Patron Configurations

Configuring Patron (User) Groups

To configure patron (user) groups, you must have one of the following roles:

- General System Administrator
- Fulfillment Administrator

You configure patron (user) groups on the User Groups Code Table page (Configuration Menu > Fulfillment > Patron Configurations > Patron Groups).

For details, see Configuring User Groups.

Note

If your institution is using user groups as fulfillment parameter (e.g., in Fulfillment Unit Rules, Display Logic Rules, etc.), you will need to update the rules with the new user group in order for them to take effect for users in the group.

Configuring Patron Limits

To configure patron limits, you must have one of the following roles:

- General System Administrator
- Fulfillment Administrator

Note

For the how-to that guides you through the process of setting up librarian- and system-assigned blocks to patrons, see How To Set Up Blocks to Prevent Loaning, Renewing and Hold Requests for Patrons.

Alma enables you to define various limits that apply to the patrons who use the services of the institution and libraries within the institution. Patron limits are checked and applied when a patron attempts to borrow or renew a resource from the library. When a patron reaches one of the defined limits, the patron’s account is blocked. For example, you can specify that the patron’s account is blocked when the patron reaches 10 overdue items. The patron will not be able to borrow additional resources from the library until the block is removed.

Patron limits are defined for groups of patrons, based on the user groups to which the patrons are assigned. For example, you could define a set of limits for all patrons that are part of the Graduate Student user group. For each user group, you can define limits that may block a patron’s account, such as:

Maximum number of overdue items
- Maximum amount of cash that can be owed by the patron
- Maximum number of bookings (not including resource sharing requests)
- Maximum number of overdue recalled items

These limits are configured at the institution level using the Patron Limits Definitions mapping table. Each set of limits can be either enabled or disabled. By default, each new set of patron limits is enabled. The limits that you define apply to all libraries within the institution.

Patron limits are configured on the Patron Limits Mapping Table page (Configuration Menu > Fulfillment > Patron Configurations > Patron Limits).

![Patron Limits Mapping Table Page](image)

**Note**

Patron limits can be configured at the institution level only. Select the required institution from the Configuring filter on the Fulfillment Configuration page.

The following actions can be performed on this page:

- Add a set of patron limits (see Adding a Set of Patron Limits)
- Edit a set of patron limits (select Edit)
- Delete a set of patron limits (select Delete)

### Adding a Set of Patron Limits

You can add a new set of patron limits to the institution. When you add a set of patron limits for a specific user group (for example, Alumni), ensure that there is only one enabled set of limits for this user group.

You define patron limits at the institution level. The limits that you define apply to all libraries within the institution.

**To add a new set of patron limits:**

1. On the Patron Limits Mapping Table page (Configuration Menu > Fulfillment > Patron Configurations > Patron Limits), select Add Row and select the patron user group for which you want to create a new set of limits.
2. Enter the following information:

- **Max. cash** – Maximum amount of cash that can be owed by the patron before the patron's account is blocked.

  **Note**
  
  **Max. cash** is a required field.

- **Max. overdues** – Maximum allowed overdue loans before the patron's account is blocked. If you define max. overdue = 1, the patron account is blocked only after there is more than one overdue loan. Setting max. overdue to 0 will block a patron with one overdue loan.

- **Max. bookings** – Maximum number of bookings allowed before the patron's account is blocked. This value does not include resource sharing requests.

- **Max. overdue recalls** – Maximum number of overdue recalled items allowed before the patron's account is blocked.

- **Max. digitization requests** – Maximum number of digital item hold requests allowed before the patron's account is blocked.

- **Max. physical item requests** – Maximum number of concurrent active physical item hold requests allowed before the patron's account is blocked.

If you leave one of the above boxes blank, no limit will be applied in this area.
3. Select **Add Row**. The new set of limits is displayed at the bottom of the list of defined patron limits.

4. Select **Save** to store the new set of patron limits.

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### Configuring Patron User Authentication

#### Note

For Primo VE environments, you will also need to configure user authentication for Primo VE sessions. For more information, see [Configuring User Authentication for Primo VE](#).

