Staff Workflows for Long Overdue Processing in PINES

About the Long Overdue Feature

**Start Date and Batch Processing**
Long overdue processing for PINES will begin on Oct 15, 2014. Items that have been overdue for longer than six months (181 days) but less than three (3) years will be automatically processed in an initial batch. After this initial batch is processed, the process will run nightly to modify any items that have newly become 181 days overdue.

**What the Automated Process Will Do**
Evergreen will mark the item as Long Overdue in the borrowing patron’s account automatically through a Notification/Action Trigger. This process will run each night and affect any item that has become 181 days overdue. Only those items with a status of Checked Out and that are not flagged for collections and that are not marked as Claims Returned will be processed by the system as Long Overdue. At this point, staff action is not needed. Several actions will take place:

- The item status will change to **Long Overdue**.
- The item will be made invisible in the public-facing OPAC (staff will be able to see it through the Evergreen Staff Client).
- The item will not be available for holds.
- The item will be moved to the **Lost, Claimed Returned, Long Overdue, Has Unpaid Billings** section of the **Items Out** screen in the patron’s account.
- The accrual of overdue fines will stop.
- Any overdue fines will be voided from the account.
- The borrowing patron will be billed for the item price. The default price is $25.01 for items with no price entered in item attributes.
- The borrowing patron will be billed the owning library’s Long Overdue processing fee (if any).

All processing will follow existing PINES policy. See the PINES Circulation Policies and Procedures Manual at [http://pines.georgialibraries.org/circulation](http://pines.georgialibraries.org/circulation) for more information.


**Staff Permissions**

Prior to October 15, 2014, PINES System Administration will give all PINES library staff with the corresponding permission for handling Lost items the permission **COPY_STATUS_LONG OVERDUE.override**.
Preparation

Each library system should take the following actions prior to October 15:

1. Modify Transit Slip Receipt Template on Each Circulation Workstation
2. Confirm and/or Modify Long Overdue Materials Processing Fee

1. Modify Transit Slip Receipt Template on Each Circulation Workstation

Prior to October 15, 2014, library staff should update the transit slip receipt template on each circulation workstation to add a status warning message. Staff unpacking transited materials should watch for the message so that they can take any local action needed to resolve Long Overdue items.

The message that will appear on the transit slips is:

This item is in status Long Overdue; additional staff action may be required.

The macro %transit_copy_status_msg% <br/> should be added to the header of the transit slip receipt template (Admin > Workstation Administration > Receipt Template Editor > transit_slip) so that the warning prints on any transit slip for a long overdue item. For example (your local configuration may differ):

Header:

This item needs to be routed to <b>%route_to%</b>:<br/>
 %route_to_org_fullname%<br/> %street1%<br/> %street2%<br/> %city_state_zip%<br/> <br/> Barcode: %item_barcode%<br/> Title: %item_title%<br/> Author: %item_author%<br/> <font face="Arial" size="12">%route_to%<br/> %courier_code%</font><br/> %transit_copy_status_msg% <br/>

Footer:

Slip Date: %TODAY_TRIM%<br/> Printed by %STAFF_FIRSTNAME% at %SHORTNAME%<br/>
The status should print on the transit slip:

![Transit Slip Example](image)

2. **Confirm and/or Modify Long-Overdue Materials Processing Fee**

Prior to October 15, 2014, the PINES System Administrator will copy each library system’s Lost Materials Processing Fee over to the setting for **Long-Overdue Materials Processing Fee**. If you wish for your library’s Long Overdue processing fee to differ from your Lost processing fee, your Local Admin may edit the value under **Admin – Local Administration – Library Settings Editor -- Finances: Long-Overdue Materials Processing Fee**. This is also where you would edit the fee should your library decide to change it in the future.

If your library has not entered a Lost processing fee, then you will not have a Long Overdue processing fee either so no amount will be added to the item during automated processing.

Please verify your library’s Lost processing fee as soon as possible before October 15, 2014
**PINES Evergreen Long Overdue instructions**

**September 2014**
Staff Workflow

Checking in a Long Overdue item

When an item marked Long Overdue through automated processing is checked in, an alert will appear on the screen informing the staff member that the item was Long Overdue. Staff must acknowledge the message to proceed. Once checked in at the owning library, the item will go into the status of Reshelving and then becomes Available after the reshelving interval passes.

If the item is checked in at a library other than its owning library, the item will be placed In Transit to its owning library for processing. The item cannot immediately fill a hold or circulate and must return to the owning library for resolution.

Automatic processes that will occur at Long Overdue check in (no staff action is required):

- If the item is checked in before payment, the overdue fines will be reinstated and the item price and library processing fee will be voided.
- If an item is checked in after payment and within six months of payment, the item price will be refunded, the Long Overdue processing fee will be retained, and overdue fines that had been voided will be reinstated on the patron’s account. Please be aware that in some instances, the patron may owe additional money for the item after this happens. This can occur if the item price is less than the maximum overdue fine.
- If an item is checked in six months after payment no monies are refunded and the overdue fines are not reinstated.
- If a Long Overdue item is checked in after it has been deleted, the item will not be retrievable at check in and will act as any other deleted item.

Staff actions required at Long Overdue check in:

- Staff must acknowledge system message alerting them the item checked in is Long Overdue.
- Staff should follow any local procedures for handling returned local Long Overdue materials. This may include, but not be limited to:
  - Investigating item bills to see if monies should be refunded.
  - Sending the item to collection development to determine if the item should be returned to circulation or withdrawn from the collection.
- If the item is no longer in the database, local handling procedures should be followed.
- If the item is returned to another library, no additional staff action is needed other than to put the transit slip with the item and process it for transit.
Handling Refunds

If a Long Overdue item has been paid for, a refund may be due the patron. Local procedures for refunding monies should be followed. Best practice is to investigate the Long Overdue item at check in and handle according to local policies as soon as possible.

Staff can also check for potential refunds under Admin – Local Administration – Patrons with Negative Balances. Entries should be investigated since some negative balances are due to other circumstances.

More information regarding negative balances and refunds can be found at: http://pines.georgialibraries.org/negative-balances

Deleting Long Overdue Items That Have Been Paid For

Best practice is to wait more than 6 months after payment to delete an item. If staff checks in an item that has been paid for prior to deleting it, the system will assume the patron returned it and refund the item price and reinstate overdue fines. Waiting to delete the item will ensure that monies are not refunded unnecessarily.