
Software Requirements Specification

for the

Circulation Module

of an

Integrated Library System

Version 2.1 final

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Revision History

Name	Date	Reason For Changes	Version
Lucien Kress	4/23/08	Initial Draft	1.0 draft
Lucien Kress	5/14/08	Revisions, Circulation Supervisors	2.0 draft
Lucien Kress	5/15/08	Final revisions	2.1 final

1. Introduction

1.1 Purpose and Perspective

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the Circulation Module of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The Circulation Module will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

1.2 Product Scope and Features

The Circulation Module facilitates the management of patrons and collection items at the King County Library System. Specifically, the Circulation Module supports the following activities, among others:

- Registering and expiring patron accounts
- Managing patron information, statuses, and privileges
- Generating notifications to patrons via mail, email, phone calls, etc.
- Controlling the inventory of items in the Library's collection
- Moving items to owning locations and pickup locations
- Creating, managing, and filling patron hold requests
- Checking in and checking out items to patrons
- Assessing and collecting late fees, item replacement charges, and other fines
- Supporting patron self-service stations
- Supporting searches, queries, and reports that inform staff and management decisions
- Supporting SIP2 (Standard Interface Protocol, version 2) standards

Self-service circulation functions that occur through the patron web interface (OPAC) are included in a separate specification, currently under development.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to Circulation activities. Later versions of this SRS will be expanded to include additional modules. Requirements for Cataloging, OPAC and web services, and management reporting are currently under development.

Moreover, the current specification is focused on functional characteristics of a Circulation Module. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

1.3 Intended Audience

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

1.4 Document Conventions

The SRS includes requirements, process flowcharts, and use cases. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to Circulation processes at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

Use cases are included for some of the most frequently performed activities. They are intended to supplement the requirements and highlight activities that offer a great potential for increased efficiency and ease of use. Again, they should be considered to be contextual rather than prescriptive.

1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Circulation Staff	Circulation Staff include managers, librarians, library technicians, library assistants, and library pages who interact with patrons and collection items, manage patron accounts, move items to library buildings and shelf locations as necessary, check items in and out of the system, evaluate damaged and lost items, assess and collect charges, and make decisions about a patron's ability to view, hold, and borrow an item.
Circulation Managers	Circulation Managers include management staff who oversee the Circulation processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the Circulation processes and receive patron, hold, and loan information from the Circulation processes.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

1.6 Operating Environment

- OE-1: The Circulation Module supports the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.

- OE-2: The Circulation Module shall operate on a Linux or Solaris server.
- OE-3: The Circulation Module shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, the Circulation Module shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-5: The Circulation Module shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

1.7 Design and Implementation Constraints

- CO-1: The Circulation Module shall use a fully relational database back-end.
- CO-2: The Circulation Module shall produce standards-compliant HTML.
- CO-3: The Circulation Module shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.
- CO-5: These requirements shall not constrain functionality or features of the Online Public Access Catalog (OPAC) module.

1.8 User Documentation

- UD-1: The software developer shall provide complete data specifications for patron records, bibliographic records, order records, invoice records, item records, hold/request records, and other records maintained or accessed by the Circulation Module.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including patron and staff requests, sending and receiving of EDIFACT files, claim cycles, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

1.9 Assumptions and Dependencies

- AS-1: The Circulation Module is part of an enterprise-level Library Automation System.
- AS-2: Circulation processes are distributed at multiple locations, and accept input and provide services to multiple locations.
- DE-1: The Circulation Module relies on the data structures and functionality of an enterprise-level Library Automation System, including an Acquisitions module.
- DE-2: The Circulation Module interfaces with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. EDIFACT).
- DE-3: The Circulation module interacts with a patron interface, also known as an Online Public Access Catalog (OPAC), accepting input (e.g. patron materials requests) and providing output (e.g. on-order information and status, holds information, patron request status, etc.)

System Requirements

Category: General

Req ID: 5323

Name: record sharing

Description: Ability for multiple staff members and patrons to simultaneously access and update patron and item records, including on staff terminals, on self check-out stations, and in OPAC. Depend on assigned privileges, staff can view all patron and item fields; patrons can access only selected fields. For any patron record or item record, staff can identify where it is in use (location, user, time in use). Record changes are applied in a reasonable way, with prompts to warn when a record has been changed since it was displayed.

Related Reqs:

Related Process:

Req ID: 5328

Name: data validation

Description: Ability to specify default value, data validation, automatic formatting, and required status for any field.

Related Reqs:

Related Process:

Req ID: 2220

Name: keyboard macros and shortcuts

Description: ILS client supports administrator-programmable and user-programmable macros and/or keyboard shortcuts.

Related Reqs:

Related Process:

Req ID: 5182

Name: customizable views

Description: Ability to create and edit views (i.e. custom layouts) to hide fields, tabs, and command buttons that should not be used. Visible fields can be sized and ordered.

Related Reqs:

Related Process:

Req ID:	5394	
Name:	color templates	
Description:	Each functional screen can be assigned a unique color palette, to provide a visual clue to which function staff is using. Color palettes are assigned on a systemwide basis. Functions requiring color customization include check-in, capture holds, backdating, fine waiving, check-out, and pull list. Special cases requiring color changes include unpaid fines, fines above block limit, known bad email address, known bad address.	
	Related Reqs:	Related Process:

Req ID:	5389	
Name:	audio signals during check-in	
Description:	System provides audio signals during check-in process when a barcode is successfully scanned, when a local hold is triggered, when a transit hold is triggered, and when check-in is complete. Audio signals can be customized for each trigger, on a systemwide basis. Audio signals can be disabled for the current session or the current user.	
	Related Reqs: 5183	Related Process:

Req ID:	5399	
Name:	date format	
Description:	Date format is set in system parameters, and used consistently throughout system.	
	Related Reqs:	Related Process:

Req ID:	2132	
Name:	library location and shelving location	
Description:	ILS must specify an item's 'library location' and its 'shelf location' in separate fields.	
	Related Reqs:	Related Process:

Req ID:	5411	
Name:	barcodes must be unique	
Description:	Item record barcode and patron record barcode must be unique.	
	Related Reqs:	Related Process:

Req ID:	5382	
Name:	search result sorting	
Description:	Ability to sort by any column in any list (search results, etc.).	
	Related Reqs:	Related Process:

Req ID:	5183	
Name:	eliminate popups during check-in	
Description:	Check-in process does not display popup screens. Alerts are communicated visually (e.g. change of screen color) or audibly.	
	Related Reqs: 5389	Related Process:

Req ID:	2077	
Name:	circulation activity history	
Description:	Ability for staff to view circulation transactions log. Patrons' personal identifying information is stripped out. Depending on assigned privileges, staff can view all data, or aggregate data.	
	Related Reqs:	Related Process:

Req ID:	5406	
Name:	undo transactions	
Description:	Ability to undo circulation transactions.	
	Related Reqs: 5014	Related Process:

Req ID:	2091	
Name:	login information display	
Description:	Show login identification at top of screen.	
	Related Reqs:	Related Process:

Req ID:	5313	
Name:	copy and paste	
Description:	All screens support copy and paste.	
	Related Reqs:	Related Process:

Req ID:	5307		
Name:	record printing		
Description:	Patron and item record screens provide 'print record', 'print screen', and 'print selected items' options.		
	Related Reqs:		Related Process:

Req ID:	2202		
Name:	flexible queries and reports		
Description:	All queries and reports include the ability to sort, filter, and limit on desired fields. Customized queries and reports can be saved.		
	Related Reqs:		Related Process:

Req ID:	2197		
Name:	report output		
Description:	All reports provide option to print or output to file in a standard format (e.g. CSV).		
	Related Reqs:		Related Process:

Category: Notices

Req ID: 5384**Name:** customizable notice content**Description:** Notice contents are fully configurable and can differ between email, texted, telephoned, and mailed notices. Content may include calculated fields, e.g. a link to the patron's home library location, or differing information based on patron type.**Related Reqs:****Related Process:**

Req ID: 5212**Name:** notification options**Description:** Ability for patron to waive specific types of notices (e.g. courtesy notices or first overdue notices). Ability to make some types of notices mandatory (e.g. final overdue notice).**Related Reqs:****Related Process:**

Req ID: 5203**Name:** notification schedules**Description:** Ability to schedule different types of notices on a daily basis or several times a day.**Related Reqs:****Related Process:**

Req ID: 5202**Name:** consolidate multiple notices**Description:** Ability to consolidate multiple notices within a single email, phone call, or mailing per patron per day.**Related Reqs:****Related Process:**

Req ID: 5379**Name:** manage bounced emails**Description:** System provides a facility for managing bounced email messages. Bounced email notices prevent further emails to the patron; notices are sent by mail; patron record receives a message for staff to request a new email address; OPAC displays message to patron to update email address; messages are removed and delivery resumed when a new email address is entered.**Related Reqs:** 5109**Related Process:**

Req ID:	5196		
Name:	long wait notices		
Description:	Ability to send emails to patrons who are 1) near the top of the holds queue and 2) have been waiting a long time, to see if they still want the item.		
Related Reqs:		Related Process:	HOL-057

Req ID:	5210		
Name:	pickup notice cancellation		
Description:	Ability to cancel unsend notices before they are sent. Ability to search pending notices by item barcode.		
Related Reqs:		Related Process:	HOL-111

Req ID:	5213		
Name:	hold cancellation notices		
Description:	Patrons receive hold cancellation notices but do not receive notices when holds expire on the hold shelf.		
Related Reqs:		Related Process:	HOL-032

Req ID:	5109		
Name:	overdue notices		
Description:	System provides a configurable schedule of overdue notifications, including the number of notifications and the number of days delay before and between notices. Notices are sent by email (if patron email address is available). If patron email address is unavailable, or if email notice bounces, the current notice and any subsequent notices are sent by telephone notification system. If telephone call fails, the current notice is printed and sent by mail.		
Related Reqs:	5379	Related Process:	

Req ID:	5211		
Name:	mobile text notices		
Description:	System provides support for SMS notices.		
Related Reqs:		Related Process:	

Req ID:	1938	
Name:	telephone notices	
Description:	System provides support for a telephone notification system.	
	Related Reqs:	Related Process:

Req ID:	5207	
Name:	telephone notices schedules	
Description:	Ability to maintain separate telephone notice calling schedules for weekdays and weekends.	
	Related Reqs:	Related Process:

Req ID:	5201	
Name:	telephone notices speak patron names	
Description:	Telephone notification system includes ability to speak patron's name. Offer patrons the ability to rerecord their own names if they are dissatisfied with the default pronunciation.	
	Related Reqs:	Related Process:

Req ID:	5111	
Name:	courtesy notices	
Description:	Send courtesy notices via email a configurable number of days before due date, depending on loan period of item. (Patrons can opt out of courtesy notices if desired; see REQ-5212.)	
	Related Reqs: 5212	Related Process:

Req ID:	5101	
Name:	billing notices	
Description:	Send billing notice to patron when account balance reaches a configurable threshold. An item is billed to the patron account when it is overdue by a configurable number of days. (System calculates and assesses the correct charge to the patron's account.)	
	Related Reqs:	Related Process:

Req ID: 5224

Name: notices log, patron

Description: Log all notices sent to patron, including date, notice type, notice format (email, telephone, text, mail, direct communication), and item record number. Provide a link from patron record to the log. Log can be printed from patron record.

