to use one approach for one sublibrary, collection or item status, and use the other approach for another sublibrary, collection or item status.

Each approach is explained in detail below.

In either case, call slips will not be printed for items which are being reshelved. Additionally, if the request is part of a group of parallel requests, a slip will be printed only for one of the available items. If the request is part of a group of serial requests, only the first request in the group will be handled, regardless of which approach is used.

The sublibrary code can also be added as a prefix to the sequence number that is printed on the call slip. To set this up, use UTIL G/2 to create a separate "last-slip-no" parameter for each desired sublibrary (by adding the sublibrary code as a suffix to the "last-slip-no" parameter).

20.4.1 Print-As-You-Go

To have the system print out call slips automatically, as soon as the requests for material are made, you must complete the following steps:

Step 1: Edit tab39
The System Librarian must first supply information in tab39 (accessible through UTIL G/5/5/39). This information includes the libraries, collections and item statuses that the system should check for hold requests. This information is used in conjunction with the "ue6" daemon discussed in Step 2 to create print files of call slips.

Other information that must be provided in tab39 includes the number of call slips that should be printed out for each request, and the printers that should be used. (This information is used in conjunction with the Print Daemon in the Task Manager, discussed in Step 3.) Separate printers may be used according to the sublibrary, collection and item status. The system librarian may, therefore, have calls slips for closed stack items printed out on a printer that is located near the closed stacks, and separately from call slips for other locations.

Step 2: Create print files of call slips
You can have the system check for call slips once a minute and create a separate print file for each one it finds. To do so, you must activate the "ue6" daemon using UTIL E/6. (To stop this process, use UTIL E/7. This will deactivate the "ue6" daemon.)

Step 3: Print call slips
After the "ue6" daemon has created the print files of call slips, the call slips must be printed out. To have the system print the call slips automatically, as soon as requests for material are made, open the Task Manager. Go to the Print Daemon tab and click the Setup button. Use the window that pops up to choose the libraries and print IDs that will be directed to the PC's default printer.

Next, return to the Print Daemon tab and choose the command Activate Print Daemon. When the Print Daemon is active, the system will look periodically for files of a particular library that have a particular Print ID, and print them on the PC's default printer. (For more information about setting up the Print Daemon, refer to the Task Manager chapter.)

After the call slips are printed, the system transfers the print files to a special directory where they are saved. (The directory is <library>/PRINT/SAVE_<time_stamp>.) This enables you to reprint the call slips, if necessary. Note that the files must be periodically deleted from this directory.

20.4.2 Wait-Then-Print

You may want to wait for the requests to accumulate and then print out call slips in one batch that may be sorted by collection, location, request date, or other parameter. If this is the approach you want to take, you have two choices:

- Manually run the Call Slips for Requests (cir-12) service from the Services menu in the Circulation GUI.

- Alternately, you can set up the system to run the Call Slips for Requests (cir-12) function according to a pre-determined schedule, for example twice a day at 11:00 am and 5:00 pm.

To define a schedule for running the Call Slips for Requests (cir-12) function, use UTIL E/16 Update Daemon Job List (in the Administrative library). This utility contains two files that may be edited, called job_list and job_list.conf ("conf" for configuration). First use the job_list.conf file to define a schedule. Then open the job_list file. This file lists all the functions ("jobs") that you want the system to periodically run. Add the Call Slips for Requests (cir-12) function to the list. (The function is identified by the procedure name p-cir-12.)

After you have used UTIL E/16 to define the printing schedule and to identify the function that should be run, you can turn the periodic printing on and off. To do so, use UTIL E/15 to stop and start the job daemon.

20.5 Item Found

When an item is found, it should be transferred to the Circulation desk so that a "Hold Request Filled" letter may be printed. To do so, open the Circulation module and go to the Requests menu. Choose the command "Print Letter - Hold Request Filled." Use the form that pops up to enter the barcode of the item. You may also use a barcode reader to scan in the barcode.

The system will take into account the delivery type of the hold request ("deliver" or "pickup"), and print a "Hold Request Filled" letter that is appropriate for the delivery type.

For the System Librarian: You can determine which printer will be used to print the letter.

The following sections explain the differences between the templates and procedures for items that are to be delivered versus items that are to be picked up.

20.5.1 Item Found (Deliver)

The template for the "Hold Request Filled" letter is hold-request-letter-02-nn ("nn" is the version number of the template).

The system will print one copy of the letter to be placed in the item.

When the letter is generated, the system automatically loans the item to the patron.

This is because the material delivery type is "deliver" and the library's policy is to allow delivery.

After the item has been loaned to the patron, the due date will be displayed in the Search function, and the hold request will be deleted.

20.5.2 Item Found (Pickup)

The template for the "Hold Request Filled" letter is hold-request-letter-01-nn ("nn" is the version number of the template). Note that the template may contain the command to send the letter to the patron by e-mail.

The system will print out a letter and a slip. The letter is sent to the patron, and the slip is placed in the item.

When the letters are generated, the system automatically changes the status of the item to "S" (for Hold **S**helf). The item should, therefore, be placed on the Hold Shelf for the patron to pick up. In the Search function, the message "On Hold" will be displayed for the item.

When the patron comes to pick up the item from the Hold Shelf, you may loan the item to the patron. The system will then automatically delete the hold request.

