



CARLI  
I-Share



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*Welcome!*

Office Hours will start at 2pm and run until 3pm.

Please mute your microphone.

As time permits, we will respond to questions typed in the chat box, and offline afterwards, as needed.

This session will be recorded and made available on the CARLI website both as PDF slides and as a recording, with live links to all referenced resources.

Ben / ExL



Hi everyone, this is Debbie Campbell from the CARLI Office. I'm here to talk today about the Resource Sharing Committee's, CARLI Board approved, recommended and required patron record clean-up, to prepare for the production Alma data migration.

The CARLI Resource Sharing Committee works with the CARLI office staff and member libraries to identify, develop, and encourage cooperation and collaboration in sharing the full depth and breadth of the consortium's collective resources. The committee has often collaborated on Resource Sharing and Interlibrary loan related topics, providing documentation, best practices, and continuing education for CARLI member library staff.

This year, the Resource Sharing Committee has been focusing their work on the I-Share libraries' migration from Voyager to Alma for the staff-side system, and from VuFind to Primo VE for the primary patron-facing interface. The Committee has been working through multiple Alma-migration related tasks identified by the CARLI Office through questions from I-Share member libraries, in an order dictated by the migration timeline.

The first task the committee worked on this year was to research best practice thresholds for Voyager patron record, charge transaction, and fine and fee clean-up for both local and I-Share patrons in time to prepare for the spring 2020 Production Data Load.



**Agenda:**

- Overview
- Detailed Guidelines
- Next Steps

Here's a quick look at our agenda for today's Open Office Hours. We'll begin with some background about the patron record clean up guidelines, including the Committee's process for drafting them.

We'll discuss the individual guidelines in more detail and the next steps for both the I-Share Libraries, and CARLI Office staff.

I'll plan to take most questions at the end of the formal presentation, but please feel free to type them into the chat as you have them.



**Companion Webpage:**

Patron record clean up for Alma Migration: Recommended and Required

<https://www.carli.illinois.edu/products-services/i-share/circ/secure/datacleanup-finesfeespatrons>

We've added a webpage to the CARLI website with this information. We'll paste the link in the chat so that you can take a look at it later. The link will also be clickable when these slides are posted to the Office Hours webpage. As always, you can send any questions or comments to CARLI support.

## Resource Sharing Committee: Overview

The Committee researched best practice thresholds for Voyager patron record, charge transaction, and fine and fee cleanup for both local and I-Share patrons in preparation for the spring 2020 Production Data Load.

The Committee reviewed data, considered how this data would be reflected in Alma, and drafted recommendations for the CARLI Board of Directors to review at their December 2019 meeting.

The Board accepted the recommendations from the Resource Sharing Committee: [CARLI Board Minutes: December 6, 2019](#)

The Resource Sharing Committee researched and discussed how best to reduce migrating very old, personally identifiable information, that is not needed to serve current patrons in Alma. This included reviewing the number and scope of long-expired patron records and long-unpaid fines and fees.

CARLI Office staff ran a series of reports including the data from all 91 I-Share Libraries, which the Committee used in their review and discussions.

The Committee reviewed the data, considered how this data would be reflected in Alma, and drafted recommendations for the CARLI Board of Directors to review at their December 2019 meeting.

Those recommendations were presented in the form of a report, that included the committee's proposals, their research, and their datasets in a long, 110 pages total, document.

At the December Board meeting, the CARLI Board approved the Committee's proposals, which I'll refer to as the "Clean up guidelines" going forward for the purpose of this presentation.

I got used to calling them "proposals" and "recommendations" from working with the committee on this project, so please forgive me if I accidentally still use those terms.

## Resource Sharing Committee: Overview

The overall recommendations approved by the CARLI Board are as follows:

- Reinforce the [long-standing CARLI policy](#) that I-Share libraries do not assess overdue fines to other I-Share libraries' patrons, and expunge these fines.
- Advise I-Share libraries to minimize the migration of patron records for individuals that are no longer actively affiliated with their institutions and recommend a workflow for eliminating these data.
- *Require* forgiveness for fines and fees older than 7 years for *other* I-Share libraries' patrons, and recommend that I-Share libraries forgive fines and fees older than 7 years for the library's own patrons.

I'll talk more about the specifics of the individual guidelines in the slides following, but the overall, the summarized goals for the guidelines are:

To Reinforce the long standing CARLI policy that I-Share libraries do not assess overdue fines to other I-Share libraries' patrons, and expunge these fines.

To advise I-Share libraries to minimize the migration of patron records for individuals that are no longer actively affiliated with their institutions, and recommend a workflow for eliminating these data.

And to *require* forgiveness for fines and fees older than 7 years for *other* I-Share libraries' patrons, and, recommend that I-Share libraries forgive fines and fees older than 7 years for the library's own patrons.



## Resource Sharing Committee: Overview

### Summary rationale for guidelines:

- The [CARLI Privacy Policy](#) states, “It is our policy to store personal information in our systems for the shortest amount of time necessary to complete transactions or provide service.”
- The Committee focused on the question of at what point is it realistic for a library to assume they will not receive payment for, or the return of, a lost item. The work did NOT focus on measures that might be taken to increase the percentage of payments received for lost items.

The migration from Voyager, which we’ve used consortially for 18 years, to Alma, is a good opportunity for us to clean house in keeping with our CARLI Privacy Policy, and the fundamental patron privacy tenants of our profession.

As the [CARLI Privacy Policy](#) states, we want to only “store personal information in our systems for the shortest amount of time necessary to complete transactions or provide service.”

With this in mind, the Committee considered the question of at what point is it realistic for a library to assume they will not receive payment for, or the return of, a lost item.

## Resource Sharing Committee: Overview

Summary rationale for guidelines, cont'd:

- Historical I-Share data reviewed by the Committee showed that the vast majority of lost items that were paid for or forgiven, were processed **within two years** of the item reaching lost status.
  - Of the fines paid, 90% were paid within 2 years.
  - Of the fines forgiven, 95% were forgiven within 2 years.
- In light of varying financial practices among the I-Share member institutions, the general rule of accountancy that 7 years is sufficient time for maintaining records for potential audits, lawsuits, or claims; and the review of current and historical I-Share data, the Resource Sharing Committee is recommending an “older than 7 year” fine/fee forgiveness guideline.

Historical I-Share data reviewed by the Committee showed that the vast majority of lost items that were paid for or forgiven, were processed **within two years** of the item reaching lost status. (we'll look at some charts together in a few slides)

Of the fines paid, 90% were paid within 2 years.

Of the fines forgiven, 95% were forgiven within 2 years.

So, in light of varying financial practices among the I-Share member institutions, the general rule of accountancy that 7 years is sufficient time for maintaining records for potential audits, lawsuits, or claims; and the review of current and historical I-Share data, the Resource Sharing Committee is recommending an “older than 7 year” fine/fee forgiveness guideline.