To configure patron user authentication, you must have one of the following roles:

- General System Administrator
- Fulfillment Administrator

You can configure the login options that appear in the Alma digital viewers from the User Authentication page (Configuration > Fulfillment > Patron Configurations).

#### To configure patron user authentication:

1. Open the User Authentication page (Configuration > Fulfillment > Patron Configurations > Patron User Authentication).

2. From the **Profiles** tab, in the **Authentication Profiles** section, activate the profiles that you want to appear in the Alma digital viewers.

   **Note**

   The profiles that appear here are integration profiles configured with an integration type of SAML, LDAP, CAS, and Social/Email Login. For more information, see [Configuring Integration Profiles](#).

3. In the **Login Page Help Links** section, activate and edit the links that appear when the patron clicks the **Need help for this page** link (configurable) in the viewer login page.

4. To have the viewer sign out when Alma times out, select **Single Sign Out Upon Timeout**.
5. Select the **Login Labels** tab. The following appears:

![Login Labels](image)

**Login Labels**

Edit the labels that appear in the viewer login page.

6. Click **Save**.

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### Configuring Loan Limit Rules

To configure loan limit rules, you must have one of the following roles:

- General System Administrator
- Fulfillment Administrator

To limit the number of items a patron can check out simultaneously, add a loan limit rule. The rule can be applied according to library, location, item policy, material type, and user group.

You configure loan limit rules from the Loan Limit Rule page (Configuration Menu > Fulfillment > Patron Configurations > Loan Limits).

![Loan Limit Rules](image)

**Loan Limit Rules Page**
Adding Loan Limit Rules

You can add a loan limit rule. The rules that you define apply to all the libraries within the institution.

To add a loan limit rule:

1. On the Loan Limit Rules page (Configuration Menu > Fulfillment > Patron Configurations > Loan Limits), select **Add Rule**. The Loan Limit page opens.

   **Note**

   If you want to create a copy of an existing loan limit rule, select **Duplicate** from the row actions. Once you have copied the loan limit rule, you can modify it as needed.

2. Under **Input Parameters**, enter a name and description of the loan limit rule.

3. Under **Input Parameters**, specify the components of the input parameter (Name, Operator, and Value). A set of input parameters may look like this: `Library=ArtLibrary`.

4. Select **Add Parameter**. The set of input parameters is added to the list of parameters for the loan limits rule.

5. Repeat the previous two steps to add all of the required parameters for the rule.
6. Under **Output Parameters**, enter a loan limit – the maximum number of items that a patron can borrow according to the loan limit rule. If you enter 0 all loans are blocked.

7. Select **Save** to store the new rule.

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**Note**

- The order of the rules is not important. All the rules that match the criteria are checked by the system. If a limit defined by any of the rules is exceeded, the new loan is not created.
- For unlimited loans, do not create a loan limit rule that applies to the loan.

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### Configuring User Block Descriptions and Definitions

**Note**

For the how-to that guides you through the process of setting up librarian- and system-assigned blocks to patrons, see [How To Set Up Blocks to Prevent Loaning, Renewing and Hold Requests for Patrons](#).

For details on assigning user blocks to a user, see [Blocking and Unblocking Users](#). These tables are also used when configuring user blocks due to overdue loans ([Configuring User Blocks Due to Overdue Loans](#)).

To configure user block definitions, you must first configure user block descriptions (you must select a description when configuring a definition). User block descriptions also appear in the drop-down list when blocking a user (see [Blocking and Unblocking Users](#)).

To access the user block descriptions, access the page at **Configuration Menu > Fulfillment > Patron Configurations > User Block Description**
The following actions can be performed on this page:

- Import a list of user block descriptions from a file
- Add a new user block description
- Delete a user block description
- Enable/disable a user block description
- Reorder the list of user block descriptions
- Modify the code or description fields
- Select one description to be a default value in the list

You configure user block definitions on the User Block Definitions Mapping Table page (Configuration Menu > Fulfillment > Patron Configurations > User Block Definitions).

