Long overdue automated processing in PINES.

In order to more efficiently process and manage items overdue for more than 180 days, the Evergreen Integrated Library System (ILS) will automatically set those items to **Long overdue**. As part of the process, the patron will be billed the item price (or a default price) and the owning library's processing fees. Overdue fees are voided and not charged to the patron. The item will then be given an item status of **Long overdue**, a stop fines reason of **LONG OVERDUE**, and made **Not Holdable** and invisible to OPAC searches and displays but will remain visible to staff client searches.

Only those items with a status of **Checked Out** and not flagged for collections will be marked and processed by the system as **Long overdue**. In Evergreen, a patron is considered to be in collections if the standing penalty **PATRON_IN_COLLECTIONS** is applied at or above the organization unit in action/trigger event definitions. If that standing penalty is not applied, then the system will not consider the patron to be in collections and items will be set to **Long Overdue**.

According to PINES policy, if the item is returned within six months of payment, the owning library will refund the purchase price but reinstate the overdue fees. Processing fees are non-refundable. If the item is returned to a different library, it will be placed **In Transit**, displaying a warning message when received by the owning library. A receipt noting its **Long overdue** status can be generated for printing. After six months, if the item is returned by the patron, monies are not refunded. If the item is returned to a book drop, the system warns that the item is **Long overdue** and does not refund monies paid.

If a Long overdue item is deleted at any point after payment, it is treated by the system as any other item no longer in the database. Best practice if for libraries to refrain from deleting a paid **Long overdue** item until six months after payment.

Marking an item Long Overdue

Once an item has been overdue for 180 days, Evergreen will mark the item as **Long overdue** in the borrowing patron's account automatically through a **Notification/Action Trigger**. At this point, staff action is not needed. Several actions will take place:

➢ The item will go into the status of **Long Overdue.**
➢ 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 be stopped.
➢ The borrowing patron will be billed for the item price.
➢ The borrowing patron will be billed a library long overdue processing fee (if any).
➢ Any overdue fines will be voided from the account.

Checking in a Long Overdue item

If an item that has been marked **long overdue** is checked in at the owning/circulation library, 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, the item will go into the status of **Reshelving** and then **Available** after the reshelving interval passes. If the item is checked in at a library other than its home library, the item will be placed **In Transit** to its home library for processing and cannot immediately fill a hold or circulate.

➢ 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 paid for and is returned within six months of payment, the item price will be refunded, the long overdue processing fee will be retained, and overdue fines reinstated on the patron's account.
> - If an item is paid for and is returned six months after payment no monies are refunded and the overdue fines are not reinstated.

Library Settings and Permissions

The following Library Settings enable PINES and individual library systems to set preferences related to long overdue items. The settings are found under **Admin – Local Administration – Library Settings Editor**.

PINES-wide settings

- **Circulation: Long-Overdue Check-In Interval Uses Last Activity Date**

   Set to TRUE. This means the long-overdue last-activity date instead of the due_date is used to determine whether the item has been checked out too long to perform long-overdue check-in processing. For PINES, the system will first check the last payment time, followed by the last billing time, followed by the due date. *See also* **circ.max_accept_return_of_long overdue.**

- **Circulation: Long-Overdue Items Usable on Checkin**

   Set to FALSE. Long-overdue items are not usable on checkin and must return to item home library first.

- **Circulation: Long-Overdue Max Return Interval**

   Set to 6 months. Long-overdue processing (voiding fees, re-instating overdues, etc.) will not take place for items that have last activity older than this amount of time.

- **Circulation: Restore Overdues on Long-Overdue Item Return**

   Set to True (if within 6 months of payment).

- **Circulation: Void Long-Overdue item Billing When Returned**

   Set to TRUE (if within 6 months of payment).

- **Circulation: Void Processing Fee on Long-Overdue Item Return**

   Set to FALSE.

- **Finances: Leave transaction open when long overdue balance equals zero**

   Set to FALSE. This does not leave the long overdue copy on the patron record when it is paid.

- **Finances: Void Overdue Fines When Items are Marked Long-Overdue**

   Set to TRUE.

- **Finances: Default item price**

   Set to $25.01.

Library System Settings

- **Finances: Long-Overdue Materials Processing Fee**

   Determined and set by individual library system.

   - If your library does not set a processing fee here, none will be added to patron record.

Permissions to use this Feature

COPY_STATUS_LONG OVERDUE.override

Allows the user to check-in long-overdue items thus removing the long-overdue status on the item.

Transit Slip Printing

All libraries should configure Transit slip printing to add a warning message to the slip. The message is:

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

The macro %transit_copy_status_msg%
 should be added to the header so that the warning prints on any transit slip for a long overdue item.

Header:

This item needs to be routed to %route_to%:
%route_to_org_fullname%
%street1%
%street2%
%city_state_zip%

%transit_copy_status_msg%

Barcode: %item_barcode%
Title: %item_title%
Author: %item_author%

Footer:

Slip Date: %TODAY_TRIM%
Printed by %STAFF_FIRSTNAME% at %SHORTNAME%

The transit slip should print as:

⋏PINES

Longoverdue Workflow

Item overdue for 181 days → Is item Status Checked Out? → **No** → Ignore item

Is item Status Checked Out? → **Yes** → Is item flagged for collections?

Is item flagged for collections? → **Yes** → Ignore item

Is item flagged for collections? → **No** → Make item status Longoverdue, make nonholdable and invisible in OPAC; set stop fine reason to LONGOVERDUE

Make item status Longoverdue... → Is there a price in the item record?

Make item status Longoverdue... → Is there an owning library processing fee in Library Settings?

Is there a price in the item record? → **Yes** → Use price in item record

Is there a price in the item record? → **No** → Apply PINES default price

Is there an owning library processing fee in Library Settings? → **Yes** → Use fee

Is there an owning library processing fee in Library Settings? → **No** → No processing fee set

Use price in item record / Apply PINES default price → Add item price, owning library processing fee; overdue fine amount voided to patron record

Use fee / No processing fee set → Add item price, owning library processing fee; overdue fine amount voided to patron record

Add item price, owning library processing fee; overdue fine amount voided to patron record → Add title information and barcode to patron record and associate with fees

Add title information and barcode to patron record and associate with fees → Patron's fines exceed $10.00?

Patron's fines exceed $10.00? → **Yes** → **Change patron status to Blocked.**

Patron's fines exceed $10.00? → **No** → **Patron is active**