Related Reqs: 5206

Related Process:

Req ID: 5206

Name: notices log, system

Description: Log all notices and allow queries for daily count, systemwide, by notice type, and by notice format.

Related Reqs: 5224

Related Process:

Category: Rules

Req ID: 5278**Name:** suppression rules**Description:** System provides customizable 'Rules of Suppression' that specify whether patrons and staff can view bibliographic, order, and item records in staff and public (OPAC) interfaces. Items may be visible to specific workgroups only; to all staff and patrons at specific locations; or to all staff and all patrons. (See REQ-5057 for related requirements on loan rules, and REQ-5190 for related requirements on holdability.)**Related Reqs:** 5057 5190**Related Process:**

Req ID: 5057**Name:** loan rules**Description:** System allows creation and modification of loan rules that allow or disallow check-out of items, calculate loan periods, and determine renewal limits. Loan rules may evaluate patron type, current number of items checked out, current patron account balance, item type, item status, owning location code, check-out location code, and other criteria. For example, loan rules may prohibit patrons from checking out items with an unavailable status, e.g. an item with a triggered hold for another patron or an item that is already checked out to another patron. Loan rules can access check-out location open/closed schedule in calculating due date. Loan rules also specify whether a specific criteria may be overridden by staff with specific privileges or roles. (Also see REQ-5190 re requesting rules.)**Related Reqs:** 5190**Related Process:** HOL-131

Req ID: 5192**Name:** renewal of items with outstanding holds**Description:** Patrons can renew a title as long as they have not exceeded the allowed number of renewals, and there are more available items than there are unfrozen holds.**Related Reqs:****Related Process:**

Req ID:	5190	
Name:	requesting rules	
Description:	System allows creation and modification of requesting rules that determine whether a patron can place a hold on an item. Requesting rules may evaluate patron type, current number of holds, current patron account balance, item type, item status, owning location code, and other criteria. For example, requesting rules may prohibit patrons from placing holds on on-order CD titles, but allow patrons to place holds on other on-order titles. Requesting rules also specify whether staff with specific privileges or roles can override specific criteria. (See REQ-5057 re loan rules, REQ-5278 re visibility.)	
	Related Reqs: 5057 5278	Related Process: HOL-011

Req ID:	5194	
Name:	holds, additional on checked-out items	
Description:	Patrons of specified patron types can place holds on items they already have checked out. All other patrons cannot. (See REQ-5190, rules of requesting.)	
	Related Reqs: 5190	Related Process:

Req ID:	5189	
Name:	holds, multiple per item	
Description:	Allow specified patron types to place multiple holds on a single title. (At a minimum, these types will include branch cards.) Also see REQ-5190, rules of requesting.	
	Related Reqs: 5190	Related Process:

Req ID:	2160	
Name:	holds on on-order titles	
Description:	Ability to place holds on titles with status on-order. (Note REQ-5190 re rules of requesting, REQ-5278 re visibility of title records.).	
	Related Reqs: 5190 5278	Related Process:

Req ID:	5175	
Name:	held items do not count against hold limit	
Description:	When hold is ready for pick up, item should no longer count as one of patron's maximum number of holds. (This rule should be configurable at a system level.)	
	Related Reqs:	Related Process:

Req ID: 5290

Name: locations that do not fill holds

Description: Ability to designate specific branches or branch shelving locations that will not trigger a hold upon check-in. (For use in recalling an item to the backroom for work/evaluating.)

Related Reqs:

Related Process:

Req ID: 5056

Name: special holds and check-out limits

Description: Ability to limit number of items held by or checked out to one patron within a selected item type and/or location. For example, holiday books; DVDs at LCSC; puppets at Kent.

Related Reqs: 5057 5190

Related Process:

Req ID: 5191

Name: due date extension

Description: Allow staff to renew or extend due date on selected items. If this is prohibited by loan/renewal rules (e.g., there are holds on the item, or patron has reached renewal limits, or the patron record has a block), require approval at specified permissions level. Renewal or due date extension is tallied as a renewal.

Related Reqs:

Related Process:

Category: Patron Records, General

Req ID: 5370**Name:** patron lookup by record number**Description:** Ability to access patron record by record number; necessary for some ancillary services including Telus and Collections.**Related Reqs:****Related Process:**

Req ID: 1959**Name:** patron password (PIN)**Description:** Patron passwords are alphanumeric; numeric-only passwords are allowed.**Related Reqs:****Related Process:**

Req ID: 2039**Name:** patron pin override**Description:** Staff are able to assist patrons with functions that require a PIN. System provides a master PIN and/or a way to authenticate a patron PIN from the staff interface.**Related Reqs:****Related Process:**

Req ID: 5408**Name:** patron-selected username**Description:** System provides option for patron to select a username, which can then be used to access OPAC and self check-out station.**Related Reqs:****Related Process:**

Req ID: 5381**Name:** parcel viewer interface**Description:** Access to King County Parcel Viewer for checking card eligibility.**Related Reqs:** 5371**Related Process:**

Req ID:	5310		
Name:	address verification		
Description:	Interface with address verification vendor to verify patron addresses at time of entry, and/or in a batch process.		
	Related Reqs: 5371		Related Process:

Req ID:	5344		
Name:	message picklist		
Description:	Ability to select one or more messages and blocks from a picklist. Clearing one message or block from the patron record does not affect other messages and blocks.		
	Related Reqs:		Related Process:

Req ID:	5348		
Name:	street name abbreviation picklist		
Description:	Provide picklist of allowable street name abbreviations.		
	Related Reqs:		Related Process:

Req ID:	5337		
Name:	charges picklist		
Description:	System provides a picklist of typical fine descriptions. Picklist can be edited as desired by staff with administrative privileges.		
	Related Reqs:		Related Process:

Req ID:	2015		
Name:	patron record, lookup tables		
Description:	Ability to create lookup tables that populate patron record fields based on value entered into a key patron record field. (For example, entering a zipcode populates patron type field.)		
	Related Reqs:		Related Process:

Req ID:	1979		
Name:	patron address changes		
Description:	Patrons can update their addresses through the OPAC. Changes are put in a review list for confirmation by library staff.		
	Related Reqs:		Related Process:

Req ID:	5226	
Name:	patron hold position	
Description:	Current hold position is shown as 'nth hold on x circulating copies' or 'Ready for Pickup'. Additional statuses like 'In Transit' are hidden from patron but visible in staff interfaces.	
	Related Reqs:	Related Process:

Req ID:	5214	
Name:	hold wait estimate	
Description:	Ability for patron hold list to include an estimate of how long patron will wait for a hold, based on position in queue, number of circulating copies, and average length of time kept by patrons. This feature should be enabled or disabled by a system parameter.	
	Related Reqs:	Related Process:

Req ID:	5216	
Name:	patron error messages	
Description:	Patron error messages are specific and unambiguous. For example, if a hold request is unsuccessful, the error message should say why (hold limit reached, no available copies, etc.).	
	Related Reqs:	Related Process:

Req ID:	5326	
Name:	patron records, copying	
Description:	Ability to copy a patron record to generate a new, similar record (e.g. sibling or spouse cards).	
	Related Reqs:	Related Process:

Req ID:	5367	
Name:	patron records, searching	
Description:	Ability to search patron records using any field, multiple fields (AND/OR), whole or partial fields.	
	Related Reqs:	Related Process:

Req ID:	2085		
Name:	patron records, editing		
Description:	Allow all actions from all modes and modules for editing and modifying patron records, including holds.		
	Related Reqs:		Related Process:

Req ID:	5346		
Name:	patron record, batch edit		
Description:	Ability to edit multiple patron records in batch, including changing or appending to specific fields, and cancelling groups of patron records.		
	Related Reqs:		Related Process:

Req ID:	5314		
Name:	patron records, deleting		
Description:	Ability to delete patron record, with sufficient privileges. Patron reading lists, hold queues, etc. are deleted as well.		
	Related Reqs:		Related Process:

Req ID:	5315		
Name:	patron records, merging		
Description:	Ability to merge patron records.		
	Related Reqs:		Related Process:

Req ID:	5322		
Name:	mail merge		
Description:	Ability to generate an envelope, letter, or label from a patron record.		
	Related Reqs:		Related Process:

Req ID:	5318		
Name:	minors and adults		
Description:	Minor cards are automatically updated to Adult cards, based on birthdate.		
	Related Reqs:		Related Process:

Req ID: 5409

Name: linked patrons (patron version)

Description: System provides ability for patrons to link their records in a way that grants privileges. A patron can request a link to another patron's record. The target patron must accept the link. A patron may select an option to refuse all links. Once a link is accepted, a patron can review a linked patron's hold list and checked-out item list at a self check-out station or through the OPAC. A patron can pay fines belonging to a linked patron.

Related Reqs:

Related Process:

Req ID: 5343

Name: linked patrons (staff version)

Description: Staff members can link patron records of family members. No privileges are granted to linked patrons. Staff can see linked patron's summary (fines, number of check-outs, etc.), or click link to go to linked patron record.