Let's look now at the patron record and fine/fee clean-up guidelines in more detail.



## Guideline Details

### Guidelines:

- Recommended: Purge eligible local patron records with expire/purge date older than 2 years (or fewer)
- Required: Purge patron records with only "historical" fines and fees.
- Required: Forgive all overdue fines owed by I-Share patrons.
- Recommended: For local patrons, forgive fines/fees created more than 7 years ago (5 or fewer encouraged)
- Required: For I-Share patrons, forgive fines/fees created more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended)
- Recommended: For local patrons, forgive and discharge items lost more than 7 years ago (5 or fewer encouraged)
- Required: For I-Share patrons, forgive and discharge items lost more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended).

This screen lists the 7 guidelines I'll discuss in more detail for the remainder of this presentation.

The order they are listed in does not have particular significance.

The guidelines are:

Recommended: Purge eligible local patron records with expire/purge date older than 2 years (or fewer)

Required: Purge patron records with only "historical" fines and fees.

Required: Forgive all overdue fines owed by I-Share patrons.

Recommended: For local patrons, forgive fines/fees created more than 7 years ago (5 or fewer encouraged)

Required: For I-Share patrons, forgive fines/fees created more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended)

Recommended: For local patrons, forgive and discharge items lost more than 7 years ago (5 or fewer encouraged)

Required: For I-Share patrons, forgive and discharge items lost more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended).

CARLI Office staff will work with the I-Share libraries towards cleaning up these data, both pre- and post- Alma migration as time and resources permit.

You'll notice that four of these guidelines are required, while three are recommendations. The required guidelines are those related to I-Share patrons, plus patron records with ONLY historical fines and fees.

The recommended guidelines are those related to your library's local patrons.

Let's get started reviewing the individual guidelines.

## Guideline Details

### **Recommended: Purge eligible local patron records with expire/purge date older than 2 years (or fewer)**

#### Background

A patron record is eligible to be purged in Voyager using Circjob 39, batch patron purge, if it meets these criteria:

- The patron record's expiration date, or purge date, is older than the date specified for the purge.
- The patron record has NO active transactions.

Active transactions include:

- Charged items, in any status (charged, overdue, lost, etc.), at home or at an I-Share library
- Active fines/fees, at home or at an I-Share library
- Active holds, recalls, bookings, call slip requests, items in transit, or proxy relationships, at home or at an I-Share library
- Circulation exceptions, at home or at an I-Share library
- A stub record saved in another I-Share library

The first guideline is a recommendation to delete, aka purge, eligible local patron records with expire/purge dates older than 2 years.

This recommended guideline only applies to local patron records because of the way Voyager is set up to work. Any I-Share patron "stub" record that is saved in another I-Share library's database is automatically deleted after it's transactions are complete. There should not be any older, lingering I-Share stubs in any of your library databases unless they are connected to transactions.

Many I-Share libraries have worked over the years to keep a tidy database of patron records; others may not have historically had a record retention or purge policy. Some libraries have already begun the good work of database clean up in preparation for migration; for others, it is a good time to start.

As we've already discussed, remember, the CARLI Privacy Policy states, "It is our policy to store personal information in our systems for the shortest amount of time necessary to complete transactions or provide service."

The Resource Sharing Committee asserts that it is better to proactively delete expired (or past purge date) patron records in Voyager, and re-add a patron record in Alma if the patron returns to the institution, than to migrate patron records to Alma "just in case" they are needed.

A patron's historical circulation statistics are not migrated from Voyager to Alma.

The “or fewer” in parenthesis means that the tidier each database the better, so each institution is encouraged to see if a shorter time frame might work for their library as well. Such as, for example, patron records that are a year past their expire or purge date instead of two years.

A patron record is eligible to be purged in Voyager using Circjob 39, batch patron purge, if it meets these criteria:

- The patron record’s expiration date, or purge date, is older than the date specified for the purge.
- The patron record has NO active transactions.

Active transactions include:

- Charged items, in any status (charged, overdue, lost, etc.), at home or at an I-Share library
- Active fines/fees, at home or at an I-Share library
- Active holds, recalls, bookings, call slip requests, items in transit, or proxy relationships, at home or at an I-Share library
- Circulation exceptions, at home or at an I-Share library
- A stub record saved in another I-Share library

## Guideline Details

### **Recommended: Purge eligible local patron records with expire/purge date older than 2 years (or fewer)**

#### How to complete clean-up:

- I-Share libraries can file a [WRO](#) (Work Request Online) for Circjob 39, Patron purge.
- The WRO prompts for the date, and for the library to select whether to use the date in the patron record's Expiration Date field or Purge Date field.

#### Timeline goals:

- Patron record purges can be performed multiple times before the production data extract.
  - Submit a patron record purge soon to clean up the long-expired/long-past purge date records;
  - Submit a record purge request closer to the date of the production data extract for the tidiest database at migration.

How will this clean-up be completed? There's already a comprehensive workflow in process.

I-Share libraries can file a CARLI Work Request Online for circjob 39: Patron Purge.

The WRO prompts for the date, and for the library to select whether to use the date in the patron record's Expiration Date field or Purge Date field.

Patron record purges can be performed multiple times before the production data extract: So you could submit a patron record purge soon to clean up the long-expired/long-past purge date records;

Submit a record purge request closer to the date of the production data extract for the tidiest database at migration.

## Guideline Details: Patron Record Purge, cont'd

**Recommended: Purge eligible local patron records with expire/purge date older than 2 years (or fewer)**

### Documentation:

- [Circulation Best Practice: Voyager Patron Record Purge](#)
- [Patron record clean up for Alma Migration: Recommended and Required](#)

### Shared SQL:

- [Count of Patrons by expire date](#)
- [Count of Patrons by purge date](#)
- [Expired Patron Records for Deletion](#)
- [Patron record purge date information](#)
- [Patron Records with a Given Purge Date](#)

Anyone unfamiliar with the Voyager patron purge process can review the [Voyager Patron Record Purge for I-Share Libraries](#) best practices document; it's available on the CARLI website at the documentation link above.

This guide provides an overview of the process, Access queries that help identify records for deletion, and the steps for requesting and working through the purge job. You can send any questions about planning your library's patron record purge to CARLI Support.

Some of those Access Shared SQL are also listed here on this slide.

I-Share libraries comfortable with Voyager Access Reporting can run the reports on their own behalf.

I-Share libraries can also request the CARLI Office run the reports on their behalf, and share the data in their CARLI FTP directory.

A quick mention that it is also possible to purge specific patrons by a list of patron IDs; this process is more time consuming, but a nice option to have. If your library thinks this might be of interest, please send an email to CARLI Support.

Also, many libraries have some patron records with far-future expiration/purge dates, such as the year 2382, or with no expiration or purge dates. The CARLI Office will plan to follow up with libraries individually about adjusting these records.



