NEOS

Library Consortium

Circulation Standards Team

Circulation Manual

Revised July 1999

TABLE OF CONTENTS

PREAMBLE

The NEOS Circulation Manual is an outline of best practices to fulfill NEOS policy as expressed in the NEOS General Agreement on Policies for Circulation. These procedures are recommended standards rather than policy. Amendments are made and distributed by the NEOS Circulation Standards Team as required. Any proposed amendments which might constitute a change in policy must be referred to the NEOS Executive.

BORROWER RECORDS AND BORROWER CARDS

I. Confidentiality

In order to maintain confidentiality, circulation staff must always be aware of the information displayed on circulation terminals, particularly in libraries where the terminal is located in an open area visible to passersby.

Circulation staff should:

a) Never leave a terminal unattended with any borrower information displayed on the screen
b) Never leave a terminal unattended with circulation menus displayed that may allow unauthorized persons to access the database

See NEOS General Agreement on Policies for Circulation, Section 2.3, "Confidentiality of Borrower Records"

II. Fines

Fines are outstanding monies owed. Fines may include overdue, damaged and lost charges which are added automatically by DRA. Do not waive fines owed to other NEOS libraries. Lost item charges must be paid at the owning library.

1. To find out what fines are owed by a borrower:

a) Bring up the borrower half screen
b) At the arrow prompt, enter **f** (fines) to bring up the borrower's fine list
c) This screen will show:
- date the fine was incurred
- type of fine: e.g. *O* (overdue), *L* (lost), *D* (damaged), *R* (recall)
- item number (bar code) of the item. Item number is not always present.
- amount that has been paid or waived on the outstanding fine
- amount still owing on the item
- date of the last payment on the fine
- some common fines types are:

Fines Type	Explanation
O	= overdue
L	= lost
R	= recall
MF	= manual fine

2. Identifying which NEOS library owns the item:

Choose the line number of the item and press enter. More detailed item information will be displayed, including the permanent location.

3. Lost items

Lost items in a fines list can be clearly identified by noting the fines type (*L*). A large fine amount could also be considered a hint that the charge is for a lost item. The lost item fine is the default cost of the item for the material code plus a processing fee. Default prices and fees are set in agency policy files and vary from library to library. The default cost of the item can be determined in Bibliographic Services:
- display the bib record
- choose the line number of the item
- default price displays in a field on the lower right of the screen

a) Assumed lost

Assumed lost charges are applied automatically when overdue items reach your library system's parameters for considered lost. Lost item charges must be paid to the library that owns the item.

There is no capacity within DRA to track and refund money to borrowers who pay for lost items if the items are returned. However, monies can be refunded through a manual procedure which alerts staff when lost items are returned.

b) Claims lost

Allows a borrower to pay for an item (s)he knows is lost before the assumed lost charges are incurred. Never mark an item claims lost unless the borrower is prepared to pay the lost charges immediately. The claims lost command removes the item from the borrower's *Has Now* list; if the borrower then elects not to pay for the item but returns it instead, (s)he will not be assessed overdue charges.

To mark an item claims lost:

- choose #1 to enter Borrower Services.
- scan or enter the borrower barcode. The borrower half screen displays.
- at the >> prompt, enter **h** to bring up the borrower's *Has Now* list.
- enter **l**# (where # represents the item line number). The claims lost screen displays the default price for the item.
- press **r** to record the book price as displayed.
- press enter to accept the total fine.
- press Ctrl-z to continue. The borrower's fines total will display in the upper right hand corner of the screen. The item has been removed from the borrower's *Has Now* list.
- at the >> prompt, enter **f** to display the borrower's fines list. A fine code of *L* indicates the lost item.
- print the screen.
- select the line number of the lost item to bring up its detailed information screen.
- print the screen.
- process the fine payment and inform the borrower that monies (minus any fines owing) will be refunded if the item is returned within the library defined period.
- complete the Forms/Requests section above

c) Lost books paid for

To use this procedure, create a library card borrower with the name LOST BOOKS ______ (your library's name).

- DRA (borrower presence required):
  (1) choose # to enter Borrower Services.
  (2) wand borrower barcode. The borrower half screen displays and the fine amount appears in the top right hand corner of the screen.
  (3) at the >> prompt, enter **f** to display the borrower's fines list. A fine code of *L* indicates the lost item.
  (4) print the screen.

(5) select the line number of the lost item to bring up its detailed information screen.
(6) print the screen.
(7) process the fine payment and inform the borrower that monies (minus any fines owing) will be refunded if the item is returned within a library defined period.

- Forms/Requests (borrower presence not required):
(1) complete a lost book paid for form (if your library has one) or record the borrower's name, address, phone number, and the amount paid on the printout. If there is more than one lost item, fill out separate forms or record information separately for each item.
(2) place an item specific request in bib services using your library's "lost book" library card.
(3) change the request life to 366 days.
(4) change the priority to a 6.
(5) if the item belongs to a different agency within your library system, change the pickup location to the owning agency.
(6) staple printouts and forms together and file.

4. Add a Charge

Charges can be added using the **ac** command. Money codes are determined by individual libraries.

5. Paying or waiving fines:

When you pay or waive a fine it displays as a payment.

a) Commands used in conjunction with fines:

- F display the fine list
- FC fine calculator, calculates fines to date on outstanding material
- P# pay a single fine (by using the line number)
- PA pay all fines - be sure you have the money in hand before doing this
- PF pay oldest fines first
- W# waive single fine - only items owned by your library
- WA waive all fines. USE CAUTION – do not waive fines that do not belong to your library
- WF waive oldest fines first

b) DRA accepts amounts entered in four ways:

- $1
- 1.
- $1.00
- 1.00

c) Waiving Fines

It is necessary to be consistent when waiving fines. NEOS libraries may waive fines for borrowers with a valid medical certificate, when staff error has resulted in fines or when contacted by the home library.

III. DRA Thresholds and Overrides

Circulation thresholds are set in your library's Circulation Policy File. When thresholds are exceeded, the system displays a corresponding message and an override is needed to proceed.

1. System wide thresholds

System wide thresholds are maximum values or limits set for all borrowers in your library system. The option of setting different threshold levels for different borrower classes is not available. Some system thresholds include:

- max # of concurrent loans (ten throughout NEOS) an unverified borrower may have at one time
- max # of outstanding overdues
- max # of lost items per borrower
- max # bad checkins per borrower
- max claims returned per borrower
- max # of overrides a borrower is allowed

When a system wide threshold is reached, the borrower record becomes delinquent. The delinquency displays on the borrower half-screen. The borrower status screen (enter **s**) will reveal which threshold has been reached. An override must be performed in order to proceed with a circulation transaction.

Normally, thresholds that have reached a limit are cleared when the borrower returns or renews items causing the delinquency. For example, returning or renewing overdue or lost items will reduce the number of items causing the delinquency until it is less than the maximum assigned.

Some thresholds require system manager (ITS) intervention. The bad checkin and claims lost counters are two examples of this. Although an override can be performed to allow the borrower to proceed with circulation transactions, the threshold delinquency remains and the field must be cleared by ITS. When the "maximum number of overrides a borrower is allowed" threshold is reached, ITS must be contacted in order to have the field reset. Overriding this threshold is not an option.