Related Reqs:

Related Process:

Category: Patron Records, Display

Req ID: 5372**Name:** patron record display: views**Description:** Patron record display includes the following views: summary with fines, messages and blocks; check-out; checked out items; holds; check-in; linked patrons; custom. Administrators can customize layout and determine whether active fines, messages, and blocks display in any particular view. (Note: screen layouts will be further refined during an iterative development process.)**Related Reqs:** 2103**Related Process:**

Req ID: 5354**Name:** patron record display: confidential information**Description:** Patron record screen displays sensitive information (e.g. birthdate, phone number); information is obscured but can be made viewable (e.g. by selecting or hovering over a field).**Related Reqs:****Related Process:**

Req ID: 5222**Name:** patron holds list**Description:** Patron record screen provides a tab showing patron's holds list, including active and recently cancelled holds. Each active hold includes current queue position (i.e. 'nth hold on X copies'). Each cancelled hold includes cancellation date and reason. Ability to limit list to holds ready for pickup. Ability to replace a cancelled hold with one click.**Related Reqs:** 5225**Related Process:**

Req ID: 5347**Name:** patron record display timeout**Description:** Patron records display times out and closes automatically after a specified idle period.**Related Reqs:****Related Process:**

Req ID: 5356**Name:** personal identification number**Description:** Patron personal identification number (PIN) is masked in all displays.**Related Reqs:****Related Process:**

Category: Patron Records, Fields

Req ID: 5410

Name: patron record fields

Description: Name fields (last, first, middle)
Patron Type
Username (patron-selected username for logging into OPAC, self-check)
Barcode (indexed, must be unique), PIN
Home Library
Expiration Date
Gender
Birthdate
Parent/Guardian (if under 18)
Address fields (mailing, residential) and Bad Address marker field (for bouncing addresses)
Telephone Number fields (primary and secondary) and Bad Phone Number marker field (for disconnected phone numbers)
Email Addresses (multiple addresses; all addresses receive notices) and Bad Email Address field (for bouncing email addresses)
Text Messaging Address
Messages (alerts that require action; once resolved, move to Notes field)
Notes (informational and resolved messages and blocks)
Block fields (System, Manual, Collections)

Related Reqs: 5412

Related Process:

Req ID: 5412

Name: patron record fields (continued)

Description: Claims Counter fields (Claims Return, Claims Never Checked Out; used to count number of claims)
No Collections (used to prevent patron from going to collections; requires supervisor privileges to enable)
Check-out History (enabled or disabled)
Mailing Authorization (used to specify that patron agrees to shipping charges for mailed holds)
Filtering Choice (e.g. Some, Most, None)
Pickup Authorization (names of people who can pickup holds on behalf of patron)
Holds Preference fields: Alias (alias used on hold slips and clear hold shelf slips) and Hold Behind Desk
Mailing Preference fields (Events Mailing List, Foundation Mailing List)
Telephone Preference fields (preferred time of day, no calls)
Last Update fields (date and user of last change to patron record)
Barcode Last Changed Date
Last Circulation Activity (date, time, and location of last check-out, renewal, or check-in)
Last Electronic Activity (date and type of last electronic access, e.g. SIP, API, etc.)
Check-out Counter fields (current, YTD, last year, lifetime)
Renewals Counter (current, YTD, last year, lifetime)
Current Charges fields: Shipping Charges, Total Charges
Fresh Start (date of last fine forgiveness)
Library Outreach Route (route code for Travelling Library Center)
Address Alert (used to identify dummy patron records that include 'illegal' addresses like commercial mailing centers, etc.)

Related Reqs: 5410

Related Process:

Req ID: 5338

Name: patron record, bad address flag

Description: When the 'Bad Address' flag is enabled in a patron record, notices are no longer mailed to the patron; a block is created and the zipcode field is set to '00000'; system provides a visual cue (see REQ-5394) when displaying a patron record with bad address; OPAC displays a message to patron asking for address update. Entering a new address clears the bad address flag and removes the block.

Related Reqs: 5394

Related Process:

Req ID: 5362

Name: patron record, pickup authorization field

Description: Patron can review list of those authorized to pick up holds in the patron record. Hold is checked out to the patron who placed the hold, regardless of who picks it up.

Related Reqs: 5410

Related Process:

Category: Patron Records, Messages and Blocks

Req ID: 5366

Name: blocks

Description: System provides three types of blocks: system, manual, and collections. These blocks are maintained in different fields and are independent of each other. System blocks are defined by triggers (e.g. fines greater than a specific amount), actions (e.g. disable email notices), restrictions (e.g. ability to check items out), remedy (e.g. pay a certain amount or percentage of a fine), and remedy actions (e.g. enable email notices). Manual and collections blocks are set manually in the patron record.

Related Reqs: 5332

Related Process:

Req ID: 5365

Name: notes and messages history field

Description: Notes and messages are retained indefinitely in the patron record, until manually deleted.

Related Reqs: 5410

Related Process:

Req ID: 5321

Name: autofill notes and messages fields

Description: Automatically enter date, user, and location in messages and notes.

Related Reqs:

Related Process:

Category: Patron Records, Fines

Req ID: 5108**Name:** patron fines display**Description:** Patron record screen displays fines on initial screen.**Related Reqs:****Related Process:**

Req ID: 5134**Name:** paid fines history, summary view**Description:** Paid Fines History summary view displays a list of paid fines, including charge type, barcode, title, amount due, amount paid, date paid. Sort by 'date paid' (reverse chronological order) by default, but allow ascending or descending sort by any column. When specific fines are selected, system displays subtotal of selected fines, in addition to the total of all fines. Ability to limit list to waived fines. Fine history is maintained for twelve months.**Related Reqs:****Related Process:**

Req ID: 5133**Name:** paid fines history, detail view**Description:** Paid Fines History detail view includes: Name, patron number, check-out date, due date, check-in date (could be back-dated), actual date returned, actual time returned, location where item was returned, terminal where item was returned, as well as item barcode, charge type (overdue or billed), call number, author, title, item charge, amount previously paid, amount paid, amount due, payment status (partial or in full), date paid, invoice number, applicable loan rule.**Related Reqs:****Related Process:**

Req ID: 5114**Name:** unpaid fines, summary view**Description:** Unpaid Fines summary view displays a list of unpaid fines, including charge type, title, location code, amount, item barcode, check-in date. Sort by check-in date (reverse chronological order) by default, and allow ascending or descending sort by any column. When specific fines are selected, system displays subtotal of selected fines, in addition to the total of all fines.**Related Reqs:****Related Process:**

Req ID: 5113

Name: unpaid fines, detail view

Description: Unpaid Fines detail view includes: Name, patron number, check-out date, due date, last renewal date, check-in date (could be back-dated), actual date item was returned, actual time item was returned, location where item was returned, station where item was returned, as well as item barcode, charge type (overdue, billed, etc.), call number, author, title, item charge, invoice number (put dates in logical date order).

Related Reqs:

Related Process:

Req ID: 5126

Name: fine history detail

Description: Hovering cursor over a line in fine history summary screen shows fine details.

Related Reqs:

Related Process:

Req ID: 5116

Name: item record details

Description: Fines in all views (paid and unpaid; summary and detail) link to item record details.

Related Reqs:

Related Process:

Category: Patron Records, Reading Lists

Req ID: 5046

Name: patron holds and check-out history

Description: Patrons can choose to keep history of items held and/or checked out. By default, no check-out history is maintained. If enabled, history is visible through OPAC. Patron can clear history and can set a parameter to retain items for X months. Staff can not view patron history. When patron is deleted, patron holds and check-out history is cleared (along with all other patron lists). Patron record has a field showing whether history is enabled.

Related Reqs: 5410

Related Process:

Req ID: 5259

Name: patron reading lists

Description: Patrons can save items into reading lists; add item notes; change order of items; and place and manage holds from the reading list screen.

Related Reqs:

Related Process:

Req ID: 5327

Name: delete patron lists

Description: System automatically deletes patron lists (such as saved lists) when the patron record is deleted.

Related Reqs:

Related Process:

Category: Patron Records, Registration

Req ID: 5371**Name:** registration wizard

Description: Provide a library card registration wizard. Wizard accepts patron name, birthdate, address, phone number, and/or email address, and does a search for matching or similar patrons. Search results display patron name, address, birthdate and current status, with 'address alert' records first (see REQ-5317). Option to select an existing record to edit, or continue with new record. System provides additional default values, both fixed (e.g. State = WA, Filtering = Some) and calculated (e.g. Home Library = current location). Wizard screens can show customizable help text and/or "hover tips" to assist staff in entering information. System checks address against USPS (or other address verification vendor) and provides legal address.

Related Reqs: 5317 5328**Related Process:****Req ID:** 5317**Name:** duplicate patron records search

Description: Patron records with 'address alert' field checked appear at top of duplicates list. (See REQ-5329 for definition of 'address alert' field.)

Related Reqs: 5329**Related Process:****Req ID:** 5319**Name:** default personal identification number

Description: Autofill PIN in new patron records with last 4 digits of phone number.

Related Reqs:**Related Process:****Req ID:** 5320**Name:** patron record expiration

Description: Automatically fill in an expiration date when specified patron types are entered.

Related Reqs:**Related Process:****Req ID:** 2033**Name:** online card applications

Description: Ability to have online card applications entered directly into system, with approval and checking done by staff before account is activated.

Related Reqs:**Related Process:**

Category: Item Records

Req ID: 5297**Name:** item record access points**Description:** Ability to edit item records from any item record access point.**Related Reqs:****Related Process:**

Req ID: 5292**Name:** item records, batch edit**Description:** Item records can be edited in batch.**Related Reqs:****Related Process:**

Req ID: 5280**Name:** item records, deleting**Description:** Ability to delete individual or batch of records, with sufficient privileges. Deleted item records remain accessible for reporting and research purposes.**Related Reqs:****Related Process:**

Req ID: 5392**Name:** support floating collections**Description:** System supports floating collections (such as Choice Reads paperbacks and boardbooks).**Related Reqs:****Related Process:**

Req ID: 5393**Name:** support rotating collections**Description:** System supports rotating collections (such as large print collection). Bibliographic records can be added or removed from the collection and can be updated in batch.**Related Reqs:****Related Process:**

Req ID:	5286		
Name:	sets and kits		
Description:	Support sets or kits of items. Ability to display the number of items and a list of descriptions.		
	Related Reqs:		Related Process:

Req ID:	5303		
Name:	item records, temporary transfer		
Description:	Ability to temporarily set item to a new location, and later revert to original location.		
	Related Reqs:		Related Process:

Req ID:	5293		
Name:	display items		
Description:	Item status field is set to 'Display' for items that are on display at a branch. Item record provides a field for the display location. Both status and location field are reset at the next check-in or checkout.		
	Related Reqs:		Related Process:

Req ID:	5187		
Name:	browse only		
Description:	Ability to set an item to 'browse only' and set a date for item to automatically begin accepting holds.		
	Related Reqs:		Related Process:

Req ID:	2141		
Name:	move magazines from shelf to circulate		
Description:	Receiving new issue causes previous issue to go automatically into holdable status. (May be handled through a macro, see REQ-2220.)		
	Related Reqs: 2220		Related Process: SER280

Req ID:	5048	
Name:	item records, check-out history	
Description:	For the current and previous check-out, item record records the patron, original check-out date, original check-out location, last renewal date, last renewal location, and number of renewals. Check-out patron field links to patron record.	
	Related Reqs:	Related Process:

Req ID:	1922	
Name:	item records, check-in history	
Description:	Display last check-in date, time, location code, location abbreviation, and check-in terminal number in item record.	
	Related Reqs: 5013	Related Process:

Req ID:	2522	
Name:	item records, location history	
Description:	Track location history for items; at a minimum, show last and current location.	
	Related Reqs:	Related Process:

Req ID:	5188	
Name:	item records, hold shelf location	
Description:	Item record includes a field for 'hold shelf location'. When item status is 'On Hold Shelf,' record location. Retain hold shelf location until item is checked out or goes to another hold shelf.	
	Related Reqs:	Related Process: HOL-110

Req ID:	5369	
Name:	item records, status changed date field	
Description:	Item record includes a separate date field for last change to item status.	
	Related Reqs:	Related Process:

Req ID:	5390	
Name:	item records, refund eligibility	
Description:	Item record includes a field for refund eligibility. Default value can be defined based on system parameters and item record fields such as format and price.	
	Related Reqs:	Related Process:

Req ID:	5035
Name:	in transit message
Description:	In transit message includes date, check-in location, and destination.
Related Reqs:	Related Process:

Req ID:	2184
Name:	view copies, holds, and check-out status
Description:	Ability to see number of copies, check-out status, and number of holds all on one screen. (Staff interface and patron interface.)
Related Reqs:	Related Process: SEL005

Req ID:	5308
Name:	bibliographic record copies display
Description:	Bibliographic record displays all copies, including: record ID, call number, item barcode, item status, last update to status, owning location, shelving location, volume number, price, creation date, last update date, due date, loan rule used, item message, and number of holds.
Related Reqs:	Related Process:

Req ID:	5246
Name:	item record links to hold list
Description:	Item record screen includes link to hold list.
Related Reqs:	Related Process:

Req ID:	5306
Name:	item check-out statistics
Description:	Item record displays total check-outs and renewals for year-to-date, previous year, and lifetime.
Related Reqs:	Related Process:

Req ID:	5302
Name:	bibliographic record modification
Description:	Bibliographic records can only be modified by users with sufficient privileges (e.g. cataloging staff).
Related Reqs:	Related Process:

Req ID:	2143	
Name:	serials marc record	
Description:	Ability to add unlimited items to a single MARC record. (This is important for magazine titles that may comprise thousands of items per year.).	
	Related Reqs:	Related Process:

Req ID:	5288	
Name:	non-cataloged items	
Description:	Branch staff can quickly add non-cataloged items to bibliographic records (e.g. a generic bibliographic record for paperbacks).	
	Related Reqs:	Related Process:

Req ID:	5281	
Name:	bibliographic record, catalog add date	
Description:	Bibliographic record includes a field for the date the title was added to the catalog.	
	Related Reqs:	Related Process:

Req ID:	5283	
Name:	mobile inventory	
Description:	Support inventory processes on mobile devices.	
	Related Reqs:	Related Process:

Category: Holds, General

Req ID: 5251**Name:** hold record fields**Description:** Hold records include the following fields: queue position, date placed, patron name, patron type, pickup location, freeze indicator, thaw date, not wanted before date, not wanted after date, number of days active (i.e. not frozen), and staff hold note. (Note: hold record data structure will be better defined during an iterative development process.)**Related Reqs:****Related Process:**

Req ID: 5155**Name:** hold record access**Description:** Ability to view, export, sort, limit, format, search, and update all fields in hold records.**Related Reqs:****Related Process:**

Req ID: 5181**Name:** hold functions**Description:** All hold functions are available in all modules and modes, including placing holds, freezing holds, and changing position in queue.**Related Reqs:****Related Process:**

Req ID: 5272**Name:** hold note field (staff)**Description:** Have separate hold note field for staff use that does print on hold slip.**Related Reqs:** 5271**Related Process:**

Req ID: 5271**Name:** hold note field (patron)**Description:** Have a hold note field for patrons that would print within the (email or mail) pickup notice but not on the holds slip and would display in My Account.**Related Reqs:** 5272**Related Process:**

Req ID:	1843	
Name:	sequenced holds	
Description:	Ability to place hold on a several items, and have them arrive in order. (I.e., hold B is not triggered until hold A is filled, checked out, and returned.)	
	Related Reqs:	Related Process:

Req ID:	5001	
Name:	disable hold triggering per patron type	
Description:	Holds should not trigger for patron records with specified patron types, like Card Canceled, Deceased, etc.	
	Related Reqs:	Related Process:

Req ID:	5402	
Name:	holdability of specific items	
Description:	System allows staff to make a specific item holdable or unholdable, overriding requesting rules. (See REQ-5190 re requesting rules.)	
	Related Reqs: 5190	Related Process:

Req ID:	5276	
Name:	'deny if locally available' setting	
Description:	By default, items can be held regardless of whether they are available on the shelf. If the 'deny' flag is on, that condition is evaluated after the loan and holdability rules are evaluated. The existence of non-circulating copies should never prevent a hold on a title. Requesting rules may prevent placing holds on locally available items, if desired. In that case, staff may override for specific holds. (See REQ-5190 for details on holdability.)	
	Related Reqs: 5190	Related Process:

Req ID:	5150	
Name:	holds statistics	
Description:	Ability to report on number of holds placed, triggered, filled by pickup location, filled by another location, expired on hold shelf, and cancelled; time to fill; time to pick up. Systemwide and per location.	
	Related Reqs:	Related Process:

Req ID: 5234

Name: pull list statistics

Description: Log number of items assigned to each branch, number of items on pull list when printed, and number of items triggered, by branch and day.

Related Reqs:

Related Process:

Req ID: 5152

Name: on-order hold ratios

Description: Include hold ratios for on order records that do not yet have circulating copies.

Related Reqs:

Related Process:

Category: Holds, Requests

Req ID: 5264**Name:** holds from patron record**Description:** Ability for staff to place holds directly from patron record.**Related Reqs:****Related Process:**

Req ID: 5267**Name:** default hold pickup location**Description:** When patron places hold, the pickup location defaults to the patron's home library.**Related Reqs:****Related Process:**

Req ID: 5263**Name:** 'not wanted after' holds**Description:** Patrons can enter Not Wanted After date. Holds are removed from patron hold list after Not Wanted After date. Do not send cancellation notice. Default to two years.**Related Reqs:****Related Process:**

Req ID: 5262**Name:** 'not wanted before' holds**Description:** Patrons can enter Not Wanted Before date. Request process does not start until this date.**Related Reqs:****Related Process:**

Req ID: 5179**Name:** freezing holds (staff)**Description:** Staff can freeze and unfreeze holds for patrons without requiring a patron identification number (PIN).**Related Reqs:****Related Process:**

Req ID:	5176	
Name:	freezing holds (patrons)	
Description:	Patrons can freeze any hold at any time, except those on the hold shelf. Hold continues to move up within the queue but will not trigger while frozen. Patron can specify a date to 'unfreeze' the hold.	
	Related Reqs:	Related Process:

Req ID:	1803	
Name:	hold first available copy	
Description:	Allow staff and patrons to place holds on first available copies of materials, including first available copies of specific magazine issues or specific volumes in a multi-volume set.	
	Related Reqs: 5268	Related Process:

Req ID:	1802	
Name:	hold 'any copy'	
Description:	Allow patrons to choose 'any copy' on titles with volumes, if patron does not have volume preference.	
	Related Reqs:	Related Process:

Req ID:	5266	
Name:	hold 'any copy except'	
Description:	When staff member places a hold on a title, they can specify 'any copy except' and enter barcodes for unwanted copies.	
	Related Reqs:	Related Process:

Req ID:	5254	
Name:	item-level holds	
Description:	Ability to place holds on a specific item.	
	Related Reqs:	Related Process:

Req ID:	5388	
Name:	multiple format holds	
Description:	Ability to specify that any format or selected formats of the requested title can be used to fill the hold.	
	Related Reqs:	Related Process:

Req ID: 5260

Name: holds on non-circulating items

Description: Ability to place holds on non-circulating items, such as new issues of magazines. The hold is 'frozen' until the item starts circulating. There needs to be a special indicator in the item record to designate that a currently non-circulating item will eventually start circulating.

Related Reqs:

Related Process:

Req ID: 5225

Name: hold cancellation log

Description: Keep a log of hold cancellations: item record number, patron record number, hold placement date, hold cancellation date, cancellation type (hold expired in queue, hold expired on hold shelf, item became unavailable, cancelled by patron, cancelled by staff, etc.)

Related Reqs: 5222

Related Process:

Category: Holds, Queue

Req ID: 5245**Name:** single holds queue**Description:** Maintain single hold queue for bibliographic and item level holds. Ability to specify items by barcode.**Related Reqs:****Related Process:**

Req ID: 5243**Name:** distinguish staff holds from patron holds**Description:** Ability to distinguish staff-placed holds from patron-placed holds.**Related Reqs:****Related Process:**

Req ID: 5247**Name:** modify hold from hold list**Description:** Ability to modify or cancel a hold from the hold list screen.**Related Reqs:****Related Process:**

Req ID: 1880**Name:** patron id visible in holds queue**Description:** Holds queue display includes patron name and barcode.**Related Reqs:****Related Process:**

Req ID: 5252**Name:** holds ordering**Description:** Ability for staff to move a hold to a different location in the queue. Ability to move hold to top of queue with one click. Require staff to enter a hold note with date, time, and username. Retain original hold date.**Related Reqs:****Related Process:**

Req ID: 5255

Name: transfer holds between bibliographic records

Description: Ability to transfer holds from one bibliographic record to another, singly or in batch, sorting by date of original hold request.

Related Reqs: 5253

Related Process:

Req ID: 5253

Name: merge bibliographic records

Description: Ability to merge bibliographic records, combining their holds queues in order of request date.

Related Reqs: 5255

Related Process:

Req ID: 5244

Name: pickup location change

Description: Staff may change pickup location at any time, per patron request. If item is already on hold shelf, reset expiration date of hold; put item in transit; print new holds slip with special symbol to denote that the pickup location has been changed. Patron can change pickup location only before the hold is ready for pickup.

