Staff Workflows for Long Overdue Processing in PINES

About the Long Overdue Feature

Start Date and Batch Processing

Long overdue processing for PINES began on October 15. Items that had been overdue for longer than six months (181 days) but less than three (3) years were processed in an initial batch.

The process now runs nightly to modify any items that have newly become 181 days overdue.

What the Automated Process Does

Evergreen marks the item as Long Overdue in the borrowing patron's account automatically through a Notification/Action Trigger. This process run each night and affects any item that has become 181 days overdue. Only those items with a status of Checked Out and that are <u>not</u> flagged for collections and that are <u>not</u> 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 is changed to **Long Overdue.**
> ➢ The item is made invisible in the public-facing OPAC (staff will be able to see it through the Evergreen Staff Client).
> ➢ The item is not be available for holds.
> ➢ The item is 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 stops.
> ➢ Any overdue fines are voided from the account.
> ➢ The borrowing patron is billed for the item price. The default price is $25.01 for items with no price entered in item attributes.
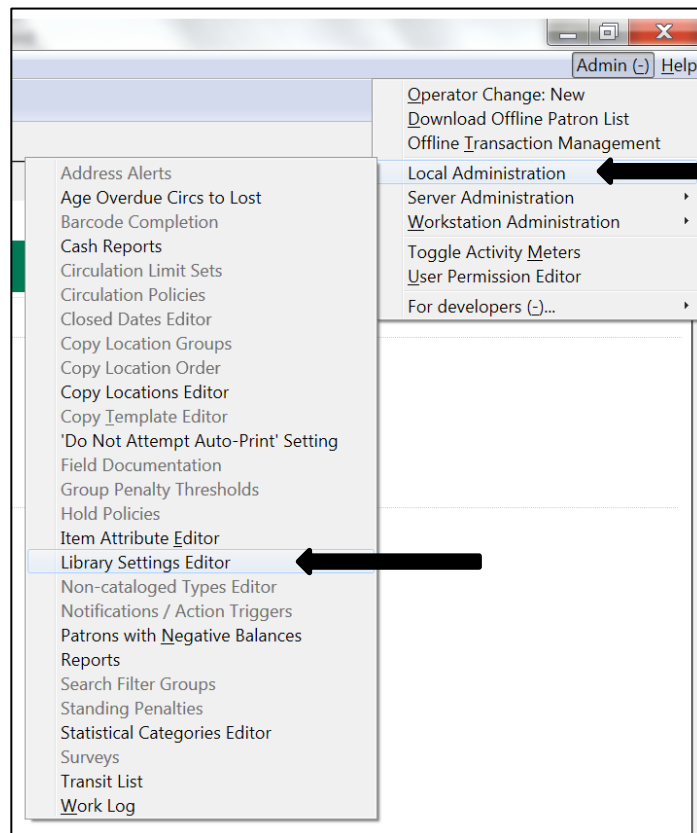> ➢ The borrowing patron is billed the owning library's Long Overdue processing fee (if any).

All processing follows existing PINES policy. See the PINES Circulation Policies and Procedures Manual at http://pines.georgialibraries.org/circulation for more information.

For more information on the process please see "How Long Overdue Processing Works" at http://pines.georgialibraries.org/long-overdue

System Settings

The Long-Overdue Materials Processing Fee

On October 14, 2014, PINES System Administration copied 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.

Staff Permissions

On October 14, 2014, PINES System Administration assigned the **COPY_STATUS_LONG OVERDUE.override** permission to PINES staff that already have the corresponding Lost permission. If a staff member that should be able to override checkins on Long Overdue items is unable to do so, please enter a Help Desk ticket with that staff member's Evergreen login ID.

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 and within six months of being marked Long Overdue**_, the overdue fines will be reinstated and the item price will be voided. The library's processing fee (if present) will _not_ 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. The library's processing fee will _not_ be refunded. 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 _**more than six months after payment**_ _(or more than six months after being marked Long Overdue if payment was not made)_, 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
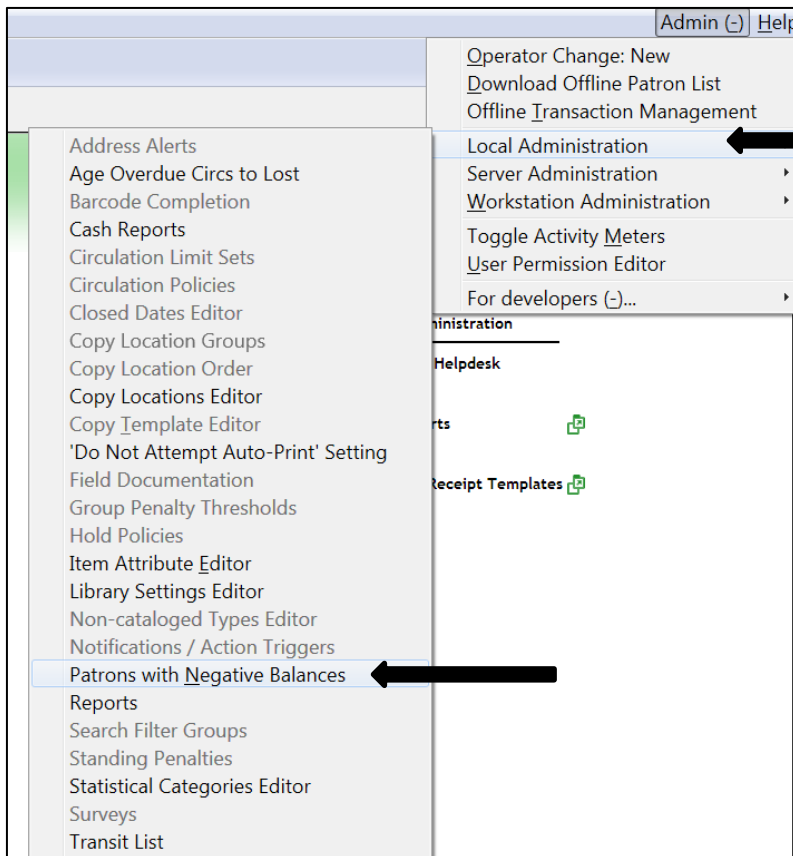
Deleting Long Overdue Items That Have Been Paid For

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.

A report template that lists items that were marked Long Overdue and paid for more than 6 months prior is available at: *Shared Folders > Templates > ddale > Helpdesk Request > Collection Maintenance > Lost or Long Overdue and Paid Item List*