2. Overrides

An override is a command used to bypass a DRA threshold. An override situation occurs when a borrower or an item has exceeded a threshold defined in the Circulation Policy File.

Before doing an override it is important to read the screen messages to ensure that you are conforming to both internal and NEOS policies. There are many situations that require policy decisions, such as renewing an item that has an outstanding request or lending to a borrower who has exceeded the fine threshold.

Once a circulation command (e.g. **ci** to charge or **r** to renew)is issued in a delinquent borrower record, an override message displays. The reason for the override is provided followed by the prompt *enter O=username*. Entering the letter **o** (upper or lower case) and the equal sign at this prompt allows the transaction to proceed. An override for each delinquency on a borrower record is required before DRA allows a transaction to proceed. For example, if the borrower is delinquent for both money owed and bad checkins, two overrides are required.

Once borrower delinquencies are dealt with, DRA then checks each item separately as it is scanned or entered. Each item may require an override. These overrides would be performed on each item as it is charged/renewed.

On item overrides, other options are available. If you choose not to override when prompted, simply press Return. The override is not performed and the transaction on that item is not completed. If you choose to end the original transaction, use the Ctrl-z (or F10) key(s) to stop.

Please note: the Transaction completed message that displays refers to the original command and not to the override choice.

See NEOS General Agreement on Policies for Circulation, Section 3.1.4

3. Override Report messages

a) Bad checkin threshold exceeded

- If an item is checked out to a new borrower before it has been discharged from the previous borrower, the bad checkin counter of the previous borrower increments by one. When the system wide threshold is reached, the borrower record becomes delinquent.
- Performing an override allows the transaction to proceed.
- The bad checkin counter can only be reset by ITS. If this message appears on an override report frequently, discharge procedures should be reviewed.

b) Borrower has reached item limit

- A borrower has reached the maximum number of items (s)he is allowed to borrow at one time. The delinquency is removed once the number of items charged is less then the maximum allowed in your policy file.
- Most often occurs in External Borrower records where throughout NEOS, they are limited to 10 items. Exceeding this maximum for a library's own External Borrowers is an internal policy. A library may choose to impose manual limits on the number of items which can be borrowed.

c) Borrower is delinquent
- A borrower has exceeded a system wide threshold set in your library's policy file. These include but are not limited to fines, overdues, lost item, and bad checkins.

d) Card expired
- A borrower's card is expired.
- The expiry date of Primary Borrower's cards may be extended according to internal policy. Do not override for Secondary Borrowers. They should be referred to their home library.

e) Due date exceeds expiration date
- A borrower's card expires before the due date of an item.
- For Primary Borrowers, the expiry date may be extended according to internal policy.
- For Secondary Borrowers, the loan period may be shortened to the day before the expiration date and they should be referred to their home library.
- If an expiration date is overridden by another NEOS library making the due date fall after the card's expiry date, then the home library no longer has the obligation to try to get the loaned material back.

f) Fine threshold exceeded
- A borrower has reached the maximum amount of money (s)he is allowed to owe. The borrower record becomes delinquent. The delinquency is removed when the amount owing is less than the value set in your library's policy file.
- This threshold is determined by NEOS policy and is set at $50.00. Override is only an option when both the item and the borrower are at their home library. Refer to your library's internal policy. If a fines appeal is in progress, a note will appear in the borrower's notes field. It is the decision of the individual library whether to lend to a borrower with a fines appeal in progress.

g) Invalid override type
- Refer to your library's internal policy

h) Item belongs to a different agency
- The item being checked out (or renewed) belongs to another library.
- An override is allowed for this message.

i) Item is assumed lost
- An item has been overdue for "x" number of days as set in the owning library's policy file. DRA has assumed it lost.

j) Item marked non circ
- An item being charged out is not part of the circulating collection (e.g. reference or another non-circulating category).

k) Item renewal limit exceeded
- The borrower has reached the threshold for the number of times an item can be renewed.
- Override only with the permission of the owning library.

l) Item specific request outstanding
- A request has been placed on a specific item. Appears when renewing an item.
- NEOS libraries have agreed not to override this message.

m) Loan period is invalid
- The loan period that you have assigned has been entered incorrectly OR the due date conflicts with your calendar.

n) Lost book threshold exceeded
- The borrower has exceeded the system wide threshold for number of lost items.
- Items are considered lost when they are “x” days overdue, as set in your library's policy file.

o) Overdue book threshold exceeded
- The borrower has exceeded the system wide threshold for number of overdue items.

p) Renewal date exceeds expiration date
- A borrower’s card expires before the due date of the item being renewed (see due date exceeds expiration date).

q) Request outstanding
- A request has been placed on this title by another borrower.
- NEOS libraries have agreed not to override this message.

r) Used previous borrower id
- The id that was scanned or entered is no longer current. A new barcode has been assigned to the borrower and the previous id should no longer be used.
- For Primary Borrowers, consult your internal policy. Do not override for Secondary Borrowers.

IV. Notes Field

1. Borrower record Notes field

The Notes field in the borrower record is used to enter information messages pertaining to an individual borrower. The field allows 130 characters of free text and displays in:

- the Change Borrower screen in Borrower Services, field #23
- Quick Registration when adding borrower records, field #23
- Borrower Full Registration, second screen, field #31

DRA allows the Notes field to be edited. However, all information currently displayed in the field is deleted when the field number is selected. It is imperative to print or write down any message appearing in the field before proceeding with an edit.

Libraries are encouraged to be diligent about clearing the Notes field once a note has served its purpose. The field is cleared in the same screens (see above) as it is entered. Selecting the Notes field line number clears the message. Remember, if there are other notes besides your library's, they must be copied and re-entered once the field is cleared.

Within NEOS, the use of the Notes field and the messages keyed in vary. Criteria that must be part of any message entered in the Notes field include:

- 6 digit agency code
- initial of the person entering the message
- date, dd/mm/yyyy format

Some examples of common uses and suggested formats include:

a) Consortium use:

Message to communicate:	Format of the information entered:			
		Agency	Initial	Date
thinks lost / lost cards	Thinks lost barcode # / Lost barcode #	010101	pm	12/11/98
address changes	Current address/ph# is	180101	sk	22/10/98
fines appeals	Allow to borrow 'til Nov 15/98, fines appeal in process	010201	ga	4/11/98
NSF cheques	NSF cheque issued	UA/FSA	kt	12/11/98
manual delinquencies	Man del Nov 10/98, see 010101 for details		hj	
payment plans	Allow to borrow 'til Nov 30/98, paym plan in effect	010301	ll	22/10/98

b) Local library use:

<table>
<tr><th rowspan="2">Message to communicate:</th><th colspan="4">Format of the information entered:</th></tr>
<tr><th></th><th>Agency</th><th>Initial</th><th>Date</th></tr>
<tr><td>IL / library use only</td><td>Internal use only</td><td>150101</td><td>dg</td><td></td></tr>
<tr><td>special permission</td><td>e.g.
- May borrower Ref materials
- 4th year honors; 6wk loan</td><td>510101
010201</td><td>hm
ga</td><td></td></tr>
</table>

2. Item record Notes field

The item level notes field should be used with caution and restraint. The U of A uses this field to indicate BARD box numbers and it is critical that BARD notes not be accidentally deleted. It is not possible to edit notes entered by another system. DRA allows the Notes field to be edited within a system, however item notes must not be edited in Circle. All information currently displayed in the field is cleared when the field number is selected.