Related Reqs:

Related Process: HOL-126

Category: Holds, Pull Lists

Req ID: 5232**Name:** pull map**Description:** System maintains a single, editable table for all branches, listing the order in which branches are asked to fill holds. Branches with equal table level are asked randomly. Allow individual branches to be skipped on a temporary or permanent basis.**Related Reqs:****Related Process:** HOL-050

Req ID: 5240**Name:** pull list fields**Description:** Ability to define pull list fields and sort order. A typical pull list would include the following fields: romanized title, shelf location, call number, bibliographic record number, item type, patron record number, patron request date, number of days hold has been active (i.e. not frozen), number of times this hold has appeared on this branch's pull list, only copy designation (if this branch has the only copy of an item).**Related Reqs:****Related Process:**

Req ID: 5228**Name:** pull list sorted by shelf location**Description:** Ability to organize pull list data by physical shelving location within building. This may differ from building to building.**Related Reqs:****Related Process:**

Req ID: 5231**Name:** more holds than copies**Description:** Do not list a title on a pull list more times than the branch has copies on the shelf.**Related Reqs:****Related Process:**

Req ID: 5239**Name:** repeat items on pull lists**Description:** When printing pull list, print separate list of holds that have appeared more than a configurable number of times in a row on this branch's pull list. (The limiting number may be configured per branch.)**Related Reqs:** 5240**Related Process:**

Req ID:	5403	
Name:	any copy fills hold	
Description:	Any copy of a title will fill a bibliographic-level hold when it is scanned. (I.e., staff need not find the specific item that has triggered a hold; the hold is transferred to the scanned item.)	
	Related Reqs: 5232	Related Process:

Req ID:	5229	
Name:	item status determines pull list eligibility	
Description:	Choose what items go on a pull list based upon item status (available, in transit, etc.). Ability to define which item statuses are available to fill holds.	
	Related Reqs:	Related Process:

Req ID:	5237	
Name:	recycle holds	
Description:	When rolling hold has failed to be filled by the last branch on the pull map, recycle the hold request if there are available copies; if there are checked-out copies, keep the hold in the queue; otherwise, cancel the hold and send cancellation notice to patron.	
	Related Reqs: 5232	Related Process: HOL-050

Req ID:	5236	
Name:	holds, immediate rollover	
Description:	Holds roll immediately to the next branch if item status changes to unavailable, or if wait time is complete.	
	Related Reqs: 5232	Related Process:

Req ID:	5233	
Name:	hold rollover days	
Description:	Ability to control which days auto-transfer of holds occurs, on a per-branch basis.	
	Related Reqs: 5232	Related Process: HOL-070

Category: Holds, Triggering

Req ID: 5165**Name:** print hold slips automatically**Description:** System parameter determines at what point hold slips are automatically printed. By default, hold slips are printed when hold is triggered at check-in.**Related Reqs:****Related Process:** HOL-090

Req ID: 5164**Name:** reprint hold slips**Description:** Ability to reprint hold slips as needed.**Related Reqs:** 5165**Related Process:** HOL-090

Req ID: 5173**Name:** hold slip formatting**Description:** Hold slips can be customized to include any field from the patron record and/or item record, in any position and orientation on the slip. Font, font size, and font weight are customizable. In addition, hold slip may include a branch symbol (gif or jpg format).**Related Reqs:****Related Process:** HOL-090

Req ID: 5170**Name:** 'behind the desk' indicator**Description:** Print 'behind the desk' indicator on holds slip, for patrons who have this flag in their patron record.**Related Reqs:****Related Process:** HOL-090

Req ID: 5172**Name:** delay item status change to ready for pickup**Description:** When items are checked in and trigger holds, immediately change item status to 'Reserved'; then change status to 'On Hold Shelf' after a configurable delay.**Related Reqs:****Related Process:** HOL-080

Req ID:	5171
Name:	delay opportunistic filling
Description:	Delay opportunistic filling for a configurable amount of time at any location other than the pickup location, if the pickup location has an available item on the shelf.
Related Reqs:	Related Process: HOL-056

Req ID:	5169
Name:	use in-transit item to fill hold
Description:	If a hold is triggered and item is in transit, no other item may fill the hold. (This restriction should be configurable by system parameter.)
Related Reqs:	Related Process: HOL-100

Req ID:	5186
Name:	transit alert report
Description:	Ability to report on items that have been in transit to a pickup location for longer than a configurable number of days.
Related Reqs:	Related Process: HOL-100

Req ID:	5250
Name:	triggered hold becomes unavailable
Description:	If an item that has triggered a hold changes to a non-circulating status, remove the item from the hold, put the hold at the top of its queue, and restart normal hold processing.
Related Reqs:	Related Process: HOL-101

Req ID:	5404
Name:	checking out held item to wrong patron
Description:	If a held item is checked out to the wrong patron, the hold is automatically restarted.
Related Reqs:	Related Process: HOL-101

Req ID: 5167

Name: untrigger a hold

Description: Ability to reverse a triggered hold: delete item barcode from hold; prompt for status of item (e.g. 'Damaged'); cancel pickup notice; restart normal hold processing.

Related Reqs: 5250

Related Process: HOL-111

Category: Holds, Clear Hold Shelf

Req ID: 5161

Name: clear hold shelf process

Description: Clear Hold Shelf process removes holds from items that have expired on the hold shelf, and generates a report (aka clear hold shelf report) listing items to be cleared from hold shelf. Clear hold shelf report can be printed on letter-size or receipt-size paper. Items for patrons whose holds are held behind customer service desk are listed separately. Report may be printed by categories, where items are sorted by item type and then by patron name/alias. Report can be reprinted. Cleared items are given a new status (e.g. 'Cleared'). Last hold shelf location is retained in item record. Cleared item is not attached to next hold, put in transit, or shown as available until checked in.

Related Reqs:

Related Process: HOL-121

Req ID: 5248

Name: hold pickup extension

Description: Ability to extend hold pickup deadline. Extension is limited by system parameters (number of days, number of extensions). Reprint holds slip with symbol indicating extension was done.

Related Reqs:

Related Process: HOL-120

Category: Holds, Batch Processes

Req ID: 5221

Name: holds, change pickup location in batch per patron

Description: Ability to change pickup location for all of a patron's holds in a single process.

Related Reqs:

Related Process:

Req ID: 5159

Name: holds, cancel in batch per review file

Description: Cancel holds as an update from a review file, with option to disable notices.

Related Reqs:

Related Process:

Req ID: 5158

Name: holds, change pickup location in batch per location

Description: Ability to change pickup location for all holds with a specified current pickup location.

Related Reqs:

Related Process:

Req ID: 5157

Name: holds, update in batch per bibliographic record

Description: Ability to modify all holds attached to a bibliographic record. At a minimum, ability to change hold expiration date.

Related Reqs:

Related Process:

Category: Holds, Delivery

Req ID: 5199

Name: holds delivery

Description: System supports mail delivery of holds. (See Bradley Bonner report, attached.)

Related Reqs:

Related Process:

Category: Check-Out Function, General

Req ID: 5062

Name: check-out by barcode

Description: Ability to check items out by barcode only.

Related Reqs:

Related Process:

Req ID: 5070

Name: check-out transaction log

Description: Log transactional data about check-outs: date, time, location, patron type, zipcode, title, type (first-time or renewal). Remove patron identifying information.

Related Reqs:

Related Process:

Req ID: 5064

Name: fines screen

Description: During check-out, the patron's fines list appears first (if account balance is positive).

Related Reqs:

Related Process:

Req ID: 2078

Name: hourly check-out statistics

Description: Have hourly checkout stats by terminal.

Related Reqs:

Related Process:

Category: Check-Out, First-time

Req ID: 5060

Name: checking out held items

Description: Allow title that has untriggered holds to be checked out without staff intervention. (See REQ-5057 re loan rules.)

Related Reqs: 5057

Related Process:

Req ID: 5059

Name: checking out items with unavailable status

Description: Allow item with non-available status (missing, in-transit, etc.) to be checked out without staff intervention unless the item is checked out to another patron or 'ready for pick-up' for another patron.

Related Reqs:

Related Process:

Req ID: 5400

Name: checking out same item

Description: During check-out process, provide an indicator of whether the same patron has checked out the same item before. Ability to enable this indicator by patron type and check-out location. (This feature is required by Library Outreach staff and is not generally required elsewhere.)

Related Reqs:

Related Process:

Req ID: 5067

Name: check-out of untriggered holds

Description: If a patron checks out a title that is on their hold list, the title on their hold list is automatically canceled.

Related Reqs:

Related Process:

Req ID: 5068

Name: fast add

Description: If an item is found not to be cataloged during the check-out process, require only title, format, barcode, and (optional) ISBN, and make location code Service Center. Due date should be calculated based on format, according to loan rules.

Related Reqs:

Related Process:

Req ID: 5055

Name: check-out receipts

Description: Check-out receipt: header and footer text is customizable (including title). Default fields include date, time, patron record number, patron name, romanized item title, item barcode, and due date for each item. Self check-out and Circulation Desk receipts are identical.

Related Reqs:

Related Process:

Req ID: 5052

Name: check-out receipt optional

Description: Printing of due date receipt optional.

Related Reqs:

Related Process:

Req ID: 2099

Name: check-out item list

Description: Ability to print a list of checked-out items, as required.

Related Reqs:

Related Process:

Category: Check-Out, Renewals

Req ID: 5084**Name:** renew by item or by patron**Description:** Ability to renew both from the item record (i.e. scanning an item barcode) and from the patron record (i.e. scanning a patron barcode and going to the checked-out items list. Ability to renew a batch of items, including items from multiple patron accounts, without visiting each patron record. Ability to collect fines on specific items, without visiting patron accounts.**Related Reqs:****Related Process:**

Req ID: 5080**Name:** renewal reuses loan rule**Description:** Ability to reuse same loan rule for renewal. (See REQ-5057 re loan rules.)**Related Reqs:** 5057**Related Process:**

Req ID: 5083**Name:** count checkouts and renewals**Description:** Count all checkouts and renewals per item.**Related Reqs:****Related Process:**

Req ID: 5077**Name:** renewal receipt**Description:** Renewal receipts include the same information as the check-out receipt, but designates items not renewed.**Related Reqs:****Related Process:**

Req ID: 5076**Name:** renewal, batch**Description:** Staff can renew multiple items and generate a single renewal receipt.**Related Reqs:****Related Process:**

Category: Check-Out, Self Check-Out Station

Req ID: 5095**Name:** self check-out audible cues**Description:** Self check-out stations provide audible cues for successful and erroneous check-out.**Related Reqs:****Related Process:**

Req ID: 5096**Name:** self check-out timeout**Description:** Self check-out stations provide customizable automatic timeout.**Related Reqs:****Related Process:**

Req ID: 5090**Name:** self check-out holds review**Description:** Ability to view holds and patron position vs. number of circulating copies at self check-out station.**Related Reqs:****Related Process:**

Req ID: 5092**Name:** self check-out shows holds ready for pickup**Description:** Self check-out station displays holds ready for pickup, then removes each hold as the item is checked out.**Related Reqs:****Related Process:**

Req ID: 5094**Name:** self check-out due date receipts optional**Description:** Receipt printing is optional at self check-out stations.**Related Reqs:****Related Process:**

Req ID: 5088**Name:** self check-out station renewals**Description:** Ability to renew items at self check-out station.**Related Reqs:****Related Process:**

Req ID:	5089		
Name:	self check-out fine payments		
Description:	Ability to view and pay fines at self check-out stations, with fines highly visible during normal check-out process.		
	Related Reqs:		Related Process:

Req ID:	5087		
Name:	self check-out station print lists		
Description:	Ability to print lists from self check-out stations, including: checked-out items in order of due date; held items; paid and unpaid fines.		
	Related Reqs:		Related Process:

Req ID:	5093		
Name:	self check-out log		
Description:	Include a system log that records on a daily basis how many checkouts and renewals occurred at each terminal per hour.		
	Related Reqs:		Related Process:

Category: Check-Out, Offline Circulation

Req ID: 5074

Name: offline circulation

Description: Ability to save checkout data to be uploaded to ILS later in the event of internet connectivity problems.