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**User Block Description**

The following actions can be performed on this page:

- Import a list of user block descriptions from a file
- Add a new user block description
- Delete a user block description
- Enable/disable a user block description
- Reorder the list of user block descriptions
- Modify the code or description fields
- Select one description to be a default value in the list

You configure user block definitions on the User Block Definitions Mapping Table page (Configuration Menu > Fulfillment > Patron Configurations > User Block Definitions).

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**Mapping Table Page – User Block Definitions**

**Note**

Patron-specific blocks can be configured at the institution level only. Select the required institution from the Configuring filter on the Fulfillment Configuration page.

The following actions can be performed on this page:
• Add a set of user block definitions (see Adding User Block Definitions)
• Edit a set of user block definitions (modify settings on the User Block Definitions Mapping Table page. You cannot change the ID that is defined for a user group definition).
• Delete a set of user block definitions (select Delete)

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**Adding User Block Definitions**

The user block definitions that you define apply to all libraries within the institution.

**To add a new user block definition:**

1. On the User Block Definitions Mapping Table page, select Add Row and enter the ID for the new user block definition in the Id field.

   ![Add Row](image)

   *Create New Mapping Row Section of the Mapping Table Page*

2. Select the following information from the respective drop-down lists:
   - **Description** – Describes the block action; the reason for the block. This list includes all of your user block descriptions. See the User Block Descriptions code table for defining descriptions, above.
   - **Blocked action** – Select the blocked action from one of the following:
Note
These blocked actions are preconfigured in Alma. To configure additional blocked actions, including a block for resource sharing requests, contact Ex Libris Support.

- 01 – loan
- 02 – loan, renew
- 03 – loan, renew, hold

**Type** – Select the type of block from one of the following:

Note
The **Type** value is for information only and does not impact the system, with the exception of the **Demerit** and **Consortial Block** type, whose values should not be changed. For information on configuring demerits, see [Configuring Demerits](#). For information on configuring consortial blocks, see [Configuring Consortial Blocks](#).

- Cash
- Consortial block
- Demerit
- General
- Loan
- Resource sharing requests
- User

**Overridable** – Select whether the block is overridable from one of the following:
- ALL – The block is overridable by any circulation desk operator
- NONE – The block is not overridable
- CIRCDESC – The block is overridable only by a circulation desk manager
- OPERATOR – The block is overridable by a circulation desk manager or a circulation desk operator (and not a user with circulation desk operator – limited permissions)

**Network Block** - Select whether the block will be copied when creating or refreshing a linked account.
- TRUE - Copy the block
- FALSE - Do not copy the block. This is the default.

- Select **Add Row**. The new user block definition is displayed at the bottom of the list of defined user block definitions.
- Select **Save** to store the new set of user block definition.

### Configuring Demerits
To configure demerits, you must have one of the following roles:

- General System Administrator
- Fulfillment Administrator

Alma allows you to configure a demerit system that applies patron blocks (such as for loans) based on the number of...
demerits a user has accrued within a configured amount of time. Once a block is applied, the institution suspends the user for the configured number of days and subtracts the used demerit points from the user’s record. If the user receives more demerit points while on suspension, these points and the user’s remaining points may contribute to another suspension once the previous suspension period ends.

Note
Accrued demerit points must occur within the configured number of days to receive a suspension.

The Users - Remove Blocks job runs daily to remove blocks from user records.

Note
In addition, for more information on demerit points configuration, see Configuring Demerit Points.

Enabling the Demerit System

Configure the following parameters (see Configuring Other Settings):

- **demerit_enable** – Set this field to true to enable demerit functionality.
- **demerit_history_days** – Specify the length of the demerit tracking period in days. If the user’s demerit points exceed the value specified in the **demerit_maximum_threshold** parameter during the demerit tracking period (that is the last number of days specified by this parameter), the system places a block on the user.
- **demerit_maximum_threshold** – Specify the maximum number of points allowed during the tracking period.
- **demerit_suspension_days** – Specify the length of a user’s suspension period in days.

Demerit points always have an active status. However, if the the time defined in **demerits_history_days** has passed since the points were created, the points will be ignored when calculating the sum of demerits, even though the points have an active status.