See the NEOS Cataloguing Standards Guidelines for further information on using the item record notes field.

V. Manual Delinquency

This field is intended to allow library staff to limit borrower privileges for infractions, fines or problems not otherwise limited by your library's DRA Circulation Policy File. Staff in NEOS libraries may mark a borrower manually delinquent at their discretion.

When activated in Full Borrower Registration, the Manual Delinquency field displays in the borrower's half screen as *Delinquent (Conversion)*. DRA requires an override in order to charge or renew material.

```
S/T                                  Borrower Services           Thu 02/04/1999
Username: SC11TEST
AAA-0187  Entered: 07/10/1997      Modified: 02/04/1999

JOHNSON, JOHN                                    ***DELINQUENT (CONVERSION)***

Card #: 18000238900          Student ID #:
Address: Edmonton, AB
Notes:  Man del Nov 10/98, see 010101 for details. hj

Registration Qualifier: ** Class: UG Has Now: 0    Status: Delinquent
```

1. Guidelines

The manual delinquency field should only be used as a measure of last resort when dealing with problem borrowers.

Libraries marking a borrower record manually delinquent must add a message to the borrower's notes field which includes its 6 digit agency code. Notes not entered with this information may result in the manual delinquency being removed. Libraries adding manual delinquencies to Secondary Client records should consult with the borrower's home library.

See NEOS Circulation Manual, Section IV. Notes Field, Part 1. "Borrower Record Notes Field"

A library wishing to place a manual delinquency on a borrower who is already manually delinquent simply adds its library code to the borrower's note field. (Reminder: The information in the notes field must be written down and re-entered).

2. Procedures

A manual delinquency can only be added in Full Borrower Registration.

a) To add a manual delinquency:
- change the Manual Delinquency field (#27, first screen) from **n** to **y**.
- add a note in the Notes field. e.g. Man del Nov 10.98, overdue journal, 010101 lb 11/98
- in Borrower Full Registration, the Notes field can be accessed in the second screen, field #37

b) To remove a manual delinquency:

- change the Manual Delinquency field (#27, first screen) from **y** to **n**.
- remove the note in the Notes field pertaining to the manual delinquency.

Remember: if other notes exist, they must be re-entered after deleting the manual delinquency note

VI. Returned Mail

Returned mail will be forwarded to the library which registered the borrower. The registering library will be responsible for obtaining a new address and modifying the borrower record.

If a new address cannot be obtained, the incorrect address should be deleted and an "x" entered into the first character of the address line.

VII. Address Changes

If a borrower's address is incorrect, use one of the following procedures:

1. **For borrowers if library uses Borrower Academic Load (BAL) as input**
Within NEOS, the following libraries use BAL:
    - Augustana University College
    - Concordia University College
    - King’s University College
    - Red Deer College
    - University of Alberta

    All address update requests must be made to the home library. Borrowers may then be directed to the appropriate department for processing the change.

    Registrar’s files may contain two fields for addresses and a field for validation dates. Libraries should contact their Registrar’s Office to clarify which address information is being loaded into DRA.

2. **All other borrowers**
Staff noting an “x'd” address, or who are notified of a change by the borrower, should enter the new address in DRA.

VIII. Lost Cards

Borrowers should contact their home libraries to report lost cards. This function is for legitimate loss of cards only, as lost cards can not be reinstated. If a borrower thinks the card is lost refer to the thinks lost section below.

Lending to a Primary Borrower with a lost card is at the discretion of the lending library. Libraries should not lend to External Borrowers from other NEOS libraries who have lost their cards.

Primary Borrowers must obtain a replacement card from their home library. Different libraries will have different policies regarding replacement of lost cards. For instance, some replacement card requests may be made through the Registrar's or other office if the library is using Borrower Academic Load. Charges may also apply to issuing replacement cards. Check your library's internal policies before issuing replacement cards.

1. Borrower is sure the card is lost.

a) Search by name in Borrower Services to bring up the borrowers half screen; verify borrower's identity.
b) At the prompt, enter **ch**.
c) At the *Any change?* prompt, enter Y.
d) At the *Which number?* prompt, enter 23 (the line number for the Notes Field).
e) If the borrower is registered in your library and you are issuing a card, add the note in the following format, followed by your library system number and your initials, and press enter:

    Lost 10012345678 05/05/94 160101 SK

f) If the borrower is reporting the loss by phone transaction use the following format:

    Lost 1001234567 05/05/98 by phone 160101 SK

See NEOS Circulation Manual, Section IV. Notes Field, Part 1. "Borrower Record Notes Field"

g) Press enter again at the *Which number?* prompt.
h) Enter N at the *Any change?* prompt. The note should appear highlighted on the borrower's half screen.
i) At the >>prompt, enter N. The message *Enter new card number* displays.
j) Scan or enter the new barcode.
k) At the *Are you sure? (Y/N)*, enter Y.

2. **Borrower THINKS card is lost**

For the borrower who may find the card, do not use the **n** command to make the ID previous or issue a requisition to replace the card. Search by name to locate the record and bring up the borrower half screen.

a) Enter **ch** at the >>prompt.
b) Enter Y at the *Any change?* prompt
c) Select the line number of the notes field, and add a note as follows:

Thinks lost 10012345678 05/05/98 160101 SK

d) Press enter again at the *Which number?* prompt.
e) At the *Any change?,* prompt, enter N. The note should appear highlighted in the borrower's half screen.

3. **Clearing a thinks lost message**

Before clearing a thinks lost message, ask to see other identification (preferably picture id) for verification.

a) Enter **ch** at the >>prompt.
b) If there is no message other than the "thinks lost" message, enter Y at the >> prompt.
c) At the *Which number?* Prompt, enter 23 (the line number for the Notes field). The cursor will move to the first space in field 23 and all the information in that field will be deleted.
d) Press the enter key twice.
e) At the *Any change?* prompt, enter N.

If there is another message in the notes field, do a screen dump or copy the message you wish to save exactly as it appears on the screen. Once you have cleared the notes field, the message you wish to save will have to be re-added.

IX. External Borrower Cards

External Borrowers (individuals or in some cases organizations) are not directly affiliated with any NEOS library, i.e. not Primary Borrowers at any NEOS library. Cards are issued for a maximum of one year. NEOS libraries are not obligated to extend services to borrowers holding External Borrower cards issued by other libraries. Standard privileges for External Borrowers are applied automatically in DRA by making external borrower records "unverified" and using the Registration Class "EX". This combination in a patron record allows DRA to apply the policy standards for "a non-cooperating borrower class".