Related Reqs:

Related Process:

Req ID: 5072

Name: offline circulation check-out period

Description: Ability to easily choose appropriate checkout period in offline circulation.

Related Reqs:

Related Process:

Req ID: 5073

Name: offline circulation check-out receipt

Description: Ability to print check-out receipt on request, or repress check-out receipt if desired.

Related Reqs:

Related Process:

Req ID: 1760

Name: offline circulation error messages

Description: Offline circulation system produces meaningful errors during upload.

Related Reqs:

Related Process:

Category: Check-In Function, General

Req ID: 5007**Name:** check-in modes**Description:** System provides two check-in modes: a tab from the patron record, and a separate check-in function.**Related Reqs:****Related Process:**

Req ID: 5132**Name:** check-in screen links to patron and fine information**Description:** Ability to access patron record and fine history and process payments from check-in screen.**Related Reqs:****Related Process:**

Req ID: 5335**Name:** check-in screen displays recent patron list**Description:** Check-in and check-out screens display names of last (system configurable) X patrons.**Related Reqs:****Related Process:**

Req ID: 5014**Name:** check-in screen displays recent item list**Description:** Check-in screen displays history of items checked in, with ability to scroll. Option to undo any transaction, adding item back to patron record, restoring item status, reversing any fines assessed, and reversing any holds filled. Clicking on a previously checked-in item goes to the full item record, which displays current and last patron.**Related Reqs:** 5406**Related Process:**

Req ID: 5009**Name:** print check-in receipts**Description:** Ability to print check-in receipts with customizable content, layout, and formatting.**Related Reqs:****Related Process:**

Category: Check-In, Claims

Req ID: 5405**Name:** claim processing**Description:** Check-in screen provides buttons or shortcuts for processing common claims (claims returned, claims never checked out). Process checks and updates claim counters in patron record, requires supervisory approval for excessive claims, sets item record status, waives fines as appropriate.**Related Reqs:** 5026, 5410**Related Process:**

Req ID: 5026**Name:** claim return history**Description:** Patron record stores claim return log, including title, item barcode, date of claim, date of return (if applicable), and current status of item. Claim return items remain in patron's history even if later returned.**Related Reqs:****Related Process:**

Req ID: 5028**Name:** claim return limits**Description:** Set number of claim returns allowed; additional claim returns require supervisor authorization.**Related Reqs:****Related Process:**

Req ID: 5147**Name:** claims return counter adjustment**Description:** Ability to adjust 'claims return' counter in patron record, with supervisory approval.**Related Reqs:****Related Process:**

Category: Check-In, Waive Fines & Backdating

Req ID: 5034

Name: waive fines during check-in

Description: Ability to waive fines during check-in process. Option to waive fines for the current item, the current patron, or every item until the waive fines option is disabled.

Related Reqs: 5142

Related Process:

Req ID: 5021

Name: backdating checked-in items

Description: Check-in module provides a backdate button that allows calendar selection of date to backdate to; backdating remains in effect until manually turned off; screen provides visual cues to remind staff that backdating is in effect.

Related Reqs:

Related Process:

Req ID: 5022

Name: retroactive backdating of checked-in items

Description: Ability to select items already checked in and retroactively backdate those items, using a button with a calendar selector. Any fines resulting from original check-in are reversed.

Related Reqs:

Related Process:

Req ID: 5023

Name: item records retain actual check-in date and backdated check-in date

Description: When check-in is backdated, item records retain both actual date of check-in and backdate used.

Related Reqs:

Related Process:

Category: Check-In, Lost and Damaged Items

Req ID: 5105

Name: process damaged item

Description: System provides a 'button' for processing damaged items:
1) Print item record with today's date and completion date (six weeks from today). This is the problem slip.
2) Check in item without fines and without triggering holds.
3) Change item status to 'Damaged'.
4) Insert message in item record.
5) Insert message in patron record.
6) Assess charge.
7) Generate letter to patron identifying damaged item and fine assessment.

Related Reqs: 5391 5407

Related Process:

Req ID: 5391

Name: process lost item

Description: System provides a 'button' for processing lost items:
1) Remove from patron's checked-out list.
2) Retain patron ID in item record.
3) Change item status to 'Lost'.
4) Insert message in item record.
5) Insert message in patron record.
6) Assess charge.

Related Reqs: 5105 5407

Related Process:

Req ID: 5407

Name: process missing pieces

Description: System provides a 'button' for processing missing items:
(Phase 1 - initial check-in)
1) Print item record with today's date and completion date (six weeks from today). This is the problem slip.
2) If item was already checked in, check back out to patron; untrigger any triggered holds.
3) If there are no holds on item, renew for current patron.
4) Change item status to 'Problem Shelf'.
5) Insert message in item record.
6) Insert message in patron record.
7) Generate letter to patron identifying missing item and replacement cost.
(Phase 2 - after six weeks)
1) Check in item without fines and without triggering holds.
2) Update item status to 'Evaluate' or 'Damaged' based on item type.
3) Assess charge based on item type.
4) Remove messages.

Related Reqs: 5105 5391

Related Process:

Req ID: 5138

Name: lost and paid item, check-in process

Description: Note: This requirement is subject to Business Office approval.
When a previously paid-for lost item is checked in, notify staff that it is a 'lost and paid' item. Record the return of a lost and paid item in the patron record notes field. If the item is refund-eligible and was paid for less than twelve months ago, apply a credit for the value of an item to the patron record. Calculate an overdue fine (subject to system rules) and apply to the patron record. Provide an option to print a refund request for the patron. Provide an option to print a copy of the original payment for the patron to submit with the refund request.

Related Reqs:

Related Process:

Req ID: 5140

Name: negative balance report

Description: Ability to run a report of accounts with negative balances as of one week ago. (This allows time for staff to check returned or replaced items to ensure that the credit is valid.) Provide an option for issuing refunds for selected accounts on the resulting list.

Related Reqs:

Related Process:

Req ID: 1933

Name: process item replacement

Description: System provides a 'button' for processing item replacements. Requires appropriate permissions level to execute.

- 1) Print item record with today's date. This is the evaluation slip.
- 2) Check in item from patron's checked-out list.
- 3) Change item status to 'Replaced'. Holds do not trigger.
- 4) Set item location to 'Service Center'.
- 5) Insert message in item record.
- 6) Insert message in patron record.
- 7) Waive charges to patron record.
- 8) Print check-in receipt (optional).

Related Reqs:

Related Process:

Category: Charges, General

Req ID: 5103**Name:** fine calculator**Description:** Fine Calculator calculates total fines owed if patron pays today, as well as subtotal of selected overdue items in checked-out list.**Related Reqs:****Related Process:**

Req ID: 5102**Name:** fines based on open days of check-out location**Description:** Calculate fines based on open days of check-out location.**Related Reqs:****Related Process:**

Req ID: 5112**Name:** maximum fine**Description:** Set maximum fine based on item type (e.g. generic=.50) AND not to exceed cost of item.**Related Reqs:****Related Process:**

Req ID: 5097**Name:** manual charges**Description:** Ability to add manual charges with notes and use optional predefined charges (damage charges with explanations or insufficient funds check).**Related Reqs:****Related Process:**

Req ID: 5142**Name:** fine adjustment**Description:** Any staff member can adjust existing fine amounts or reinstate fines that have been waived.**Related Reqs:** 5034**Related Process:**

Req ID: 5352

Name: fine comments field

Description: Fine record includes a comments field, editable by staff. Comments can be added and edited.

Related Reqs:

Related Process:

Category: Charges, Payments

Req ID: 5127**Name:** payment type**Description:** Ability to specify payment type (cash, check, credit, debit, waive, fresh start) for each charge.**Related Reqs:****Related Process:**

Req ID: 5129**Name:** credit card payments**Description:** Accept credit and debit card payments at Accounts Desk, Self Check-Out Station, and OPAC.**Related Reqs:****Related Process:**

Req ID: 5128**Name:** charge types**Description:** Ability to pass charge type to VeriSign; charge types include Overdue, Replacement, Donation, Manual Charge, Copying, etc.**Related Reqs:****Related Process:**

Req ID: 5401**Name:** payment receipts**Description:** Payment receipts show date, location, patron record number, patron name, fines/charges detail, payment amount, account balance. System provides multiple configurations for payment receipts (e.g. self-check station receipts may be use a different paper size and layout).**Related Reqs:****Related Process:**

Req ID: 5136**Name:** lost and paid receipt**Description:** When patron makes a full or partial payment for a refund-eligible item, generate numbered 'lost and paid' receipt with the receipt number attached to the item record notes. Receipt must be customizable to comply with auditor and business office requirements.**Related Reqs:** 5138**Related Process:**

Category: Charges, Waiving

Req ID: 5125

Name: partial payments

Description: Ability to collect partial payments or waive partial charges on selected items in fines list.

Related Reqs:

Related Process:

Req ID: 5149

Name: waive fines retroactively

Description: Ability to waive fines from check-in screen after items have been checked in.

Related Reqs:

Related Process:

Req ID: 2107

Name: waiving charges

Description: When waiving charges, provide an option to add comments, such as the type of waiver.

Related Reqs:

Related Process:

Category: Charges, Collections

Req ID: 5121

Name: collections process

Description: Send patron to Collections if account is greater than some configurable limit, and some configurable number of days have elapsed since sending of a billing notice.

Related Reqs:

Related Process:

Req ID: 5120

Name: remove collection block

Description: Remove Collection block immediately once charges are paid down to zero (both ecommerce and at CIRC desk).

Related Reqs:

Related Process:

Req ID: 5380

Name: manage payment plans

Description: System provides a facility for managing payment plans.

