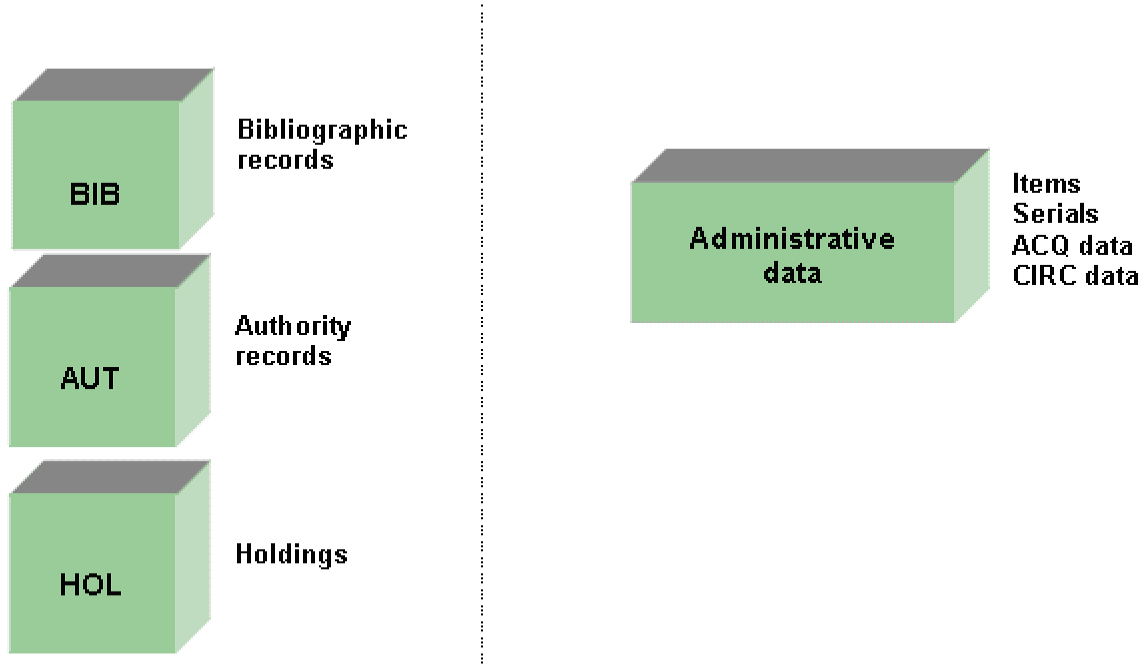
USER DOCUMENTATION (ALEPHINO 4.1) TRAINING MATERIAL

Circulation

1 Introduction

1.1 Database structure

The Alephino database contains bibliographic records, authority records, holdings and administrative data, devided into different interlinked master files. Depending on the type of the records, the format of the records differs.
Bibliographic records, authority records and holdings records are stored in MARC21 format. Administrative data are stored in Alephino format. Administrative records are for example items, acquisitions data like orders, invoices, vendors, and circulation data like partons, loans or requests.



There are the following bibliographic master files:

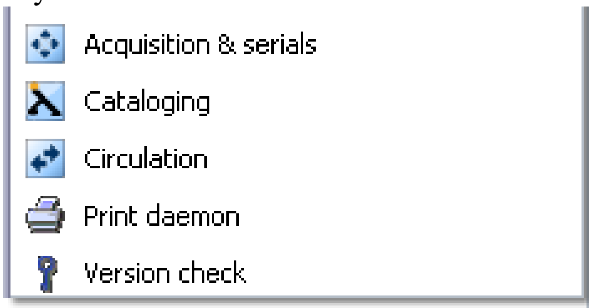
TIT (titles)
AUT (authors)
MEX (items)
SUB (subjects)
THS (thesaurus)
PER (persons/thesaurus)
ORT (places/thesaurus)
LND (countries/thesaurus)
MAT (materials/thesaurus)
ZTR (time periods/thesaurus)
HOL (holdings)

Next to this bibliographic data there is the <u>administrative</u> data for the circulation which is kept in the following master files:

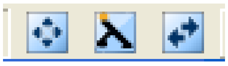
BEN (patrons)
PRM (patron priviliges)
ADR patron addresses)
VBU (loans)
VOR (requests)
CSH (fines)

1.2 Overview over the modules

Alephino has a modular structure. There are clients based on Windows which have a graphical user interface – short GUI. These clients are used by the library staff users when they are working in Acquistions and Serials, Cataloging or Circulation. After installation of the clients, any module can be started from the Windows start menu.