External Borrower privileges include:

- item limit of ten items on loan concurrently
- loan period of two weeks
- one two-week renewal
- overdue fines of $1 a day to a maximum of $31.00 per item

See NEOS General Agreement on Policies for Circulation 3.2 and 3.4.

1. Registering External Borrowers

BFR#	BQR#	Field Name	Description of Change
1	1	ID#	Enter a new barcode #
20	21	Expiration Date	Enter an expiry date
23	2	Student ID	Leave blank
24		Driver's License	May be used to enter a student ID and 4 letter code indicating students home institution (e.g.NAIT, etc.).
25	20	Verified	Must enter N
33	18	Qualifier	Must enter a qualifier from the registering library's list of qualifiers or accept registering library's default.
34	19	Class	Must enter EX.

2. Renewing External Borrowers

Any expired External Borrower (EX class) records with outstanding fines or borrowed items will not be renewed until the borrowers have cleared up their records. Renewing cards is done by changing the expiry date on the existing card:

a) bring up the borrower's half screen searching by expired borrower ID or borrower name.
b) enter **ch** at the >>prompt.
c) at *Any change?*, enter Y.
d) at *What number?* enter 20 (BFR) or 21 (BQR).
e) enter the new expiry date.

3. Card stock

The standard NEOS External Borrower card is 8cm x 5cm, printed on yellow card stock.

- the NEOS logo appears in the upper left hand corner with the words, "External Borrower Card" beneath it.
- the registering Library's logo appears in the upper right hand corner.
- a central space is reserved for the barcode and beneath it, a lined space for the borrowers printed name.
- the statement of responsibility and space for the borrower's signature appear on the reverse of the card.

Other External Borrower card formats are in use to serve differing arrangements for external borrowers or groups.

X. Library Cards For ILL Transactions

Within NEOS, interlibrary loan transactions are only carried out for loans with non-NEOS libraries. Loans of microform materials and requests for periodical articles follow NEOS document delivery procedures.

See NEOS General Agreement on Principles and Standards for Document Delivery.

All other materials are requested via the Circulation Request Function followed by the appropriate RO/RI procedures.

See NEOS Circulation Manual, Section XII, "Requests"

The main purpose of this card is to help the lending NEOS library track its interlibrary loans to a borrowing non-NEOS library. There are two popular practices.

a) Set up one card with the IL class code. Interlibrary loans requested by non-NEOS libraries will be signed out to that card, which will then be followed by separate tracking of where the individual loan is sent to.

b) Set up a card with the IL class code for each non-NEOS library to which you send interlibrary loans. No other tracking need be maintained. A note must be entered in the notes field to indicate that each card is for internal use only.

HANDLING OF RETURNED ITEMS

XI. DISCHARGE

Discharge is the procedure used when borrowed material is returned to the library, most commonly through the book drop. Discharging calculates fines, routes items, handles requests and displays other information messages regarding the discharged item.

Verify contents of material labeled as having additional parts (e.g. disks, CD's, AV kits, maps, etc.) before discharging. If pieces are missing, do not discharge. Stamp the return date on a piece of paper, note that the item is not discharged, attach it to the item and return to the owning library.

If pieces are damaged, do not discharge. Stamp the return date on a piece of paper, note that the item is not discharged, attach it to the item and return to the owning library.

If the owning library wishes to have short term loans (e.g. reserve materials, periodicals) returned directly to the owning library, it is the owning library's responsibility to educate the borrower and monitor the return of loans. If short term loans are returned at another library, they should be discharged on DRA and sent back to the owning library as quickly as possible. If discharge on DRA is not possible (as with reserve materials belonging to another library), attach a note with date and item of return.

1. In Circulation Services

a) Discharging:
Messages will display if the item belongs to another agency, or if there is a request, claims lost, or assumed lost on the discharged item.

- choose # to enter Circulation Services.
- enter **di**. Note that the screen says *Discharge* at the top, and the date of discharge and item prompt display.
- scan or enter an item barcode. If no messages display, item is ready to be shelved.

Message at discharge:	Explanation:	Action:
Route to...	- this discharged item belongs to another agency	- package or flag for delivery and place in appropriate mail area as per local procedure
Hold item for...	- this discharged item fills a request.	- flag and place on the hold shelf as per local procedure
Outstanding request at , do you wish to fill (Y,N, Defer)...	- this discharged item belongs to your library and may be used to fill a request at another library	- answer y, item will route to the pickup location - package or flag for delivery and place in appropriate mail area as per local procedure

Outstanding request at , do you wish to fill (Y,N, Defer)...	- this discharged item belongs to your library and may be used to fill a request at another library	- answer y, item will route to the pickup location - package or flag for delivery and place in appropriate mail area as per local procedure
Set aside for possible request filling...	- this discharged item belongs to another agency and may be used to fill a request	- place defer flag in the item and place on the defer shelf
Hold item # to fill request for borrower [#AAE-9325. LOST BOOKS FSA (Phone: 403-492-3683)]. – at UA	- this item has been processed as a lost book paid for	- print the screen to capture the message. - stamp the return date on the printout and the date due slip. - clear the hold using the CH command in circ services and scanning or entering the item id. - pass the printout to the area responsible for processing refunds

b) Backdating

Backdating allows staff to change the date of discharge. All material returned after the library is closed, including weekends and holidays, is backdated.

The backdate function can be used to discharge material when a borrower queries an overdue item which has been shelved but:

(1) has a return stamp
(2) has not been discharged

- Choose #2 to enter circ services.
- At the >> prompt, enter the date in the following format - mm/dd/yy.
- Enter **di**. The new discharge date displays.
- Scan or enter the item barcode(s). All items discharged will be for the date entered.
- If your library uses a return stamp, stamp the return date.
- After backdating is completed, Ctrl-z (F10) twice to clear the date.

2. In Borrower Services

In Borrower Services, discharge may be performed when the borrower is present or there is a need to access the borrower record, for example:

- an item is being returned by a borrower who wishes to pay the fine immediately
- to waive fines when staff are delayed in discharging reserve items

a) Procedure

Messages regarding holds will display if the item belongs to another agency, or if there is a request, claims lost, or assumed lost on the discharged item.

(1) choose #1 to enter Borrower Services.
(2) scan or enter the borrower barcode.
(3) enter **di**. Note that the screen says *Discharge* at the top, and the date of discharge and item prompt display.
(4) scan or enter the item barcode. If your library uses a return stamp, stamp the return date.
(5) if an overdue item is discharged, the fine amount and the message *Enter (P)ay, (W)aive or (R)ecord* displays. Always enter **r** to record the fine.

b) Tips

The bad check-in command (**bc**) can be used to discharge material when a borrower queries an overdue item which has been shelved but:

- does not have a return stamp
- has not been discharged

Materials on the defer shelf will be used to fill requests for pickup in any agency. Normally, after discharge but before the send item list is run, the status in the item record is defer and the status in the request list is available.

REQUESTS

XII. Placing Requests

The DRA request function allows for the efficient handling of items requested by borrowers. Requests can be placed on items on loan or items located at another library.