Related Reqs: 5119

Related Process:

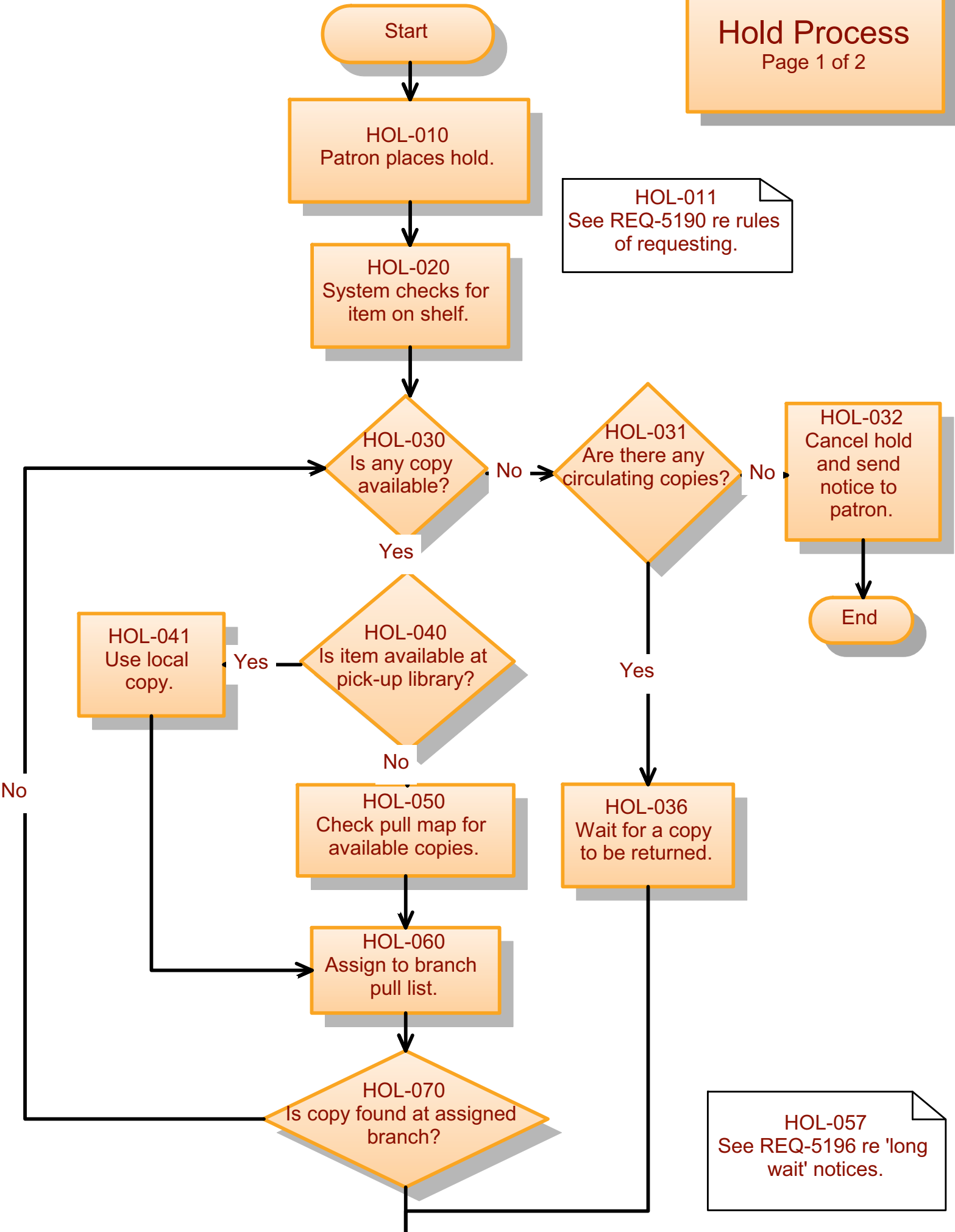
Req ID: 5119

Name: report: payment plans and collections

Description: Generate report of patrons by home branch who have payment plans or suspended collections to assist staff in tracking and managing these accounts.

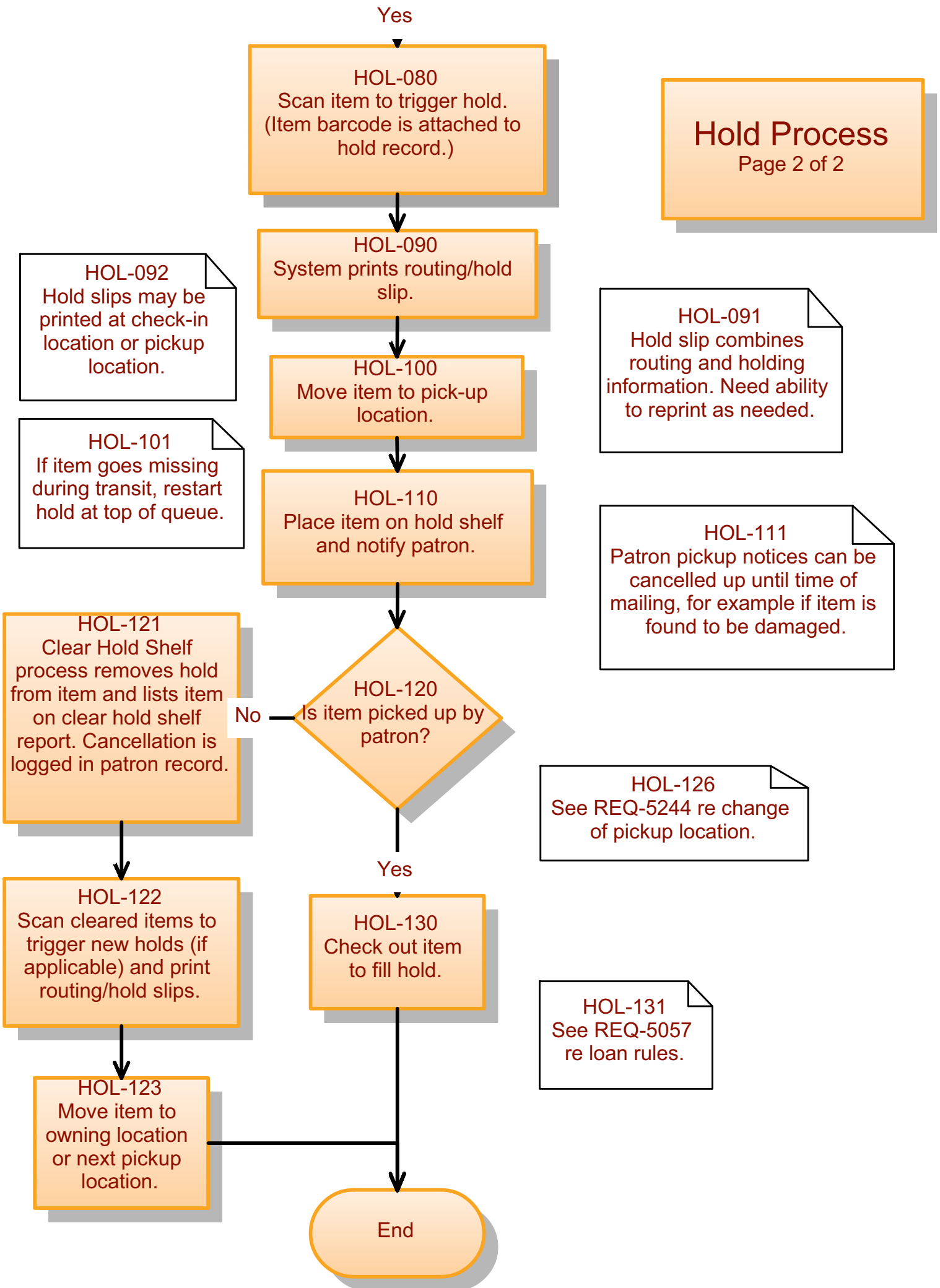
Related Reqs:

Related Process:



Hold Process

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4. Use Cases

4.1 Use Case List

We have written use cases for selected, frequently-performed activities. These are included to supplement the requirements, and to highlight places where good software could bring great improvements in efficiency and ease of use. The steps of the use cases should be considered suggestive rather than prescriptive.

<i>Primary Actor</i>	<i>Use Cases</i>
Library Assistant	Patron Registration
Library Assistant	Item Check-Out
Library Assistant	Item Check-In
Library Assistant	Process Damaged Item
Library Patron	Self Check-Out Session

4.2 Patron Card Registration

Use Case ID:	USE-001		
Use Case Name:	Patron Card Registration		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	04/12/08	Date Last Updated:	04/12/08

Actors:	Library Assistant (LA)	
Description:	Patron registers for a new library card	
Trigger:	Patron turns in a registration form (paper or electronic)	
Preconditions:	Library Assistant is logged into ILS with appropriate privileges.	
Postconditions:	<ol style="list-style-type: none"> 1. Patron record is added to the database. 2. Patron receives a new library card. 3. Patron is able to use library resources. 	
	Stimulus	Response
Normal Flow:		R1: Library Assistant selects Patron Record screen and clicks 'New Patron'.
	S2: The system displays a registration form.	R2: LA enters patron name, birthdate, address, email address, and/or phone number, and clicks 'Check for Duplicates'.
	S3: System searches for possible duplicates. Search results are displayed with "address alert" patron records at the top. Remaining search results are sorted from most likely duplicate to least likely.	R3: If a likely duplicate exists, LA selects duplicate record, reviews the record, and clicks 'Use This Result' or 'Ignore This Result'.
		R4: If no likely duplicate exists, LA clicks 'Create New Record'.
	S5: The system displays an existing full record, or a blank new record form.	R5: LA fills in available patron information. Some fields are auto-filled based on configurable system algorithms. (E.g., patrons with a specific age and zipcode are auto-assigned an appropriate patron type. Patrons with a specific patron type are automatically given an appropriate expiration date.) LA clicks 'Check Address'.
	S6: System verifies patron address against USPS or another address verification vendor, and displays address options.	R6: LA selects best address. LA clicks 'Attach Barcode' and scans patron barcode into record.
	S7: System prompts to save, modify, or abandon new record.	R7: LA clicks 'Save' and hands new card to Patron.

Alternative Flows and Exceptions:	<ol style="list-style-type: none"> 1. The Library may change its policies with respect to patron identification, library card replacement, etc. The system will provide the ability to edit onscreen instructions, help files, “hover tips”, etc. to support staff in learning new procedures. 2. If a patron already has a current or expired library card, the registration wizard proceeds to update the record, attach a new barcode as necessary, and write any necessary information to the record (e.g. update the “Barcode Last Updated” field). LA is not forced to halt the wizard or start a different procedure to deal with lost or expired cards.
Includes:	The duplicate search function and the address function described in this use case may be accessible elsewhere in the system.
Priority:	3 (High)
Frequency of Use:	Thousands of times per month
Business Rules:	Patrons are limited to X free replacement cards per year; registration should not complete without checking the number of barcode changes and assessing charges as appropriate.
Assumptions:	
Notes and Issues:	On online registration form may provide patrons with a limited-use card, e.g. valid for use of licensed online resources, but prevent check-out, library computer use, and/or holds until patron identification is provided and address is verified.