If one module is open, icons for the other ones appear at the bottom of the screen, within the operations bar. By clicking on these icons, the module will start or, in case that it is already open, it becomes the active one.



 Acquisitions & Serials

The icon with the four arrows represents the Acquistions and Serials module. This module includes ordering, inventory management, invoice handling, claiming and other acquisition related services as well as the serials management, where the staff user can manage subscriptions, control issues and items, manage routing and claiming. Budgets, vendors and currencies are managed within this module.

 Cataloging

The cataloging module is used to create, update, duplicate or delete bibliographic records as well as authority records. In addition, holdings and items records are managed here.

 Circulation

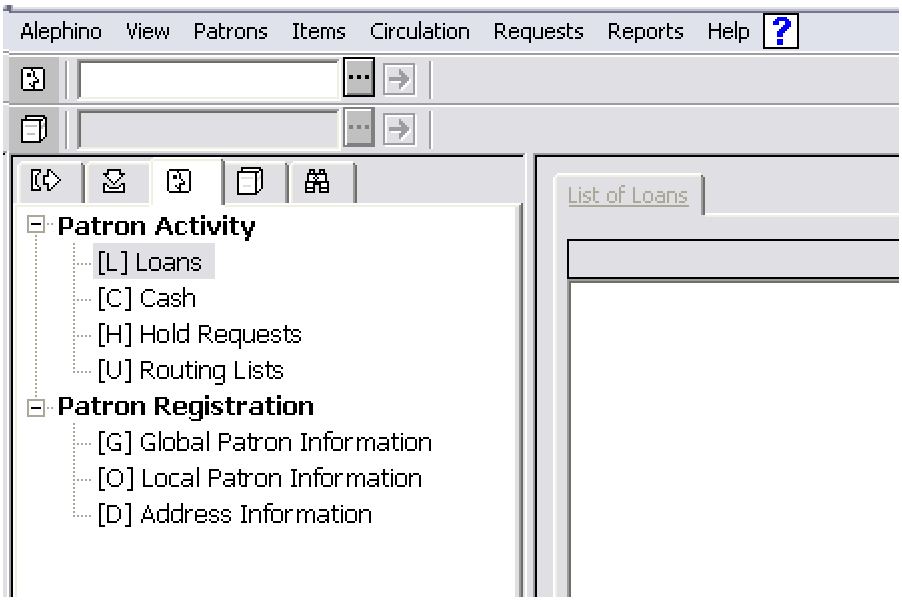
The icon with the two arrows represents the Circulation module. In this module, loans and returns are performed, requests are managed, and patrons are administrated as well as cash transactions.

2 Patrons

In the Alephino system, a patron consists of several records that contain all the information pertaining to him.
A global record contains personal information such as name and date of birth, as well as all patron ID information.
One or more local records - A local record (Local Patron Information) is always attached to a global record. The local record represents the patron in his capacity as a patron of a specific sublibrary.
One or more address records - An address record is attached to a global record. Each address record stores one of the patron's addresses. Different types of address records can be the student's dormitory address or his parents' address.

2.1 Patron Tab

In order to work with any patron's record, to open a session with a patron, select the Patron tab:



The Patron tab is comprised of the "Patron Activity" root with four nodes and the "Patron Registration" root with three nodes.

Patron Activity
Loans
Cash - lists all transactions for which the patron is charged a fee, as well as free transactions, credits due to the patron and the history of paid transactions.
Hold Requests
Routing Lists

Patron Registration
Global Patron Information
Local Patron Information
Address Information

2.2 Patron Search Bar

The Patron Search Bar becomes active when the Patron Tab has been selected.

The Patron bar includes the following six elements:

The Patron icon .

The Patron field where you enter the patron ID or patron barcode.

The list button.

The arrow button sends the value entered in the Patron field to the server.

The display area shows the patron's name and ID/barcode.

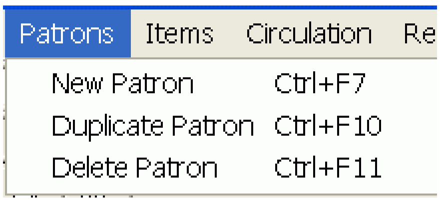
The New Patron icon on the far right.

The Patron Bar is only active when either the Patron Tab or the Loan Tab are open.