See NEOS General Agreement on Principles for Circulation, Section 6, "Request Function"

a) Enter Bibliographic Services.

b) Search for material using author (**a=**), title (**t=**) or call number (**c=**) search method.

c) Check the material code of the item. In general:
- books are requestable
- periodicals and microform: place an interlibrary loans request instead

d) Check the status of the item
- Available: place request
- Local Request status: requests can be placed by the owning library only.
- Non-circulating: item does not circulate. Do not place request.
- Charged material:
  (1) 2 week loan:
    – inform borrower that material will be available at the end of the current loan;
    – place request if time frame is suitable for borrower
  (2) long-term loan:
    – inform borrower that the material can be recalled, and would be available in about 2 weeks
    – if time frame is suitable for client, place request; contact owning library to initiate recall

e) Items with the following statuses are not selected by DRA to fill general (title) requests
- missing,
- damaged,
- claims lost,
- assumed lost,
- claims returned,
- withdrawn,
- reserve room

f) Check the request list (**rl**)
- inform the borrower if there is a waiting list; place request if borrower is willing to wait.

g) Decide whether the request will be title (**rb**) or item specific (**rb#**)
- normally, a title request is placed
- place an item-specific request when:
  (1) a specific volume of a multi-volume set is needed

(2) any copy of the item has a reserve room status
(3) a specific copy of an item is desired (e.g. the home library copy is wanted so the borrower can have long-term loan privileges)
(4) the home copy is needed for the reserve room
(5) placing requests on your library's copy for your External Borrower

h) Place the request.
i) Request form appears as follows:

Field Name	Explanation
Agency	- the pickup agency. The default is the agency where the request is placed. Change the agency if the borrower prefers pickup at another location (see NEOS Agency Codes and Contacts for a list of agency #'s. Note: material requested for pickup at another location will not be pulled from the shelves until the next business day.
Priority	- the default is 9. Normally, the default is accepted.
Request life (in days)	- the default is 90. Change to reflect the borrower's "not required after date"
Item ID	- automatically fills in when placing an item specific request. The field is blank when placing a title request
Volume	this field is not completed
Borrower ID	borrower barcode number. When placing an agency request (e.g. item is needed for reserve room), this field does not display.

NOTE: If the message *Borrower already has outstanding request against this title. Do you want another?* displays, answer no. Borrowers are only entitled to one request per title.

If the borrower is placing requests for more than one volume of a title, place an item specific request for each volume needed.

j) Check the request list (**rl**) to verify that the request was placed.
k) Advise the borrower of the procedure your library follows to inform borrowers when an item is ready for pickup.

XIII. Deleting Requests

When a borrower no longer requires an item for which a request has been placed, the request can be deleted by any of the following methods:

a) If the item is not yet on hold:
- borrower looks up request in Borrower Information on InfoGate and selects the line number to delete the request
- circulation staff look up the borrower in Borrower Services, and the borrower's request list (**rl**), and delete the request using **d#**
- circulation staff look up the item in Bibliographic Services, and its request list (**rl**), and delete the request using **d#**

b) If the item is on hold and your library is the pickup agency:
- delete the request using the clear hold (**ch**) command in Circulation Services.

XIV. Receiving Requested Materials

Requested materials, belonging to your library or not, may be

- returned by another borrower at your library
- found during a search for missing materials
- routed to your library by another library

Items returned or found in a search must be discharged to fill outstanding requests.

Items received from other libraries are enroute and must be routed in. Outstanding requests will fill (hold messages display) and items should then be handled according to your library's local procedures.

See NEOS Circulation Manual, Section XI. "Discharge"

XV. Charging of Requested Materials

Items that are not charged retain a status of hold. If they have actually been given to a borrower without being charged, it may be difficult to determine whether the items were misplaced by library staff or given to a borrower without being charged on DRA.

Items must be charged to a borrower:

- even if the borrower is a NEOS library card (e.g. for interlibrary loans) rather than a client
- even if the borrower is a library staff member
- even if the borrower wants to examine the item in the library before deciding whether to take it home or not

Inform the borrower of their borrowing privileges. For items belonging to other NEOS libraries, these are:

- 2-week loan period,
- maximum of one renewal, and
- fines of $1.00 per item per day.

Some libraries use special flags to educate borrowers about these special privileges.

If borrowers indicate that they no longer require items on hold, delete the requests from the borrower's request list or clear the holds in Circulation Services.

PROCESSING THE DISPLAY UNCLAIMED ITEM LIST

The unclaimed item list is a list of items on *HOLD* for over “x” number of days that have not been picked up by the requesting borrowers. As these items are removed from the hold shelf and processed, the hold status is cleared, items are routed to the owning library, other outstanding requests may be dealt with or they may display as available again.

Processing:

- enter **du** in Circulation Services to display the list
- messages that may display include:
  - *(More…)* – press return to display more unclaimed items
  - *(End of list.)* – all unclaimed items are or have been displayed
  - *No unclaimed item list for this agency.* - no unclaimed items selected from your library
- print the list
- pull unclaimed items from the hold shelf
- enter the **ch** command in Circulation Services
- wand each item to clear the hold and delete the request
- follow any routing directions displayed

If a borrower has indicated a need for an extra day or so to pickup an item and no other requests are outstanding, this process can be delayed. Item status remains as Hold until the list is processed.

PROCESSING THE SEND ITEM LIST

The send item list is a list of available items to be retrieved (e.g. stacks, defer shelf) and processed to fill outstanding requests for borrowers. Process the Send Item list daily, as early in the morning as possible.

From the list, staff can determine:
- where to physically find the item
- where it is going
- what command to use to move it

Processing messages that may display in a send item list?

Send Item List "route to" column displays:	Item can be currently found:	Command used in Send Item List:	Item should be placed:
HOLD	In stacks	RH	On "HOLD" shelf
HOLD (On Defer)	On defer shelf	RH	On "HOLD" shelf
another agency	In stacks	RO	In mail, flagged for the appropriate library
another agency (On Defer)	On defer shelf	RO	In mail, flagged for the appropriate library
RESHELVE	On defer shelf	U#	For shelving

Processing:

a) Enter **sn** in Circulation Services to display the list

b) Messages that may display include:
- *(More…)* – press return to display more items
- *(End of list.)* – all items are or have been displayed
- *No send item list for this agency.* - no items selected from your library

c) Print the list

d) Retrieve items from stacks (where there are multiple copies, search for the item with the matching barcode number) and the defer shelf

e) From the send item list:
- route to hold
  - enter **rh** at >> prompt
  - wand item(s) at Item>> prompt
  - place on hold shelf
  - annotate list as to action
- route out (look up agency codes for routing on NEOS Circulation Agency Codes and Contacts)
  - group books going to the same agency together

  - enter **ro** at >> prompt
  - enter the appropriate 6 digit agency code at the *Route to which agency?* prompt
  - wand item at the Item >> prompt.
  - flag item, set aside for delivery to mail room
  - annotate list as to action
- reshelve
  - unfill (**u#**)
  - set item on reshelving truck
  - annotate list as to action

f) Unfill (**u#**) other items – see exceptions following.

Exceptions:
Items appearing on a send item list may be borrowed by onsite borrowers if the send item list has not been processed.