20.6 Item not Available

There could be two reasons why an item is unavailable:

- All copies are checked out.

- The item was not found (perhaps due to mis-shelving).

If all copies have been checked out, no call slip will be printed, and the status of the hold request will be changed to "W" (**W**aiting).

Since the item is not available, you may send a "Hold Request Not Filled" letter to the patron. (The sections below explain in detail how to generate this letter.) The template for this letter is hold-request-wait-nn (where "nn" is the version number of the template). Note that the template may contain the command to send the letter to the patron by e-mail.

You can periodically reprint hold requests for items that were not available to see if they are currently available. To do so, run the Request Reports (cir-07) service from the Services menu. For the Hold Request Status field, choose "W - Material not yet available (**W**aiting)."

The following sections explain procedures that are specific to each circumstance, when an item is not found, and when all copies are checked out.

20.6.1 All Copies Checked Out

If you are using the "Print-As-You-Go" system for printing call slips, your System Librarian may have set up the system to automatically print a "Hold Request Not Filled" letter in case all copies are checked out.

In all likelihood, the library will set up the system so that "Request Not Filled" letters do not print, based on the expectation that the patron knew that the item was not available when he placed the request.

If you are using the "Wait-Then-Print" system for printing call slips, which relies on the Call Slips for Requests (cir-12) service in the Services menu, the system will automatically print a "Hold Request Not Filled" letter in case all copies are checked out. If you do not want the letter to be printed you should assign it to a dummy printer in the Call Slips for Requests (cir-12) service.

In any case, if the request is part of a group of parallel requests, a single wait letter will be printed only if all of the group's items are not available. If the request is part of a group of serial requests, a wait letter will only be printed if the first request in the groups is not available.

20.6.2 Item Not Found

If the item is not found (which may happen if, for example, the item has been mis-shelved), you might want to send a "Hold Request Not Filled" letter to the patron, informing him that the material is not available.

You will have to manually print the "Hold Request Not Filled" letter. To do so, open the Circulation module and go to the Requests menu. Choose the command "Print Letter - Hold Request Not Filled." Use the form that pops up to enter the barcode of the item. You will have to enter the barcode manually, rather than scanning it in, because the item is not at hand. You may refer to the call slip for the barcode.

If you do not want to save the hold request for an item that was not found, you may delete it. To do so, open the Circulation module. You have your choice of calling up either the Item record or the Patron record. Regardless of which record you call up, click the Holds button that appears on the window. A list of hold requests will be displayed. Highlight the desired entry and click **Delete**.

If you delete a hold request, a letter will be printed, informing the patron that his hold request has been deleted. The template for the letter is hold-delete-s-nn (where "s" stands for single hold request and "nn" is the version number of the template). Note that the template may contain the command to send the letter to the patron by e-mail.

20.7 Remove Item From Hold Shelf

Sometimes a patron does not pick up the item he requested. The item must then be removed from the Hold Shelf. There are two ways to identify which items should be removed. You may use either the Hold Shelf Report (cir-06) service or the Request

Reports (cir-07) service from the Services menu. Following is an explanation of each function and the procedures to follow with each.

20.7.1 Hold Shelf Report (cir-06)

The Hold Shelf Report (cir-06) lists items with the hold status "S" that have been waiting on the Hold Shelf for longer than a given period of time. This will enable you to identify those items that should be removed from the Hold Shelf.

You may also determine that the Hold Shelf Report service deletes a hold request for a patron who does not pick up his item, and prints a letter to inform him that the item is no longer being held for him.

There are two different templates available for this letter. If a single hold request is being deleted, the template is hold-delete-s-nn (where "s" stands for single and "nn" is the version number of the template). If multiple hold requests are being deleted, the template is hold-delete-nn. Note that the templates may contain the command to send the letter to the patron by e-mail.

If you do not use the Hold Shelf Report (cir-06) service to delete the hold request, you should manually remove it. To do so, call up either the Item record or the Patron record and click the Holds button that appears on these windows. A list of hold requests will then be displayed. Highlight the desired hold request and click **Delete**.

Note that you should not use the Delete Hold Requests function under the Requests menu, because that function deletes all requests, as opposed to individual hold requests according to a pre-defined filter. You can use the Delete Hold Request by Barcode function.

The Hold Shelf Report includes a column indicating whether or not there are additional hold requests for the item. The exact columns that appear in the report may be defined in the rep_col table using UTIL I/11. In that table, the code identifying the report is p_cir_06.

However, keep in mind that the information regarding additional hold requests may be out of date almost as soon as the report is printed. This is because patrons are able to place new hold requests at any time.

Therefore, you should make it a practice to manually check for additional hold requests. To do so, open the Circulation module. Go to the Circulation menu and choose the command Set Up Return Options. Make sure that there is a check-mark next to the option called "Holds List Display." Then go to the Circulation menu and choose the command Return. In the form that pops up, fill in the barcode of the item. You may use a barcode reader to scan in the barcode. If there are any hold requests for the item, the Holds List will be displayed.

20.7.2 Request Reports (cir-07)

This service produces a list of the requests placed for library material. Such requests can be for closed stack material, for material that is currently out on loan (hold status "W"), for material that has become available and is waiting to be picked up (hold status "S") and for booking requests. The call slips for the requests may be printed using the Print Call Slips service (cir-12).