2.3 Creating a new patron

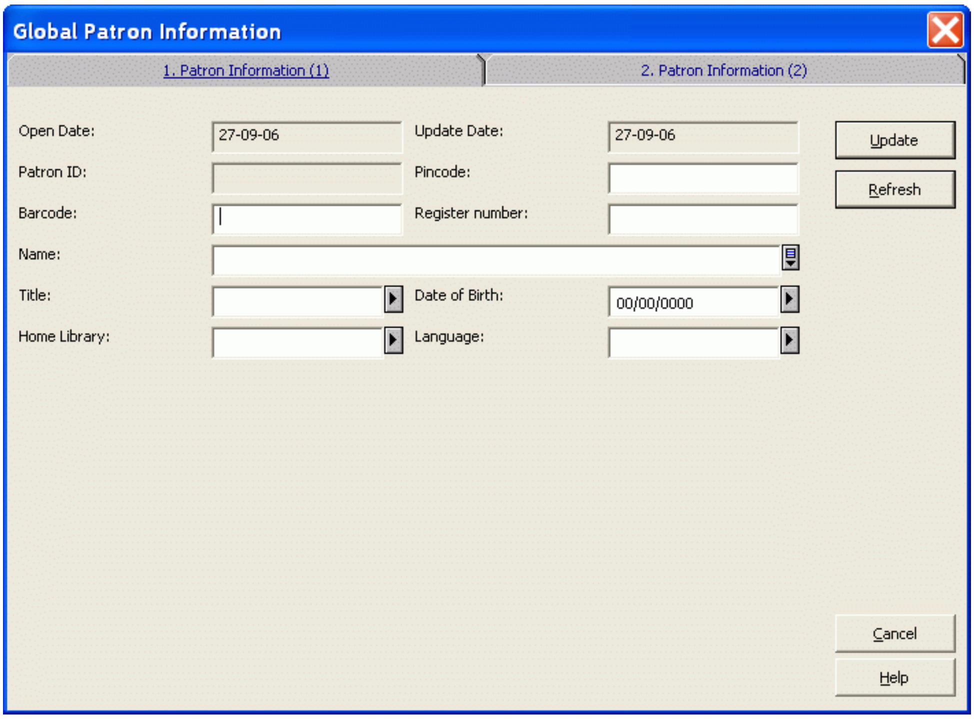
Click the New Patron icon on the Patron Bar to create a new patron.

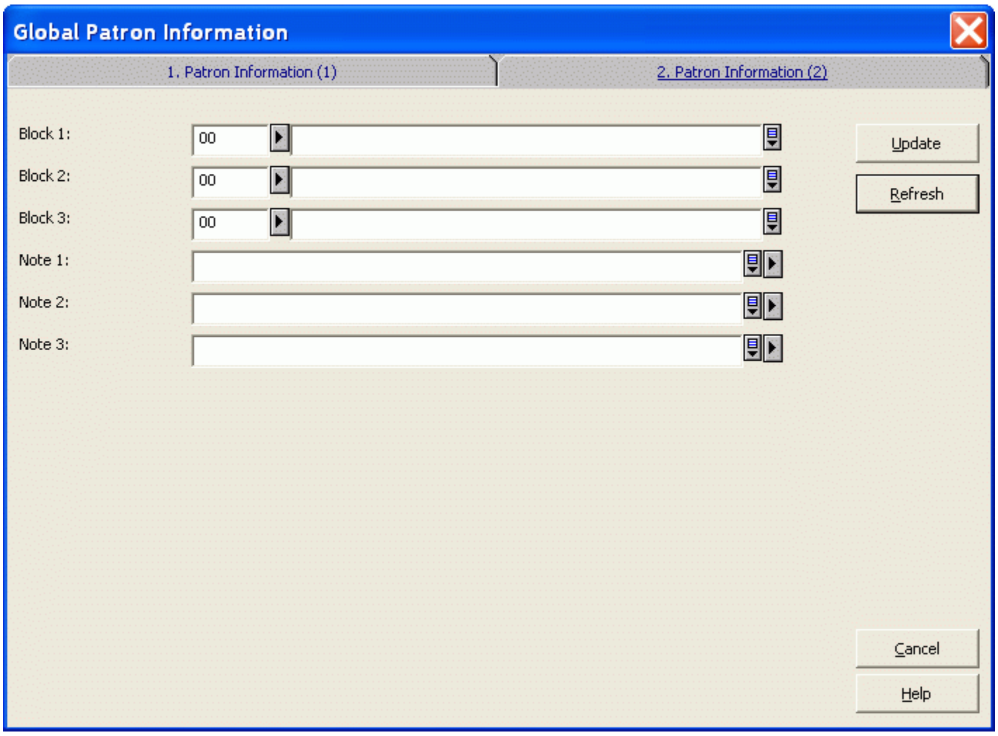
An empty Global Patron Information form will be displayed. This form is also available by using the Ctrl+F7 hotkey or by selecting the menu entry Patrons / New Patron.