## Guideline Details

### **Required: Purge patron records with only “historical” fines and fees.**

#### Background

- Voyager System Administration contains a setting to allow libraries to allow or prevent the deletion of patron records with historical fines.
- Historical Fines in Voyager are fines/fees where the fine/fee has been “completed.”
- Only active/outstanding patron fines and fees are migrated to Alma (see Ex Libris’s Voyager to Alma Migration Guide). Historical fines and fees are not migrated.

The second guideline is a requirement to purge patron records with ONLY historical fines and fees.

Voyager System Administration contains a setting to allow libraries to allow or prevent the deletion of patron records with historical fines. Historical Fines in Voyager are fines/fees where the fine/fee has been “completed.”

This includes all fines and fees handled by a transaction, where the fine/fee was paid, forgiven or marked as an error, or transferred via the Bursar process to the campus’s management system.

Voyager considers the patron’s responsibility complete.

If a patron record has been retained in Voyager only due to its historical fines and fees that patron record will migrate to Alma with no reference to, or record of, those historical Voyager fines and fees.

No historical (aka completed) fines and fees will be migrated to Alma.

Following CARLI’s Privacy Policy, these patron records should not be migrated.

## Guideline Details

### **Required: Purge patron records with only “historical” fines and fees.**

#### How to complete clean-up:

- On February 1st, CARLI Office staff will update the checkbox in Voyager System Administration for all I-Share libraries to “Allow Deletion of Patron with Historical Fines.”
- Any patron record purges performed after February 1<sup>st</sup> will allow Voyager to delete patrons with only historical fines.

#### Timeline goals:

- Update to SysAdmin made on February 1<sup>st</sup>, 2020 by CARLI Office staff.

#### Documentation:

- See patron record purge documentation.
- [Patron record clean up for Alma Migration: Recommended and Required](#)

**On February 1<sup>st</sup>**, CARLI Office staff will update the checkbox in Voyager System Administration for all I-Share libraries to “Allow Deletion of Patron with Historical Fines.”

Then, when I-Share Libraries perform patron record purges following the update, Voyager will be able to delete the patron records with only historical fines.

## Guideline Details

### **Required: Purge patron records with only “historical” fines and fees.**

Libraries where SysAdmin setting will be updated on February 1, 2020 (list as of 1/14/2020)

- ALP: Abraham Lincoln Presidential Library and Museum
- ERK: Eureka College
- KCC: Kankakee Community College
- LAC: Lewis and Clark Community College
- MIL: Millikin University
- SEI: Southeastern Illinois College
- UIC: University of Illinois at Chicago
- UIU: University of Illinois at Urbana-Champaign

This slide shows a list of the libraries that currently prevent patron records from being deleted, if the patron record has historical fines or fees. These are the libraries where CARLI Office staff will adjust the System Administration setting on February 1<sup>st</sup>.

If you don't see your library's name in this list, your library already allows the deletion of patron records with historical fines or fees, so nothing will change for you regarding this guideline.

If you do see your library's name in this list, and you would like to discuss an extension to the planned February 1<sup>st</sup> timeline, please send an email to CARLI Support.

Okay, moving on to the next guideline.

## Guideline Details

### **Required: Forgive all overdue fines owed by I-Share patrons.**

#### Background

- In the Universal Borrowing Standardized Policies (July 2011 revision), I-Share Libraries are not permitted to charge the patrons at other I-Share libraries daily overdue fines and fees.
- As overdue fines should not be assessed to I-Share patrons, all I-Share libraries should forgive the existing overdue fines assessed to I-Share patrons before migration.

The next guideline is required; to forgive all overdue fines owed by I-Share patrons.

In the Universal Borrowing Standardized Policies (July 2011 revision), I-Share Libraries are not permitted to charge the patrons at other I-Share libraries daily overdue fines and fees.

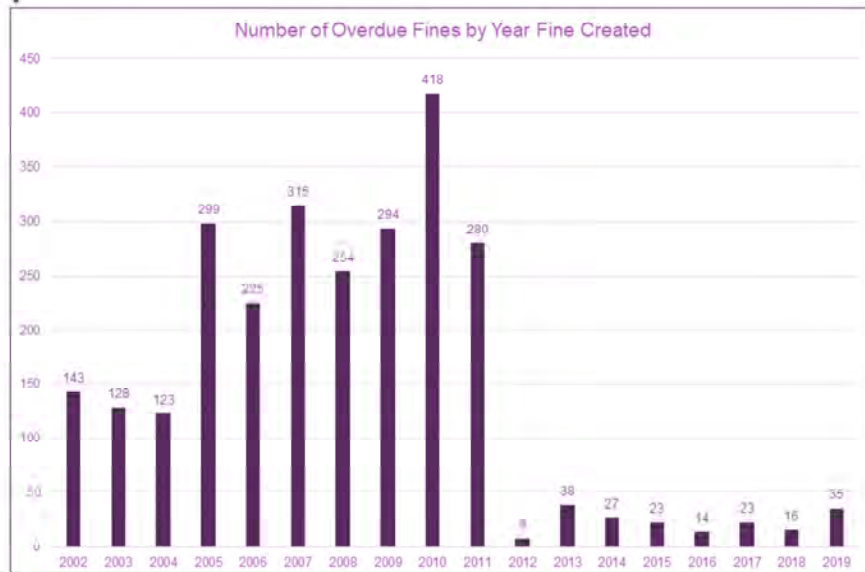
The CARLI Office has not previously mandated the clean-up of overdue fines assessed before July 2011 and some additional overdue fines/fees have been assessed to I-Share patrons since July 2011 due to loopholes in Voyager SysAdmin settings.

As overdue fines should not be assessed to I-Share patrons, all I-Share libraries should forgive the existing overdue fines assessed to I-Share patrons before migration.

Let's look at some data.

## Guideline Details

**Required: Forgive all overdue fines owed by I-Share patrons.**



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From that full report I mentioned, this is Appendix A, Part 2.

This chart shows the number of outstanding overdue fines owed by I-Share patrons totaled for all I-Share libraries, sorted by create date of the fine.

This data is as of 11/25/2019 when the report was prepared.

You'll notice that in this chart, indeed, the majority of Overdue fines and fees were assessed to I-Share patrons before 2012. This is in keeping with the timeline of the UB Standard Policy.

You can see the small number of Overdue fines have been assessed since 2012.

You can review Appendix A, Part 1 of the report to see the total of Overdue fines owed by I-Share patrons for your library; this is a total across all years.

Or Appendix A, Part 3: Number of Overdue fines owed by I-Share patrons, by year of fine creation for your library. This can help you review which overdue fines your library may have assessed after 2012.

## Guideline Details

### **Required: Forgive all overdue fines owed by I-Share patrons.**

#### How to complete clean-up:

- Hold this thought- Will talk about options for all fine-related and lost item guidelines together.