Check item status in Bibliographic Services:

a) Title request that cannot be filled (not on shelf):
- if available, unfill and mark item missing
- if charged (item may have been taken from the stacks and signed out between the time the send item list was printed and processed) and there are other copies available, DRA will pick another copy to fill the request the next day
- if charged and no other copies are available:
  - the request will purge according to the request life or
  - the request will fill when item is returned
  - the patron may delete the request and obtain the item from ILL

b) Title request that will not be filled (local request)
- if the owning library does not want this item requested through this service, mark item local request
- if other copies are available, DRA will pick another copy to fill the request the next day
- if no other copies are available:
- the request will purge according to the request life or
- the patron may delete the request and obtain the item from ILL

c) Item specific request that cannot be filled (not on shelf):
- if available, unfill and mark item missing
- if other copies of the requested volume are available, edit the request so DRA will select the available volume the next day
- if no other copies of the requested volume are available, the request will purge or the patron may delete the request and obtain the item from ILL
- contact the requesting library to delete the request and inform borrower

d) Item specific request that will not be filled:

- if the owning library does not want this item requested through this service, mark item local request
- contact the requesting library to delete the request and inform borrower

REPORTS AND NOTICES

XVI. Circulation Report List

REPORT NAME	TYPE	SCHEDULE
Annual Circ Report	one report for all systems	April 2
Audit Trail Report	one report for all systems	daily
Borrower Circulation Report	two reports (Borrower Class/Qualifier) for each system	1st of the month
Enroute Item List	one report for all systems	Wednesday
Fines Notices	one report for each system	four time / year
First Year Search Report	one report for each system	June 2/Sept 28
Money Report	one report for all systems	daily
Monthly Borrower Circulation Report	one report for all systems	last day of the month
Monthly Item Circulation Report	one report for all systems	last day of the month
Monthly Search Report	one report for each system	2nd of the month
Notices: overdue, pickup ,recall	one file for each system	Sunday through Thursday
Override Report	one report for each system	10th and last day of the month
Request Reorder Report	one report for each system	Wednesday
Request Report (Holds)	one report for each system	Sunday through Thursday
Request Report	one report for each system	Monday
Reserve Room Statistics	one report for all systems	2nd of the month
Reserve Room Use Report	one report for all systems	2nd of the month
Search Daily List	one report for each system	Sunday through Thursday
Second Year Search Report	one report for each system	June 6 / October 3
Terminal Circulation Report	one report for each system	daily

XVII. Production and Processing of DRA Circulation Reports

DRA circulation reports monitoring the status of materials and providing statistical data are produced electronically in ITS at the University of Alberta by the DRA Production Team. They are delivered to NEOS libraries via e-mail. Large reports are split before e-mailing. In these reports, the subject field includes the report name followed by a number, for example ENROUTE ITEM REPORT 1, ENROUTE ITEM REPORT 2, etc.

Reports must be extracted to word processing software to facilitate formatting (margins at .25" and font Courier New 9 is suggested), printed and distributed to staff for processing. All reports should be edited before printing, and only your portion of the file printed.

1. Annual Circulation Report

This job generates yearly statistics for items and borrowers. The output is split into two separate reports Annual Item Circ Report and the Annual Borrower Circ Report. The job is run on April 2 of each year. The yearly statistics are for the preceding year April 2 to March 31 of the current year. Once the annual item and borrower reports are generated, the job then zeroes out the Year-to-date transaction counter.

2. Audit Trail Report

The audit trail report, run daily including weekends, lists each fine paid or waived in each system. Also included are the borrower's id number, item id number, date, time, amount paid/waived and the circ id. It is your library's paper trail for DRA payments and waivers. Use the report:

- when dealing with borrower queries regarding fines payments
- to verify that waivers are for your library's material
- to verify that payments or waivers for lost items are for your library's material

NOTE: the Money report will display a payment or a waiver amount for a lost book; the Audit Trail report will identify the specific item

3. Borrower Academic Load (BAL)

Adds and changes to the borrower file are retrieved from the Registrar's system and the DRA borrower database and transaction file are updated. Student records ath the following libraries use this process:

- University of Alberta
- Kings University College
- Concordia University College
- Augustana University College
- Red Deer College

This Registrar's System extraction program was written by the University of Alberta in-house so information on it cannot be found in any of the DRA manuals. The Borrower Academic Load program is a stock DRA program.

4. **Borrower Circulation Report**
Each borrower who has a transaction recorded for him during the month is counted. The totals are reported by system, in two separate reports, one by borrower class and the other by registration qualifier. These reports count only the borrowers who transacted; not the number of transactions. A copy of each report is e-mailed to each area. The report is for your system only.

5. **Enroute Item Report**
The items enroute report printed Thursday includes items enroute to or from your library for longer than 8 days. This material has a status of *Route* in Bibliographic Services, and *In Use* in the PAC. The processing of this report should be completed within 3 working days.

Items with your agency code(s) in either the 'From' or 'To' columns should be included in the search processing.

Processing:

a) Complete the call number field if appropriate.
b) Search for the enroute or missing material in all appropriate locations, e.g.:
   - all stacks areas, including:
     - reference
     - reserve collection
     - hold, defer and BARD shelves
     - bindery listing and shelf
     - the "other" agency listed in the 'From' or 'To' location. This may entail contacting the appropriate library to assist.
c) Bring located items to circulation for routing in.
d) Mark unlocated items from your library missing. These will appear in subsequent enroute lists to be searched again and will also appear on subsequent missing lists.
e) File the list in the items enroute binder.

6. **Find Students Owing**
This job runs daily, Sunday through Thursday. It transfers data of students owing more than $5.00 or fines cleared, with amounts owing from the borrower transaction file, and produces a file that is sent to the systems using Borrower Academic Load for further processing. This program was written by the University of Alberta in-house so information on it cannot be found in any of the DRA manuals.

7. **Fines Greater than $5.00**
This custom program produces a listing of their borrowers who have amounts owing greater than $5.00. It is produced for System 51 ,54 and 55.

8. Fines Notices

Fines Notices are produced four times per year; in February, April, August and November. The fines notices for all systems are produced at the same time, so the dates that this job runs must be agreed upon by all NEOS libraries. The fines statements are split by system where the fine was incurred. Note: if a borrower owes fines from two systems, there will be separate statements produced for him, one from each system with only their items listed on the notice.

9. First-Year Search Report

This job produces a listing of all items with the following status:

- Missing:
  Items not charged and marked missing since June 1 two years previous to May 31 of the previous year.
- Assumed Lost:
  Items charged to borrowers which have reached "x" (where "x" = your library's policy file entry) days overdue. The replacement cost and processing fee is automatically added to the borrower's record.
- Claims Returned:
  Items charged to borrowers which are declared returned. Rarely used by circulation staff since DRA will not add fines or lost item charges to the borrower's record. Material remains on the *Has Now* list with a % sign indicator.
- Claims Lost:
  Items charged to borrowers and which may be less than "x" days overdue for the replacement cost and processing fee may be added. As DRA assumes the item is being paid for when this command is used, it removes the item from the borrower's has list. It is recommended that staff only use the command at the time of payment.