2.3.1 Regular Patron Registration

If the FastPatronRegistration flag in the Circ.ini file is set to N, the Global Patron Registration form will be displayed. This form has two tabs: Patron Information (1) and Patron Information (2).

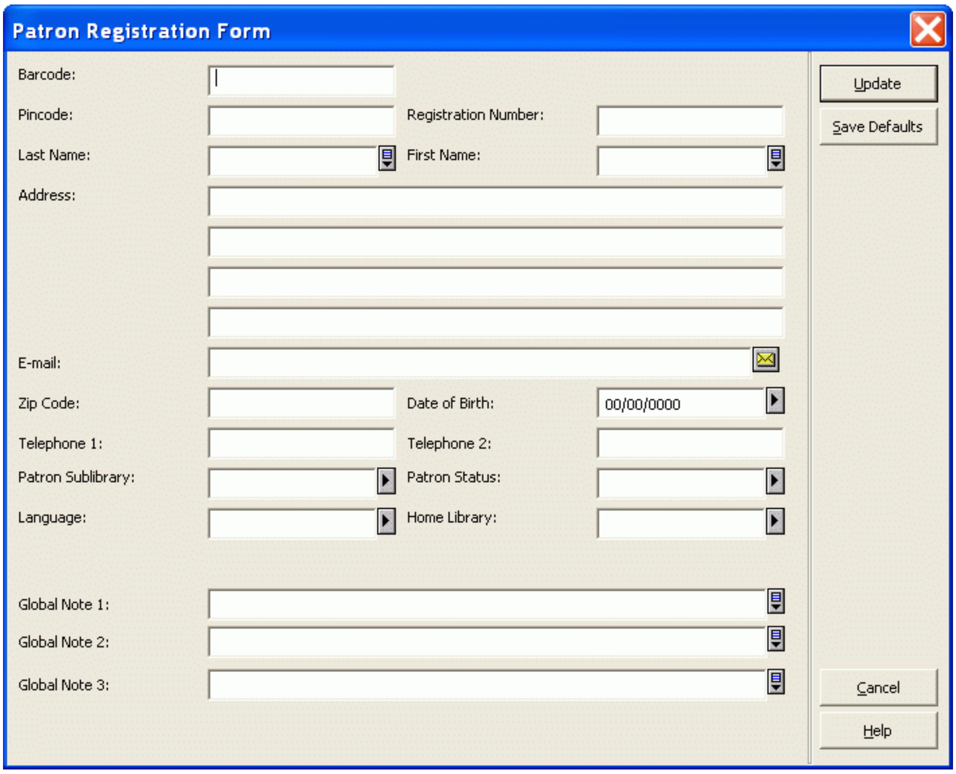




Fill in the details and click Update.

2.3.2 Fast Patron Registration

If the FastPatronRegistration flag in the Circ.ini file is set to Y, the following Patron Registration Form will be displayed.



This form registers a new patron in the system. The form contains fields pertaining to local patron information and address information, such as e-mail, zip code and telephone numbers, and local patron information such as patron sublibrary and status. The form does not contain fields relating to proxies and blocks (delinquencies).

The form's buttons are:

Update
If you have update privileges, you may change the information on this form. To do so, make your changes and click the Update button.

Save Defaults
Clicking this button will save the following values as defaults: Sublibrary, Language, and Home Library. The next time the form is opened, the values that were in these fields when Save Defaults was clicked will be automatically loaded.

The form's editable fields are:

Barcode
This field is mandatory. The Barcode may be up to 20 alphanumeric characters. Depending on the way your system administrator set up the system, you might be able to leave the Barcode field blank, and the system will fill in a value according to a predefined counter.

Pincode
This field is mandatory. The Pincode is used for verification, providing an additional security check beyond that provided by the Patron Barcode. It is one of the parameters used by the system to identify the patron when signing in to the Web OPAC.

Additional ID
An additional ID can be entered here. This can be any unique number that you want to use additional to the barcode (e.g. personal number).

Last name / First name
This field is mandatory. Enter here the last and first name of the patron. If you are working with 'FastPatronRegistration=N" (see above), you see only one field to enter the name. In this case please enter "Last Name - comma - blank - First Name".
For institution names, fill only the Last Name field.
Each name may be up to 100 characters long.

Address
Fill in the patron's address information.

