

Synopsis from Rob Klaus at Unique:

Unique can handle this but recommends it to be a local decision/set up. This could then coincide with when they are manually marking items as Lost since each library does it differently.

There is no policy as to when a library should or must mark an item as Lost. But most libraries (not all) using Unique mark them as Lost before sending to Unique. And libraries typically do this at 30, 45, to 50 days overdue. Having the software do this for them will save staff a lot time and resources especially on a state-wide level.

Currently, Unique pulls the price of the item from the item record if it has not been marked as Lost and therefore the patron does not see that in the bills within their account, but only in the letter from Unique.

----- Forwarded Message -----

From: "Robert Klaus" <rob@unique-mgmt.com>
To: kgregory@georgialibraries.org
Sent: Wednesday, January 27, 2010 11:04:54 AM
Subject: Lost processing

Katherine,

Thanks for your time on the phone today. Just to recap what we went over:

Unique's recommendation is that you allow individual libraries/systems configure and set their own 'lost processing'. The current intention behind the Executive Committee's policy of a 180 day system-wide setting is to provide a vanilla experience for the patron. However, this is already being short-circuited by member libraries that are manually marking items lost around 45-60 days overdue. By allowing individual libraries to configure their own policy, you are simply automating what they are doing currently manually, and bringing policy in-line with existing reality.

The concept of completing the 'lost processing' * before * a patron is referred to Unique's service is based around making everything about the process simpler. At the point the patron is referred to Unique, the value the library is trying to recover is accounted for in 'bills/fines', so that when the patron logs into their account, or a circulation staff member looks at their account in the Staff Client, the amount Unique has communicated to the patron is represented as a concrete number (the unpaid bill balance).

Regardless of the decision on policy, please keep Unique informed as to when the policy will actually be implemented, and when 'lost processing' actually commences. Unique will need to make sure that its own processes that interact with Evergreen properly view and account for the activity this process will add to patron records.

Please let me know if there are any questions about the above, happy to go into more detail on this.

Finally, here are the list of current PINES clients I have:

Athens Regional Library System
Brunswick Public Library
Chestatee Regional Library System
Coastal Plain Regional Library
Columbia County Library
Conyers-Rockdale Library System
Dougherty County Public Library
East Central Georgia Regional Library
Franklin Memorial Library
Hall County Library System
Henry County Library
Houston County Public Library System
Lee County Library
Newton County Library System
Ohoopsee Regional Library System
Pine Mountain Regional Library System
Richmond Hill Public Library
Roddenbery Memorial Library
Sara Hightower Regional Library System
Screven-Jenkins Regional Library
Statesboro Regional Public Libraries
Thomas County Public Library System
Twin Lakes Library System

~~~~~

Rob Klaus

Director of Business Development  
Unique Management Services, Inc  
119 E. Maple St. Jeffersonville, IN 47130  
Office: [800-879-5453](tel:800-879-5453) Ext. 118  
Mobile: [502-797-6000](tel:502-797-6000)  
[rob@unique-mgmt.com](mailto:rob@unique-mgmt.com)