Configuring Demerit Points

The Demerits Points mapping table defines the demerit points given to a type of user and returned material type. You can also apply different points to overdue materials that have been recalled.

To configure demerit points:

1. On the Demerit Points mapping table page (Configuration Menu > Fulfillment > Patron Configuration > User Demerits), in Add Row, enter the following fields to define the points assigned to a user group and material type.
DemeritPoints Mapping Table

- **User group** – Select a specific user group or All.
- **Material Type** – Select a specific material type or All.
- **Regular Overdue Points** – Enter the number of demerit points to apply to overdue items (not recalled overdue items).
- **Recalled Overdue Points** – Enter the number of demerit points to apply to recalled overdue items.

2. Select **Add Row**.

Alma uses the following priority to decide which mapping row to use when assigning demerit points to a user:

1. Both the user's group and the material being returned match the values in the table.
2. The user's group matches the value in the table and the **Material Type** is set to All in the table.
3. The returned item matches the **Material Type** value in the table and **User Group** is set to All in the table.
4. Both **User Group** and **Material Type** are set to ALL in the table.
5. If no match is found, no demerits are assigned.

For example, if the following demerit rows are defined and an alumnus returns a non-recalled manuscript late, the system assigns one demerit point to the alumnus:

<table>
<thead>
<tr>
<th>User Group</th>
<th>Material Type</th>
<th>Regular Overdue Points</th>
<th>Recalled Overdue Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergrad</td>
<td>Book</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>All</td>
<td>Manuscript</td>
<td>3</td>
<td>6</td>
</tr>
</tbody>
</table>
3. After you have added all of your demerit point definitions, select **Customize** to save your changes to the table.

If a user reaches the demerit threshold, the system applies a **Demerit** block on the patron record.

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**Configuring the Demerit Block**

The User Block Definitions mapping table defines the demerit block given to users that have reached the demerit point threshold during the number of consecutive days defined by the demerit history threshold.

For more information, see [Configuring User Block Descriptions and Definitions](#).

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**Monitoring the Blocks Job**

The **Users - Remove Blocks** job runs daily to determine whether suspended users have fulfilled their suspension period and have not exceeded the configured demerit threshold while on suspension. If this is the case, the user's block is lifted.

For more information, see [Viewing Job Reports](#).

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**Configuring Consortial Blocks**

To configure consortial blocks, you must have one of the following roles:

- General System Administrator
- Fulfillment Administrator

You can configure a block that can be copied between members of a fulfillment network. A **consortial block**, which is copied only from the source institution to the target institution, refers to the incoming block at the target institution. The block is copied when the linked account is initially created or when the target record is refreshed. The copied block appears as a consortial block rather than the original block type from the source, though a block note indicates the original block type as it appeared in the source institution.

To activate consortial blocks on the **source** side:

- Set up any blocks that will be sent to the target in the User Block Definition table with the **Network Block** field set to **True**. See [Configuring User Block Descriptions and Definitions](#).

To activate consortial blocks on the **target** side:

- Set up Linked Account rules with the **Copy Networks Block** field set to **Yes**. See [Configuring Linked Account Rules](#).
- In the User Block Description table, create a record if one does not already exist with code CONSORTIA. Enter CONSORTIA in the **Code** field and Consortial block in the **Description** field.
- In the User Block Definitions table, create a record with **Type** and **Description** fields set to **Consortial block**. To ensure that this block is not copied back to the source, set the **Network Block** field to **False**. See [Configuring User Block Descriptions and Definitions](#).
Note

Setting the Network Block field to True is not supported! It is not possible to copy blocks from a linked account to the source record in the patron's home institution.

Consortial blocks may be used when the linked accounts do not use consortial IDs. If consortial IDs are used, neither account is considered primary. Therefore, refresh actions (and copy of consortial blocks) from one account to the other do not take place.

Configuring User Blocks Due to Overdue Loans

Note

For the how-to that guides you through the process of setting up librarian- and system-assigned blocks to patrons, see How To Set Up Blocks to Prevent Loaning, Renewing and Hold Requests for Patrons.