All of the above appear as *Lost* in the PAC and have retained that status for a period from June 1 (two years previous) to May 31 of the previous year. The report will be sorted by call number within each 4 character location code. The job is run on June 2 of each year.

Processing:

a) Search for the material in all appropriate locations, e.g.:
   - All stacks areas, including:
     - reference
     - reserve collection, if applicable
     - hold, defer and BARD shelves, if applicable
     - shelving trucks
   - Manual out file
   - Bindery lists and/or areas

b) Bring located items to circulation for processing.
   - Discharge items with a *missing* status.

- Backdate items which have an *assumed lost*, *claims returned or claims lost* status.
  - items with a return date stamp should be backdated to the return date.
  - items without a return date should be discharged using the bad checkin command

c) Pass notated list to supervisor.

After the list has been searched, usually by September, a 'clean' list is produced September 28 (or the first working day after) containing all unlocated items for your agency (at U of A this is given to the Collection Librarian for re-ordering considerations). Other NEOS libraries may use this second listing as they choose.

10. Money Report

The Money report, run daily, lists total dollars paid or waived sorted by location and money code. A single report is produced for all locations in all library systems, the complete report is e-mailed to each system. In conjunction with the Audit Trail, this report can be used to balance cash deposits.

11. Monthly Borrower Circulation Report

This job runs on the last day of the calendar month after all processing for the month has been completed. The job uses the item file and the borrower transaction file to generate monthly circulation statistics for items and borrowers. Month-to-date counters are zeroed out to prepare for the next month. The complete Monthly Borrower report is sent intact to all systems.

12. Monthly Item Circulation Report

The circulation transactions (charges, renewals, in-house transactions and library loans) are sorted by permanent location, totaled and the Monthly Item Circulation report is produced. All locations are included on one report. One copy of this report is sent to each area.

13. Monthly Search Report

This job produces a listing of all items with the following status:

- Missing:
  Items not charged and marked missing over the previous month.
- Assumed Lost:
  Items charged to borrowers which have reached "x" (where "x" = your library's policy file entry) days overdue. The replacement cost and processing fee is automatically added to the borrower's record.
- Claims Returned:
  Items charged to borrowers which are declared returned. Rarely used by circulation staff since DRA will not add fines or lost item charges to the borrower's record. Material remains on the *Has Now* list with a % sign indicator.
- Claims Lost:

Items charged to borrowers and which may be less than "x" days overdue for the replacement cost and processing fee may be added. As DRA assumes the item is being paid for when this command is used, it removes the item from the borrower's has list. It is recommended that staff only use the command at the time of payment.

All of the above appear as *Lost* in the PAC.

Monthly lists are printed the first working day after the 2nd of the month and the search process should be completed within a week.

Processing:

a) Search for the material in all appropriate locations, e.g.:
- All stacks areas, including:
  - reference
  - reserve collection, if applicable
  - hold, defer and BARD shelves, if applicable
  - Shelving trucks
  - manual outfile
  - bindery lists and/or areas

b) Bring located items to circulation for processing.
- Discharge items with a *missing* status.
- Backdate items which have an *assumed lost*, *claims returned* or *claims lost* status.
- Items with a return date stamp should be backdated to the return date.
- Items without a return date should be discharged using the bad checkin command

c) File the list in the appropriate binder.

14. Override Report

The Override report lists overrides performed in the Circulation program. It is sorted by agency, the user name of the person who performed the override, type of override and the terminal id. This report is produced on the 10th of each month and at month end. One report is produced for each system. This report should be examined to determine if Circulation Policy File values have been properly assigned and to determine how effectively staff are administering internal and NEOS circulation policies.

15. Overdue and Lost Borrower Notices

Overdue items are identified and written to a notice master file in the Overdue and Lost Borrower Notices job. The actual borrowers notices (overdue and recall) are printed in another notice print job. The U of A Library has developed its own method of printing these forms because we chose not to go with DRA's standard notice stock for printing. The print job has been customized to print two notices per page. It prints on a special form. Notices are e-mailed to all NEOS libraries for printing on customized forms if desired.

Borrower notices and recall notices are produced Sunday through Thursday.

16. Request Batch and Request Notices

The request batch job updates request statuses, creates send item records and generates notice master records so that pickup notices can be printed. The Hold requests that have reached their purge dates are displayed on the unclaimed list in the Circulation Services module. This job runs daily, Sunday through Thursday. As with the overdue notices, the pickup notices are formatted two per page. Note, pickup notices are printed for System 11 and 54 only.

17. Request Reorder Report

On Wednesday night the Request Reorder report is produced. It lists titles that have the number of outstanding requests equal to or greater than the reorder limit set in the policy file. It is sorted by system, call number, author, title and title control number. One report is produced per system. This report can be used to determine if the item/s listed should be placed in the Reserve Room temporarily, have the loan period shortened, or additional copies ordered to allow borrowers greater accessibility to the title.

18. Request Report (Holds)

This request report, listing only requests with a *Hold* status, is produced daily, Sunday through Thursday. A separate report for each system is e-mailed. Item records in Bibliographic Services display as *Hold* and appear as *In Use* in the PAC. Processing should be completed before the end of the day.

Processing:

a) From the request "hold" report, search each item listed on the hold shelf by call number, verifying by title. Highlight those items found.

b) Items on hold shelf but not on request "hold" report:
- check the item status and the request status in Bibliographic Services
- process items appropriately,
  - if available and no request, send to stacks to be shelved;
  - if route, flag and send to appropriate library.

c) Once the hold shelf search is complete, display the bib record in Bibliographic Services using the title cnum from the request "hold" report. Notate the item status and request status of those items not highlighted.

d) Search for all material with status other then hold or available/no request in all the appropriate locations, e.g.:
- All stacks areas, including:
  - reference
  - reserve collection, if applicable
  - hold, defer and BARD shelves, if applicable
  - shelving trucks
  - bindery lists and/or areas

e) Mark all unlocated items missing.

19. Request Report

The request report, which is produced on Monday, includes any outstanding and committed requests for the reporting period. A separate report for each system is e-mailed. The report can be used to troubleshoot requests for your borrowers.

This request report lists all requests which have not reached their purged or unclaimed dates. Process only those requests with a request date prior to the last date the report was printed. Note that the agency code listed is the item's pickup location and should always reflect a circulation point. Processing should be completed within a week.

Processing:

a) Choose #3 to enter Bibliographic Services.
b) Enter CNum to bring up the bib record.
c) If the item status displayed is *Hold*, the *Now At* location should be your agency.
d) Compare the request report status type to the item and/or request status displayed onscreen. If the request report status is:
   - *Hold* and the onscreen item status is *Hold* , go on to the next item.
   - *Outs* and the onscreen item status is *Charge* and the due date is within 2 weeks, go on to the next item.
   - *Outs* and the onscreen item status is *Charge* and the due date is more the 2 weeks, recall the item and answer **N** to the message *Place request on item?*
   - *Comm* and the onscreen item status is *Available*, this item should be on your defer shelf. If it is not, search for this item.
e) Search for problem material in all the appropriate locations, e.g.:
   - All stacks areas, including:
     - reference
     - reserve collection, if applicable
     - hold, defer and BARD shelves, if applicable
     - shelving trucks
     - bindery lists and/or areas
f) Bring located items to circulation for processing. Display the bib record.
g) Mark unlocated items missing.