4.3 Item Check-Out

Use Case ID:	USE-002		
Use Case Name:	Item Check-Out		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	04/12/08	Date Last Updated:	04/12/08

Actors:	Library Assistant (LA)	
Description:	LA checks out an item to a patron	
Trigger:	Patron brings an item to the circulation desk for check-out	
Preconditions:	LA is logged into ILS with appropriate privileges, and the check-out screen is displayed.	
Postconditions :	<ol style="list-style-type: none"> 1. Patron record is updated with checked-out item. 2. Item status is updated. 3. Transaction logs are updated, including patron check-out counters, item record history, etc. 4. Patron has received other services, such as item renewal, fine payment, etc., as desired. 	
	Stimulus	Response
Normal Flow:		R1: If Patron has library card, Library Assistant scans barcode. Otherwise, LA types last and first name into search field.
	S2: If more than one match exists, System displays matching patron records.	R2: LA reviews matching records and selects the correct record.
	S3: System displays patron record with blocks, messages, and fines visible on first screen.	R3: LA resolves blocks, messages, and fines, or postpones resolution as appropriate.
		R4: LA scans item.
	S5: System displays any loan rule violations.	R5: LA explains loan rules to Patron, resolves any violations if possible, and puts item aside if it cannot be checked out.
	S6: If check-out is allowed, System removes item from patron holds list, adds item to patron's check-out record and adds check-out information to item record.	R6: LA scans additional items until finished, then clicks 'Finished'.
	S7: System displays a list of items that can be renewed, in chronological order of due date.	R7: LA clicks 'Renewal All'; or selects some items and clicks 'Renew Selected'; or clicks 'Finish Without Receipt'; or clicks 'Finish With Receipt'.
	S8: System prints receipt if desired.	

Alternative Flows and Exceptions:	<ol style="list-style-type: none">1. LA may click on a patron in the list of last X patrons, to review or modify a previous transaction.2. If a loan rule prevents check-out, the System shows clearly which loan rules can be waived by LA, which require Supervisory approval to waive, and which cannot be waived.
Includes:	
Priority:	3 (High)
Frequency of Use:	Thousands of times per month
Business Rules:	See REQ-5057 for information about loan rules.
Assumptions:	
Notes and Issues:	

4.4 Item Check-In

Use Case ID:	USE-003		
Use Case Name:	Item Check-In		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	04/12/08	Date Last Updated:	04/12/08

Actors:	Library Assistant (LA)	
Description:	LA checks in an item	
Trigger:	LA receives an item from Patron, from bookdrop, or from tote	
Preconditions:	LA is logged into ILS with appropriate privileges, and the check-in screen is displayed.	
Postconditions :	<ol style="list-style-type: none"> 1. Checked-in item is removed from patron check-out record. 2. Patron information is moved to item record history fields. 3. Any holds are triggered. 4. Item status is updated. 5. Transaction logs are updated, including patron checkout history (if enabled), item record history fields, etc. 6. Missing pieces, damaged items, and lost items have been captured and assessed. 7. Patron has received other services, such as fine payment, etc., as desired. 	
	Stimulus	Response
Normal Flow:		R1: If item barcode is scannable, LA scans barcode; otherwise, LA types barcode number or title/author information into search field.
	S2: If more than one match exists, System displays matching item records.	R2: LA reviews matching records and selects the correct record.
	S3: System displays patron ID and item barcode. If item is overdue, or if patron has outstanding fines or overdue items, or if item has previously been lost and paid for, System gives audible and visual cues. If item triggers a local hold, System provides audible cue and prints hold slip. If item triggers a transit hold, System provides audible cue and prints transit slip.	R3: LA continues scanning items until finished.
	S4: System adds each scanned item to the list of items on the	R4: If Patron is present, LA offers to collect fines and/or begin

	screen, grouped by patron record.	refund process. If desired, LA clicks patron record.
	S5: System displays patron record, including blocks, fines, and messages on first screen.	R5: After resolving outstanding issues, LA clicks ‘Finish Without Receipt’; or clicks ‘Finish With Receipt’.
	S6: System prints receipt, if desired, and then displays last X items checked in, grouped by patron record.	
Alternative Flows and Exceptions:	<ol style="list-style-type: none"> 1. If an item is damaged or missing pieces, or if patron reports a lost item, LA clicks ‘Process as Damaged’ (or the corresponding button) to begin a wizard. 2. If Patron claims return or claims never checked out, LA clicks ‘Process Claim’ to begin a wizard. 3. LA may waive all fines or backdate all items by clicking the appropriate button. System shows a visible cue (alternate screen color) until waive/backdate is turned off. 4. Circulation Desks and backroom check-in desks use the same module; audible alerts can be enabled or disabled according to whether a Patron is present. 	
Includes:		
Priority:	3 (High)	
Frequency of Use:	Thousands of times per month	
Business Rules:		
Assumptions:		
Notes and Issues:		

4.5 Process Damaged Item

Use Case ID:	USE-004		
Use Case Name:	Process Damaged Item		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	04/12/08	Date Last Updated:	04/12/08

Actors:	Library Assistant (LA)	
Description:	LA processes a damaged item at check-in	
Trigger:	Patron returns a damaged item	
Preconditions:	1. LA is logged into ILS with appropriate privileges, and the check-in screen is displayed.	
Postconditions :	<ol style="list-style-type: none"> 1. Checked-in item is removed from patron check-out record. 2. Patron information is moved to item record history fields. 3. Patron record and item record are updated with damage information. 4. Item status is updated to 'Damaged'. 5. Fines have been assessed. 6. Any holds remain untriggered. 7. Transaction logs are updated, including patron checkout history (if enabled), item record history fields, etc. 8. Patron has received other services, such as fine payment, etc., as desired. 	
	Stimulus	Response
Normal Flow:		R1: LA clicks 'Process as Damaged' button and scans item.
	S2: System prompts for information about the damage.	R2: LA types damage description and clicks 'Continue'.
	S3: System calculates and displays charge based on item value and other system parameters.	R3: LA confirms charge with Patron, if present, and collects fines if desired. LA clicks 'Continue'.
	S4: System checks in item without triggering fines or holds; sets item status to 'Problem Shelf'; prompts for item location; records damage information in patron record and item record. System prints patron letter and problem slip.	R4: LA clicks 'Finish'.
	S5: System displays last X items checked in, grouped by patron record.	R5: LA gives letter to patron or files for mailing. LA attaches problem slip and copy of patron

	letter to damaged item and sends to problem shelf.
Alternative Flows and Exceptions:	
Includes:	
Priority:	3 (High)
Frequency of Use:	Hundreds of times per month
Business Rules:	
Assumptions:	
Notes and Issues:	Claim processing (REQ-5405), lost item processing (REQ-5391), and missing items processing (REQ-5407) all have a similar use case.

4.6 Self Check-Out Session

Use Case ID:	USE-005		
Use Case Name:	Self Check-Out Session		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	04/12/08	Date Last Updated:	04/12/08

Actors:	Library Patron	
Description:	Patron uses a self check-out station	
Trigger:	Patron approaches a self check-out station	
Preconditions:	<ol style="list-style-type: none"> Patron is carrying a valid library card, or knows patron barcode number, or has set up a username in his/her account. Patron has a PIN, and knows what it is. 	
Postconditions:	<ol style="list-style-type: none"> Transactions have been recorded. 	
	Stimulus	Response
Normal Flow:	S1: Self check-out station (SCO) displays a prompt to scan barcode or enter username or barcode.	R1: Patron types or scans barcode or types username, and enters PIN.
	S2: SCO displays a welcome screen, including current number of items checked out, current number of overdue items, account balance, current number of holds, and number of holds ready for pickup.	R2: Patron selects 'Check Items Out' and begins scanning items.
	S3: If Holds button is chosen, SCO displays a split screen: holds ready to pick up in the top half, and items scanned in the bottom half. As a held item is scanned, it is moved from the top half to the bottom half.	R3: Patron finishes scanning items, then selects 'Renew Items'. (If a checked-out item is scanned, it is automatically renewed.)
	S4: SCO displays a list of checked-out items in due date order, and a 'Renew' button beside each item.	R4: Patron selects 'Renew' for each item s/he wants to renew, or selects 'Renew All'.
	S5: SCO updates list with new due dates, and/or status messages (e.g. 'Item on hold for another patron', 'Item has already been renewed 3 times', etc.).	R5: Patron finishes renewing items, then selects 'Review Holds'.
	S6: SCO displays a list of holds, including title, date placed, queue position, number of circulating copies, date not wanted before, date not wanted after, and	R6: Patron selects the 'Not Wanted Before' date for an item, then selects a new date from the popup calendar. Patron selects 'ASAP' to disable 'Not Wanted

	active/frozen status.	Before' date.
		R7: Patron selects the 'Not Wanted After' date for an item, and selects a new date from the popup calendar.
		R8: Patron selects the 'Active/Frozen' button for an item to toggle between Active and Frozen.
		R9: When Patron is finished managing queue, Patron selects 'Pay Fines' button.
	S10: SCO displays a list of fines, including item, due date, check-in date, number of (open) days late, and total fine. SCO displays total fines.	R10: Patron selects the checkboxes beside several items.
	S11: SCO shows subtotal of selected fines, along with total.	R11: Patron selects 'Select All' button and selects 'Pay All Fines' or 'Pay Selected Fines'.
	S12: SCO prompts for an amount to pay.	R12: Patron types amount to pay, and selects 'Pay Now'.
	S13: SCO prompts to scan credit card or debit card.	R13: Patron scans credit card or debit card, types PIN if applicable, and selects 'Confirm'.
	S14: SCO prints payment receipt.	R14: Patron selects 'Log Out'.
	S15: SCO prompts whether to print transaction receipt.	R15: Patron selects 'Print Receipt' or 'No Receipt'.
	S16: SCO prints transaction receipt, if desired, and returns to login prompt.	
Alternative Flows and Exceptions:	<ol style="list-style-type: none"> 1. If Patron fails to log out, SCO resets to login screen after a configurable idle period. 2. System may be configured to require PIN for all transactions, or just for account management and fine payment options. 	
Includes:		
Priority:	3 (High)	
Frequency of Use:	Thousands of times per month	
Business Rules:	Self check-out stations are subject to all of the loan rules, blocks and messages, etc. defined in the System.	
Assumptions:		
Notes and Issues:	<p>It is desirable, though not necessary, that the self check-out account management interface mirror the OPAC account management interface, as far as possible.</p> <p>Several advanced features have been removed from this use case, in order to avoid complexity. If patron linking (REQ-5409) is enabled in the ILS, Patron should be able to review and manage links on the SCO.</p>	

	In addition, Patrons may be able to sequence holds (REQ-1843), update address information, and enable or disable features such as check-out history (REQ-5046) and mailing preferences.
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