You can implement a blocking policy so that a loan that is returned overdue will trigger a block on the user record after the patron returns an overdue loan, according to the defined Block When Overdue policy. The block policy may be set separately for each Terms of Use. By default, the policy blocks holds, resource sharing requests, loans, and renewals. As noted in the configuration procedure below, the User Block Definitions mapping table and User Block Descriptions code table (see Configuring User Block Descriptions and Definitions) must be configured in order to create overdue blocks.

The maximum_overdue_block_per_block parameter should also be configured to define whether the policy is applied to each block individually or to all the blocks in total. See Configuring Other Settings (Fulfillment).

The block may be selected for a period of time depending on the time the loan is overdue (based on only open days or all days), or may be for a fixed time. The block is automatically lifted once the configured expiry date passes, as part of the Users - Remove Blocks job.

Note

Blocks can be configured for short term loans as well. To configure this, set the short_loan_overdue_block parameter to true. For more information, see Configuring Short Loan Reminders.

To configure a blocking policy:

1. Access the User Block Description table (Configuration Menu > Fulfillment > Patron Configurations > User Block Description). Add a new row with code OVERDUE (see Configuring User Block Descriptions and Definitions).
2. Access the User Block Definitions table (Configuration Menu > Fulfillment > Patron Configurations > User Block Definitions). Add a new row of type Loan using the overdue loan block that was created in the prior step.
3. Access the Fulfillment Terms of Use (Configuration Menu > Fulfillment > Physical Fulfillment > Terms of Use and Policies). Add a new loan Terms of Use or edit an existing one (see Configuring Terms of Use).

The Block When Overdue Terms of Use does not block by default.

4. To create the block, select the blank line from the drop-down, and select Add Policy from the Actions menu.
5. On the Policy Details page, select Value type of Other. Enter a number in the Value field. Then select from the Unit of Measurement drop-down list. Overdue blocks may be calculated based on number of overdue days accumulated across multiple loans (cumulative) or based on the overdue days of a single loan (discrete). If an applicable Block When Overdue policy has a cumulative unit of measurement, the expiry date is calculated as the latest block expire date plus the number of days as defined by the policy. If a cumulative value is not chosen, the expiry date will be according to the policy only, without considering existing blocks. Overdue blocks are calculated based on full 24 hour days. If the unit of measurement is for days, the block is applied for a full day (24 hours between return date and due date).

Note

If Days per Overdue Days - Discrete or Open Days per Overdue Days - Discrete is selected as a unit of measurement, the calculation is \(<\text{Overdue/Open overdue days}> \times <\text{Value}>\).

Available values for Block When Overdue are:

- All Days - Cumulative
- All Days - Discrete
- Days per Overdue Days - Cumulative
- Days per Overdue Days - Discrete
- Months - Cumulative
- Months - Discrete
- Open Days - Cumulative
- Open Days - Discrete
- Open Days per Open Overdue Days - Cumulative
6. Select **Save.**

7. On the Terms of Use Details page, select **Maximum Period for Overdue Block.** The maximum overdue block period policy affects the calculation of the overdue loan block's expiry date. If a block's expiry date is calculated to be later than the maximum, the block will be shortened to match the limit. The default policy does not set a maximum overdue block period.

8. To create the maximum block policy, select the blank line from the drop-down, and select **Add Policy** from the **Actions** menu.

To view user blocks:

Search for a user in Manage Users. Select the **Blocks** tab to see all active blocks on this user (including the block's expiry date).

![User Details](image)

View User Blocks

The block also displays when trying to perform certain actions, such as loaning an item.

![User block pop-up](image)

User block pop-up

To view removed user blocks:

User blocks that have passed their expiry date are automatically removed when the **Users - Remove blocks** job runs.

1. Access **Monitor Jobs.** Find the **Users - Remove Blocks** job.

2. Within the report, select the link **Delete user overdue loan block.**

   For more information about patron blocking due to overdue loans, see the **Patron blocking due to overdue loans** video (11:22 mins).
Note
Overdue blocks for active loans (i.e., those that were created by the overdue and lost loan profiles job) will be removed during loan renewal.