#### Timeline goals:

- In Voyager, before production migration, if possible.

#### Documentation:

- [Universal Borrowing Standardized Policies](#)
- [Universal Borrowing Standardized Policies Chart](#)
- [Patron record clean up for Alma Migration: Recommended and Required](#)

So-how to complete this clean up.

I'm going to have us all hold this thought for a little while and we'll discuss the options for all fine-related, and lost item-related guidelines at the same time.

This is because the options for these guidelines are interconnected.

The timeline for these fine-related and lost item-related guidelines is also a little flexible. We'd like to have the clean up done as much as possible in Voyager before the production data is extracted.

But, there are a lot of I-Share libraries, and a lot of data to work with. As such, it's possible some clean up may need to happen in Alma after migration, but, we'll cross that bridge when we know we've arrived at it.

Now that we've talked specifically about the Overdue fines for I-Share patrons, let's look at guidelines for fines overall, for both local and I-Share patrons.



## Guideline Details

**Recommended: For local patrons, forgive fines/fees created more than 7 years ago (5 or fewer encouraged)**

**Required: For I-Share patrons, forgive fines/fees created more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended)**

### Background

- In light of varying financial practices among the I-Share member institutions, the general rule of accountancy that 7 years is sufficient time for maintaining records for potential audits, lawsuits, or claims; and the review of current and historical I-Share data, the Resource Sharing Committee is recommending an “older than 7 year” fine/fee forgiveness guideline.
- The committee strongly encourages that libraries migrate as few local and I-Share fines and fees as possible.

I've combined these two guidelines together to talk about them, since they use similar data in their review, and have similar workflows.

Recommended: For local patrons, forgive fines/fees created more than 7 years ago (5 or fewer encouraged)

Required: For I-Share patrons, forgive fines/fees created more than 7 years ago [before 1/1/2013]  
(7 years required, 5 or fewer recommended)

As I mentioned in my overall review slides, in light of varying financial practices among the I-Share member institutions, the general rule of accountancy that 7 years is sufficient time for maintaining records for potential audits, lawsuits, or claims; and review of current and historical I-Share data, the Resource Sharing Committee is recommending an “older than 7 year” fine/fee forgiveness guideline.

We know that the I-Share institutions have historically had varied financial practices regarding the retention of patron fines and fees, and you might find it interesting to later review your library's data in the appendices of the full report, which the committee reviewed to come to the “7 year” recommendation.

To briefly describe some of those appendices:

Appendix G in the full report lists the total of outstanding fines and fees owed by local

patrons, and the total of outstanding fines and fees owed by I-Share patrons, for fines and fees assessed before 1/1/2013 (older than 7 years).

This data can help you to determine if you would like to use a different date as the metric for your cleanup threshold date.

The Resource Sharing Committee strongly encourages that libraries migrate as few local and I-Share fines and fees as possible.

Appendix F, Part 1 is the count of fines/fees owed by local patrons, by year of fine/fee creation and by type of fine/fee.

It lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by local patrons to the library, as of 11/25/2019.

It lists the fines and fees sorted by each fine/fee type owed by local patrons to the library, sorted by the year that the fine or fee was created.

Appendix F, Part 2 lists the same types of data, but by total dollar amount outstanding, owed by local patrons, sorted by each fine/fee type and by the year of fine/fee creation.

Appendix E Parts 1 and 2 provide the same information, but for the fines/fees owed by I-Share patrons to your library.

Some other things to note about library fines and fees:

I-Share libraries typically have a spike in fines/fees and lost items during the year that their library migrated from their previous ILS to Voyager.

- This spike often includes the outstanding fines/fees migrated from the previous system.
- The I-Share consortium migrated from DRA to Voyager in 2002; libraries that were members of I-Share during that migration may see the spike in their 2002 data, contributing to overall higher outstanding fines/fees for the year 2002.
- Libraries that joined I-Share later may see a similar spike during their first year of using Voyager.

Five I-Share member libraries currently use Voyager's Bursar Transfer System functionality: ARU, KIS, SIC, UIC, and UIU.

- For local patron records, the bursar transfer system allows libraries to export either the total patron balances, or itemize patron fines/fees information to another system such as a billing agency.
- With bursar transfer, libraries select which local patron groups (not I-Share) are eligible for fine/fee transfer.
- Fines and fees exported using the Bursar transfer process are considered complete in Voyager, as payment will be handled through the system the fines/fees were imported into.
- Therefore, libraries that use the Bursar Transfer System functionality have fewer outstanding fines/fees in their databases.

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Since Appendices E, F, and G are library specific appendices, I'm going to let you review those on your own instead of showing them on the screen. I'll talk instead about Appendix C on the next slide.

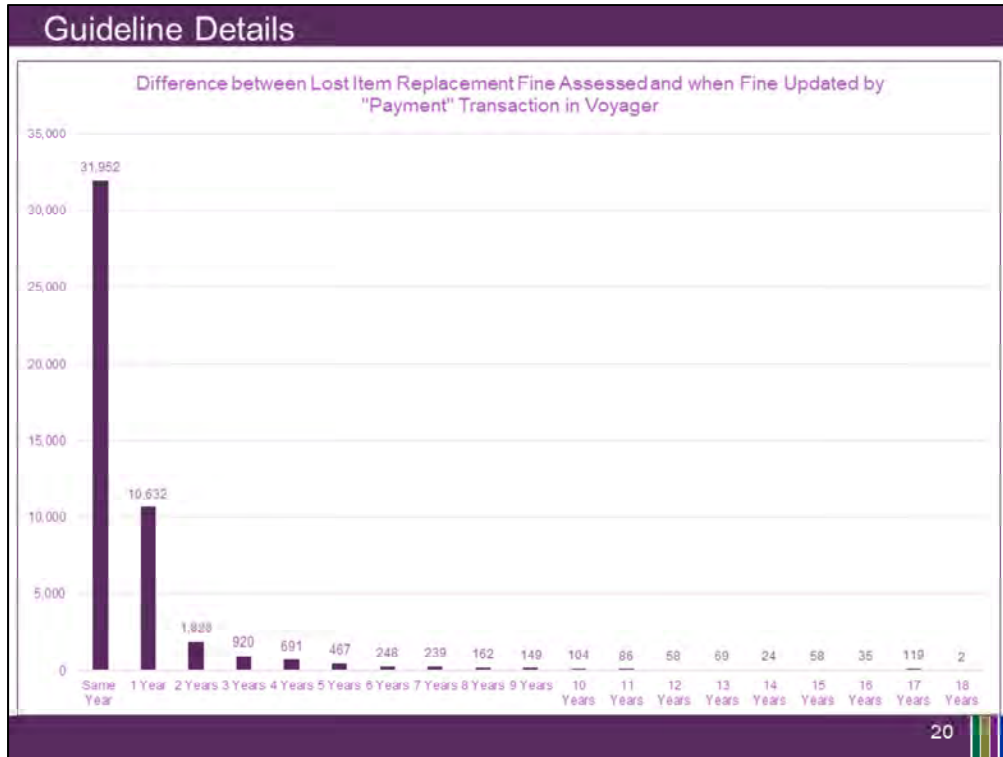
Appendix C looks at patron's historical behavior for one specific fine fee type of "Lost Item Replacement".