20. Reserve Room Statistics

The Reserve Room statistics report counts each charge transaction for the previous month. Report sorts by agency then course. It is run on the 2nd of the month, giving statistics for the previous month. This is a custom report and will not be found in the User manual.

21. Reserves Use Report

Reserves Use report is produced the 2nd of every month. It is sorted by: reserve room location, course/section, title, author, call number, volume and instructor

name. Report includes all Reserve Rooms and is split into parts for e-mailing ease.
On special request, this report can be run sorting by agency then instructor.

22. Search Daily Report

The Search Daily Report is a UA custom written report based on the DRA stock Missing Item Report. It is run daily, Sunday through Thursday. The report is split by system and agency within the system.

This job produces a listing of all items with the following status:

- Missing:
  Items not charged and marked missing the previous workday.
- Assumed Lost:
  Items charged to borrowers which have reached "x" (where "x" = your library's policy file entry) days overdue. The replacement cost and processing fee is automatically added to the borrower's record.
- Claims Returned:
  Items charged to borrowers which are declared returned. Rarely used by circulation staff since DRA will not add fines or lost item charges to the borrower's record. Material remains on the *Has Now* list with a % sign indicator.
- Claims Lost:
  Items charged to borrowers and which may be less than "x" days overdue for which the replacement cost and processing fee will be added. As DRA assumes the item is being paid for when this command is used, it removes the item from the borrower's has list. It is recommended that staff only use the command at the time of payment.

All of the above appear as *Lost* in the PAC.

Processing:

a) Search for the material in all appropriate locations, e.g.:
   - All stacks areas, including:
     – reference
     – reserve collection, if applicable
     – hold, defer and BARD shelves, if applicable
     – shelving trucks
     – manual outfile
     – bindery lists and/or areas

b) Bring located items to circulation for processing.
   - Discharge items with a *missing* status.
   - Backdate items which have an *assumed lost*, *claims returned or claims lost* status.
     – if your library uses the return date stamp method, backdate to the return date
     – items without a return date should be discharged using the bad checkin command

c) File the list as per your library's procedure (e.g. in the appropriate binder).

23. Second Year Search Report

This job produces a listing of all items with the following status:

- Missing:
  Items not charged and marked missing since August 1, 1993 to May 31two years previous.
- Assumed Lost:
  Items charged to borrowers which have reached "x" (where "x" = your library's policy file entry) days overdue. The replacement cost and processing fee is automatically added to the borrower's record.
- Claims Returned:
  Items charged to borrowers which are declared returned. Rarely used by circulation staff since DRA will not add fines or lost item charges to the borrower's record. Material remains on the *Has Now* list with a % sign indicator.
- Claims Lost:
  Items charged to borrowers and which may be less than "x" days overdue for which the replacement cost and the processing fee will be added. As DRA assumes the item is being paid for when this command is used, it removes the item from the borrower's has list. It is recommended that staff only use the command at the time of payment.

All of the above appear as *Lost* in the PAC.

The report includes items having the above statuses since August 1, 1993 to May 31 two years previous. The report is sorted by call number and is to be searched by all libraries within NEOS. The job will run on June 6 of each year.

Processing:

a) Search for the material in all appropriate locations, e.g.:
   - All stacks areas, including:
     - reference
     - reserve collection, if applicable
     - hold, defer and BARD shelves, if applicable
     - shelving trucks
     - manual outfile
     - bindery lists and/or areas

b) Bring located items to circulation for processing.
   - Discharge items with a *missing* status.
   - Backdate items which have an *assumed lost*, *claims returned or claims lost* status.
     - items with a return date stamp should be backdated to the return date.
     - items without a return date should be discharged using the bad checkin command

c) File or process notated list as per internal procedure (e.g. pass notated list to supervisor).

The report is run again on October 3 using the same date parameters to produce a "clean list". The list is then sorted by the 4 characters of the location code and will include ONLY items with a *missing* status.

Mark unlocated items withdrawn in the Circulation Services module using the **wi** command. Items with the following material codes must have the item information in the summary holdings updated:

- Periodical
- Serial
- Newspaper
- Gov serial
- Law report
- Legis mat
- Statute

These withdrawn items will be purged on the first of the month.

24. Terminal Circulation Report

The terminal circulation report is produced daily. It reports circulation transactions by id for each hour on a daily basis. The report is sorted by hour. A separate report for each system is produced.

XVIII. Training

Reporting to the NEOS Circulation Standards Team, the NEOS Training sub-team provides hands-on DRA circulation training for staff of new NEOS libraries. The team also prepares and delivers training on changes or improvements prompted by upgrades to the DRA system or the implementation of new services within NEOS. In addition, customized training packages can be prepared for library staff by pulling together selected items from any of the modules listed below. Training can be delivered by the team members either on-site at home libraries or by sending staff to scheduled NEOS training sessions being delivered elsewhere. The training script is also available to those libraries wishing to provide their own in-house training.

The list below includes procedures now available in the full two-day training session delivered to the staff of new NEOS libraries. The items in bold are considered essential for any staff member working at a public service desk. However, during regular business hours it is assumed that libraries are staffed with at least one person fully trained in all of the modules.

1. **Borrower Services module**
   a) **borrower half screen display including information screen, status screen, and has list**
   b) **searching for borrowers**
   c) **charge**
   d) **changing loan periods**
   e) **discharge**
   f) **renewals (override location and overdue messages only)**
   g) fines
   h) overrides
   i) borrower registration - quick registration including new, expired and renew cards; full registration to add PIN's
   j) changing borrower records
   k) on-the-fly item records

2. **Circulation Services module**
   a) **discharge**
   b) change discharge date (backdate)
   c) **routing in**
   d) **routing out**
   e) marking items missing, damaged status
   f) clearing missing, damaged status
   g) marking items local request; clearing local request status
   h) send item and unclaimed lists
   i) messages at discharge (without requests, with requests)

3. Bibliographic Services **module**
   a) **searching** by call#, title, author and subject
   b) placing requests, recalls

c) tracing current borrower of an item

4. Reserve Room module

a) charge
b) discharge
c) adding, deleting reserve records

5. Other

a) **PAC terminal orientation**
b) what to do when DRA is down
c) production and processing of DRA reports
d) consequences of actions on other NEOS libraries

In addition to the above, it is recommended that circulation staff also receive orientation to NEOS policy and procedure as expressed in the following documents:

- NEOS General Agreement on Principles for Circulation
- NEOS Patron File Standards
- NEOS Circulation Manual

Through these documents, an understanding of basic policy on such things as the importance of maintaining borrower confidentiality, NEOS borrower privileges including on-site borrowing, document delivery, recall of long term loans, etc. will be provided. At least one staff member in every NEOS library should have in-depth knowledge of NEOS recommended procedure as expressed in the Manual.