Of course, Lost Item Replacement is only one type of fine owed by library patrons. But, typically it is one that libraries have more vested interest in.

So if you think about the CARLI I-Share best practices for lost items, that workflow directs libraries to forgive Lost Item Replacement fines when a Lost Status item is returned by the patron (within a reasonable amount of time).

I-Share libraries can also use the "Forgive" transaction type at their discretion for other lost-related workflows.

The "Payment" transaction type is typically used by I-Share libraries to record that a patron did make payment in lieu of returning a lost item.



I realize this chart is really small on screen because it has a long tail stretching out 18 years, but we'll talk about these hard to see numbers, and you can review it later in more detail in the full report if you're interested.

This chart is a from Appendix C, Part 1.

Appendix C is working with historical aka "closed" fine/fee payment data. In this context, Payment means that when the library staff member worked with the fine in Voyager, they updated the fine as complete using the transaction type of "Payment" to describe the transaction. We do realize that there are some local variations for how libraries assign transaction types.

With historical aka closed fine/fee payment data, it is not possible to know whether the fine/fee was assessed to a local or an I-Share patron; the patron's library affiliation is not stored separately in the fine/fee tables. So this data represents both local and I-Share patrons.

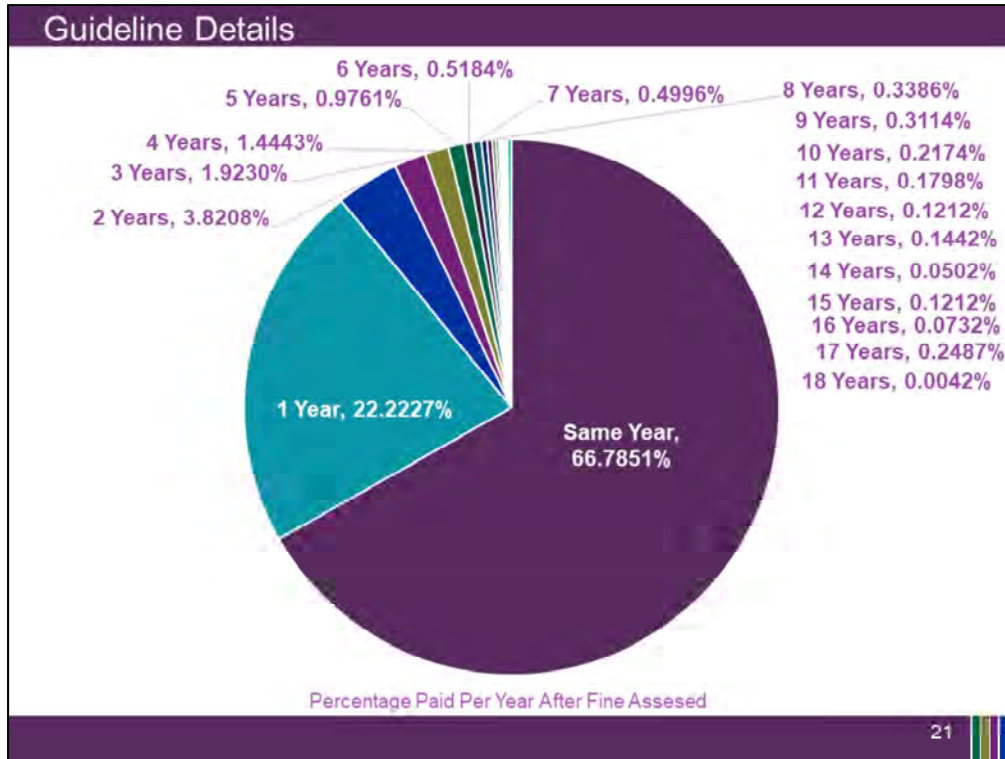
The Committee reviewed the historical data found in Appendix C, which shows how many years typically elapse between when a Lost Item Replacement fine is assessed to a patron's record, and when the fine is updated as type "Payment" in Voyager.

This historical data showed that the vast majority, 90%, of lost items that were paid, were processed within two years of the item reaching lost status.

Of all historical/closed Lost Item Replacement fines and fees recorded across all I-Share libraries, for the entire time we've been using Voyager, 31,952 of those fines were updated with the type "Payment" within the same year that the fine was assessed. 10,632 were paid the following year.

Two years out, that count drops to only 1,828.

This line chart is dramatic, but, the pie chart looking at percentages shows the payment rate even more clearly.

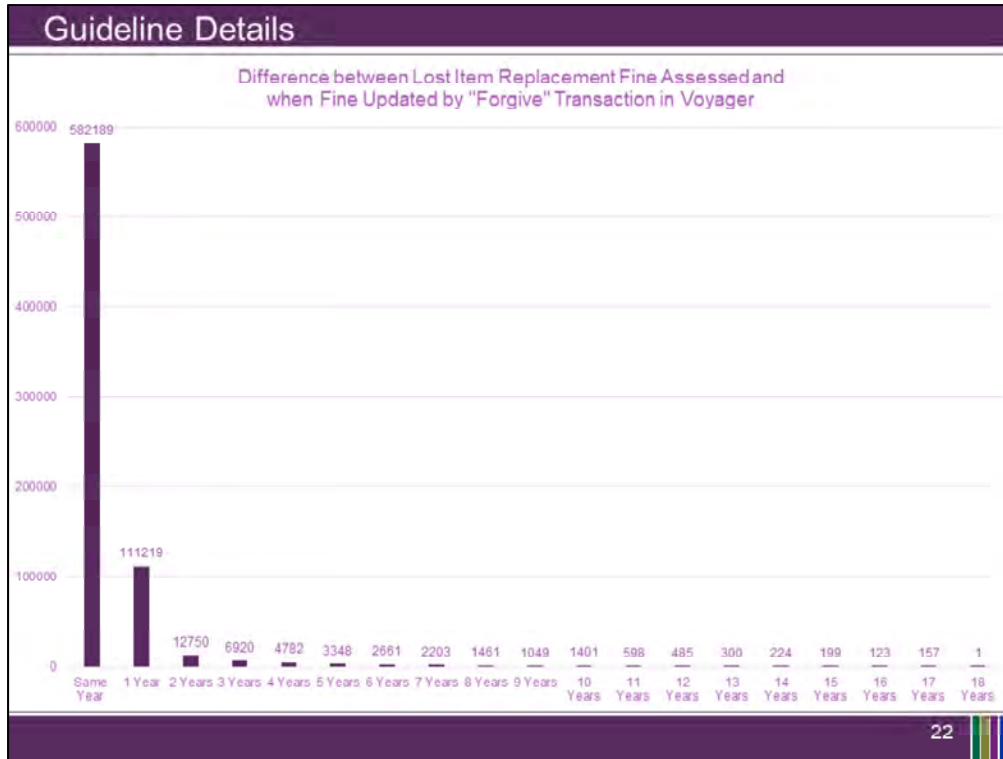


This chart is a from Appendix C, Part 2. It contains the same data as the chart we just reviewed, but displayed by percentage of the total number of Lost Item Replacement fines for both local and I-Share patrons, where the transaction was completed with type Payment.

Of the Lost Item Replacement fines updated with type Payment in Voyager, 90% were paid within 2 years.

Let's look now at the lost item replacement fines that I-Share library staff have forgiven.





Data in Appendix D of the full report shows the Lost Item Replacement fines that library staff close using the transaction type of “Forgive” in Voyager.

Again, Appendix D is working with historical aka “closed” fine/fee data. Remember that with historical (“closed”) fine/fee payment data, it is not possible to know whether the fine/fee was assessed to a local or an I-Share patron; the patron’s library affiliation is not stored separately in the fine/fee tables.

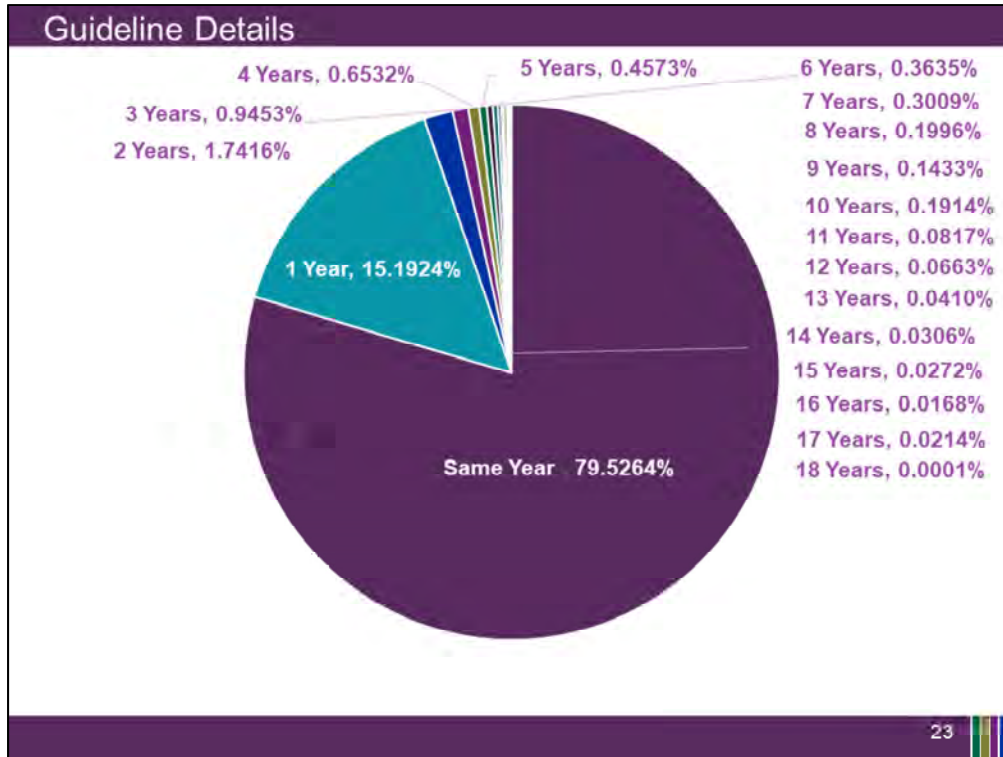
Data in Appendix D shows that for Lost Item Replacement fines that library staff close using the transaction type of “Forgive” in Voyager. Almost 95% of those transactions occur during the same year the fine was assessed or within the following year.

Of all historical/closed Lost Item Replacement fines and fees recorded across all I-Share libraries, for the entire time we’ve been using Voyager, 582,189 of those lost item replacement fines were forgiven by library staff within the same year that the fine was assessed.

111,219 were forgiven the following year.

Two years out, that count drops to 12,750.

Let’s look again at the pie chart for the comparison percentages.



This chart is a from Appendix D, Part 2. It contains the same data as the chart we just reviewed, but displayed by percentage of the total number of Lost Item Replacement fines, where the transaction was completed with type Forgive.

Almost 95% of Lost Item replacement fines that are forgiven, are forgiven within the same year or the year after the fine was assessed.

Our 18 years of Voyager’s historical data on patron behaviors with payment for, or forgiveness of, Lost Item Replacement Fines shows that those first two years are when the majority of lost materials will be dealt with.

You can review Appendices C and D, parts 3, for the transaction history at your own I-Share library.

As a recap, the Resource Sharing Committee’s guidelines are for:

**Recommended: For local patrons, forgive fines/fees created more than 7 years ago (5 or fewer encouraged)**

**Required: For I-Share patrons, forgive fines/fees created more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended)**

## Guideline Details

**Recommended: For local patrons, forgive fines/fees created more than 7 years ago (5 or fewer encouraged)**

**Required: For I-Share patrons, forgive fines/fees created more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended)**

How to complete clean-up:

- Hold this thought- Will talk about options for all fine-related and lost item guidelines together.

Timeline goals:

- In Voyager, before production migration, if possible.

Documentation:

- [Patron record clean up for Alma Migration: Recommended and Required](#)

So- again for how to complete this clean up- we'll hold these thoughts for a little while longer.

## Guideline Details

**Recommended: For local patrons, forgive and discharge items lost more than 7 years ago (5 or fewer encouraged)**

**Required: For I-Share patrons, forgive and discharge items lost more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended).**

Okay, we're up to the final set of guidelines.

The guidelines we just discussed specifically dealt with the fines and fees associated with patron accounts; so the financial portion.

These two guidelines are related to the lost materials themselves, which are still checked out to patron accounts.

**Recommended: For local patrons, forgive and discharge items lost more than 7 years ago (5 or fewer encouraged)**

**Required: For I-Share patrons, forgive and discharge items lost more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended).**

The historical lost item replacement fine behavior we just discussed was taken into consideration when deciding these two guidelines, but we'll take a look at some additional charts the committee used when making their decisions. These additional charts regard unpaid, aka still owed, Lost Item Replacement Fines.

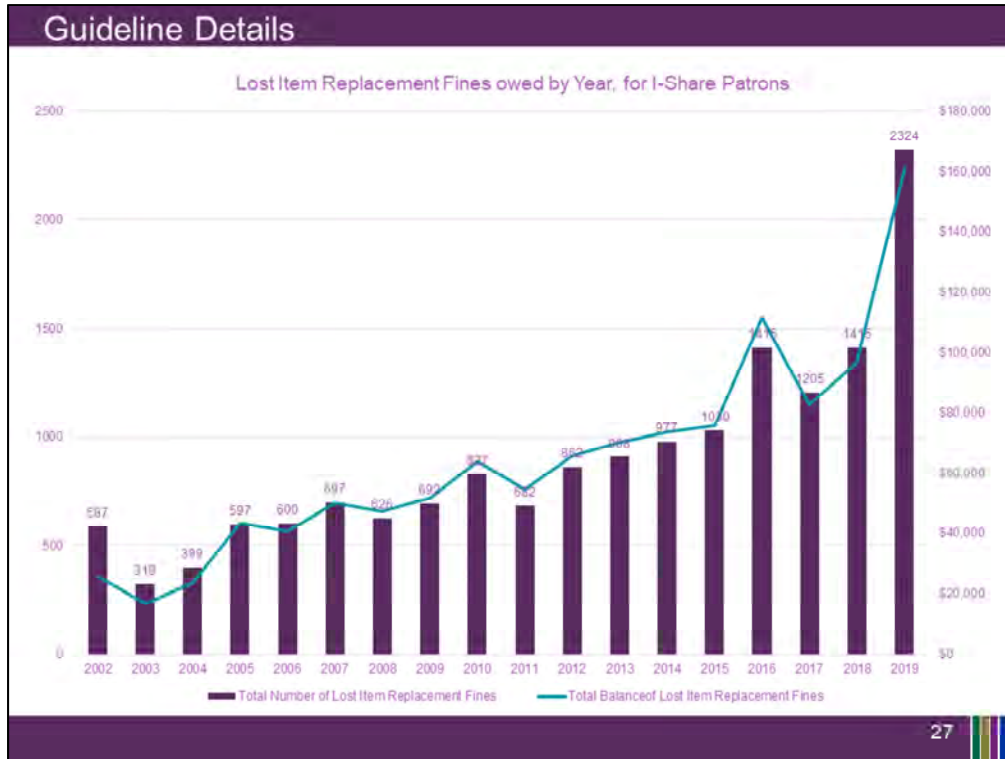
Guideline Details		
Create Year for Lost Item Replacement Fine	Total Number of Lost Item Replacement Fines	Total Balance of Lost Item Replacement Fines
2002	587	\$25,533
2003	319	\$16,476
2004	399	\$23,552
2005	597	\$43,316
2006	600	\$40,775
2007	697	\$50,056
2008	826	\$47,350
2009	692	\$51,883
2010	827	\$64,049
2011	682	\$54,649
2012	862	\$65,750
2013	908	\$70,268
2014	977	\$73,893
2015	1030	\$75,944
2016	1415	\$111,801
2017	1205	\$82,874
2018	1415	\$96,829
2019	2324	\$161,075

This chart from Appendix B, part 1, shows the total number and total balance of lost replacement fines owed by I-Share library patrons across the consortium. This data is also as of 11/25/2019.

Lost Item Replacement fines typically correspond to the item still being present on the patron’s account.

However, some of Lost-Item Replacement fines may be outstanding in error- such as, the lost item was returned by the patron but the fine was not removed from the patron’s account. This typically occurs when the “Lost-System Applied” status is removed from the item record prematurely. This causes item to not be at attention to the library staff member(s) who process the lost workflow materials. Some lost items may also be checked out to a patron’s account without fines applied.

The numbers in this chart are not insignificant, but, given what we’ve learned about the chances of these materials being returned or remunerated, those lost more than 2 years are unfortunately not very likely to return home.



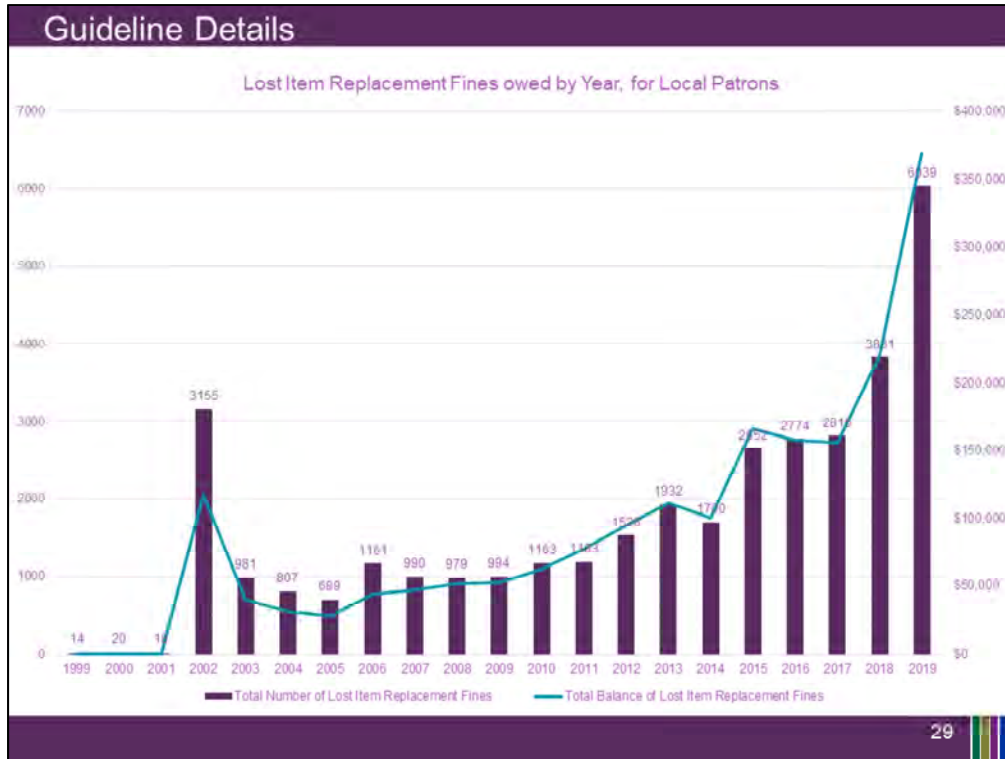
Here's a more visual representation of the data from Appendix B, part 1.

I'll pause here so that you can take a look. The Blue line represents the balance owed; the columns are for the total number of the Lost Item Replacement Fines.

Guideline Details			
	Create Year for Lost Item Replacement Fine	Total Number of Lost Item Replacement Fines	Total Balance of Lost Item Replacement Fines
	1999	14	\$260
	2000	20	\$508
	2001	18	\$738
	2002	3155	\$117,315
	2003	981	\$40,185
	2004	807	\$30,886
	2005	689	\$27,236
	2006	1161	\$43,924
	2007	990	\$47,082
	2008	979	\$51,736
	2009	994	\$52,558
	2010	1163	\$62,574
	2011	1183	\$76,774
	2012	1528	\$95,286
	2013	1932	\$111,363
	2014	1700	\$100,050
	2015	2652	\$166,437
	2016	2774	\$157,597
	2017	2815	\$155,804
	2018	3831	\$220,175
	2019	6039	\$368,755

This chart from Appendix B, part 2, shows the total number and total balance of lost replacement fines owed by local library patrons across the consortium. This data is also as of 11/25/2019.





Here's Appendix B, part 2 for local data, shown more visually.

Now, I'll skip the usual slide I've had in about the timeline and how to complete clean-up because we can now talk about the clean-up options for all fine and lost item related guidelines.



A flashback to the data for Overdue Fines for I-Share patrons.

Reminder that the majority of Overdue fines owed by I-Share patrons were created before 2012.

The subsequent required guideline for I-Share patrons is to forgive fines/fees created more than 7 years ago [before 1/1/2013]

The overdue fines/fees created before 1/1/2013 will be deleted as part of working with the broader fine/fee guideline for I-Share patrons.

Some I-Share libraries will have a few overdue fines to manually forgive for I-Share patrons in Voyager Circulation;  
the CARLI Office will provide those libraries with a list of the I-Share patrons who have been assessed overdue fines after 1/1/2012.

Now on to the broader options for the fine/fee clean-up, an clean-up of lost items.

## Guideline Details

### **All Fine/Fee and Lost-Item related guidelines: Clean-up options**

Option 1: Library uses the same date for both local and I-Share patrons (preferred)

- The CARLI Office staff will upload a report to the library's CARLI FTP directory of the patron's basic information, paired with their fines/fees that will be forgiven.
- The CARLI Office will run the Voyager server Circjob 41, which forgives all fines and fees created within the given date range, for both local and I-Share patrons.
- After running Circjob 41, the CARLI Office will run an updated version of the Voyager Discharge Macro to discharge the lost items on the patron's accounts, and then will update those lost items' status to "Withdrawn", "Missing", or "Lost- Library Applied" at the choice of the library.

If the library will use the same date for both local and I-Share patrons, Option 1 will work great.  
[read slide]

## Guideline Details

### Fine/Fee and Lost-Item related guidelines: Clean-up options

Option 2: Library uses different dates for local and I-Share patron thresholds.

- The CARLI Office staff will upload a report to the library's CARLI FTP directory of the patron's basic information, paired with their fines/fees that will be forgiven.
- The CARLI Office will run the Voyager server Circjob 40 separately for local patrons, and for I-Share patrons.
  - Circjob 40 forgives all of the selected patrons' fines and fees; it is not limited to a specific type of fine.
- After running Circjob 40, the CARLI Office will run an updated version of the Voyager Discharge Macro to discharge the lost items on the patron's accounts, and then will update those lost items' status to "Withdrawn", "Missing", or "Lost- Library Applied" at the choice of the library.

If an I-Share library wants to use a different date for their local patrons, than for I-Share patrons, option 2 would work for them.

The process is similar, but the CARLI Office would use a different circjob that works based on the patron IDs. We'd separate the list by local and I-Share, and run the job twice, once for each set.

[Read bottom two bullet points.]

## Guideline Details

### Fine/Fee and Lost-Item related guidelines: Clean-up options

#### Option 3: Manual workflow

- The I-Share Library, or the CARLI Office staff, can generate a list of I-Share and of local patrons owing fines/fees to the library within the date range(s) for clean-up.
- The I-Share library's staff can perform manual clean up in Voyager Circulation.

#### Option 4: Combination workflow

- Libraries could opt for a combination of Options 1, 2, and/or 3.

Remember, after a patron record has no more current transactions, that patron record is then eligible for deletion.

I-Share stub records will be deleted automatically the next night; for local patrons, you'll want to schedule another patron Record purge after your fines and fees are cleaned up.

[Read both options]

### **Fine/Fee and Lost-Item related guidelines: Clean-up options**

The CARLI Office will solicit each library's option:

- CARLI will send the library's I-Share Liaison a survey.
  - The survey will ask which option for fine/fee clean-up the library selects, and the date ranges to be used.
- The CARLI Office will be in contact with the I-Share Liaison during the clean-up process.
  - The I-Share Liaison is responsible for working with their library colleagues to disseminate, and gather, needed information.



Recap



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Let's both re-cap and re-cat this presentation.



## Recap



### **Overall Goal:**

- Reduce migrating personally identifiable information that is not needed to serve current patrons in Alma.

### **Additional Benefit:**

- Start Alma with a cleaner, updated environment.



Our collective, overall goal is to reduce migrating personally identifiable information that is not needed to serve current patrons in Alma, and performing patron record database maintenance before the production data extracts for Alma will allow each library to start using Alma with a cleaner and updated environment.

## Recap

### Guidelines:

- **Recommended:** Purge eligible local patron records with expire/purge date older than 2 years (or fewer)
- **Required:** Purge patron records with only "historical" fines and fees.
- **Required:** Forgive all overdue fines owed by I-Share patrons.
- **Recommended:** For local patrons, forgive fines/fees created more than 7 years ago (5 or fewer encouraged)
- **Required:** For I-Share patrons, forgive fines/fees created more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended)
- **Recommended:** For local patrons, forgive and discharge items lost more than 7 years ago (5 or fewer encouraged)
- **Required:** For I-Share patrons, forgive and discharge items lost more than 7 years ago [before 1/1/2013] (7 years required, 5 or fewer recommended).



This screen again shows the 7 guidelines that the CARLI Office staff will work with the I-Share libraries towards cleaning up these data, both pre- and post- Alma migration as time and resources permit.

Remember that four of these guidelines are required, while three are recommendations. The required guidelines are those related to I-Share patrons, plus patron records with ONLY historical fines and fees. The recommended guidelines are those related to your library's local patrons; these guidelines are strongly encouraged.

## Recap

### Upcoming Tasks:

1. Libraries review patron records, and schedule patron record purge(s) to delete unneeded patron records.
2. The CARLI Office will adjust SysAdmin settings for specified libraries to enable the deletion of patrons with only historical fines and fees.
3. The CARLI Office will contact each library's I-Share liaison to solicit the preferred clean-up option, and preferred dates, to begin the fine/fee and lost item clean-up workflows.
4. The CARLI Office will be in contact with the I-Share Liaison during the clean-up process.
5. The I-Share liaison will work with their library colleagues to disseminate, and gather, needed information.
6. As always, send any questions to [support@carli.illinois.edu](mailto:support@carli.illinois.edu)





*Thank you!*

Join us next Thursday  
at 2pm for another  
Office Hour



You can always contact CARLI at  
[support@carli.illinois.edu](mailto:support@carli.illinois.edu)