E-Mail
Fill in the patron's e-mail information. If this field is filled in, receipt, etc. can be sent per Email to the patron.

Click on to send an e-mail message to the patron. The patron's e-mail address will automatically be inserted in the To field.

Zip Code
Optional. Fill in the patron's zip code.

Date of Birth
Optional. Fill in the patron's date of birth.

Telephone 1 and Telephone 2
Optional. Fill in the patron's phone numbers.

Patron Sublibrary
This field is mandatory. The sublibrary entered in this field will be the sublibrary for which a local patron record will be created for the new patron.

Patron Status
This field is mandatory. The status entered in this field will be the patron's status in the local patron record that will be created for the new patron.

Language
This is the language to be used for correspondence with the patron.

Home Library
This is the patron's preferred sublibrary.

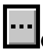
Global Notes
You may enter any additional information, such as special interests. You may enter up to 100 characters in each field.

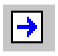
After the Update button is clicked, all of the patron's records (Global information, Address, Sublibrary) will be created. The records are created based on the values supplied in the form and the default values described below.

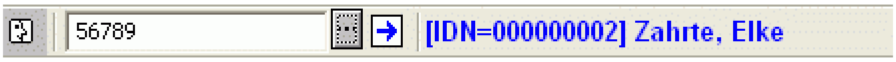
When a new patron has been registered, the record is automatically displayed in the Patron panes (for verification and for adding local records).

2.4 Opening a patron record

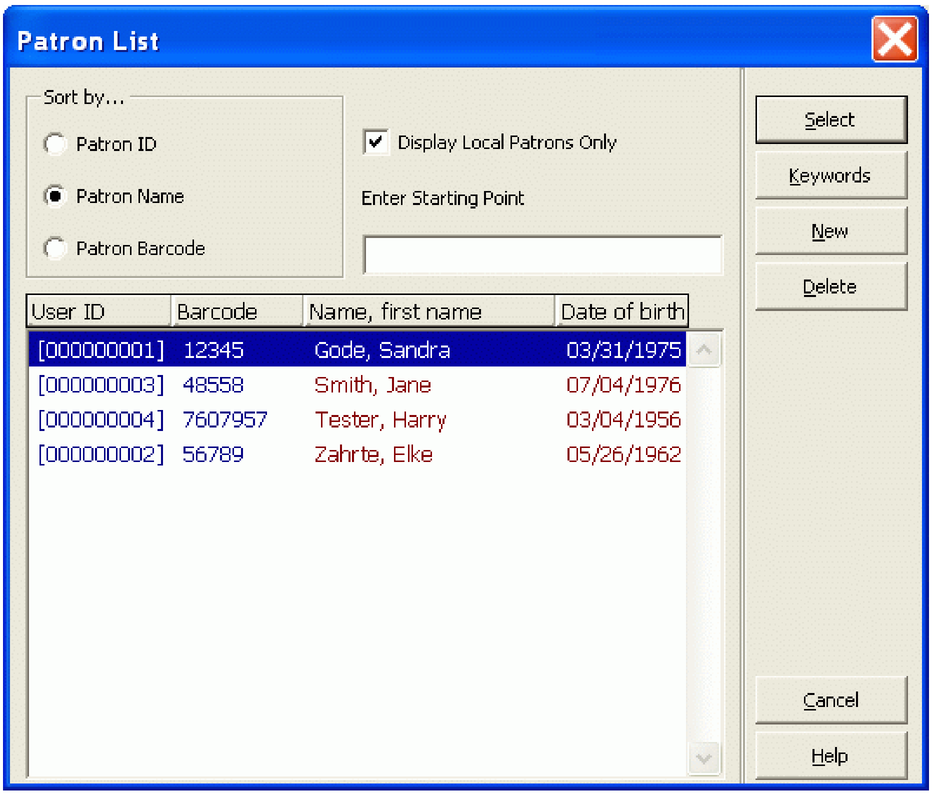
There are several ways to open a patron record:

- Type the ID or barcode in the Patron field;
- Scan in the barcode;
- Select a patron from the Patron List. The Patron List is invoked by clicking the Patron List icon. on the Patron bar.

Enter a patron's ID, barcode or additional ID in the Patron bar's patron input field and click  :



The Patron List can be opened as follows: Click on the button  that is displayed next to the input field in the Patron Search Bar.



The Patron List offers a number of options to search for patrons:

Sort by
It is possible to sort the list by patron name, patron ID or patron barcode number.

Display Local Patrons Only
To display only those patrons that have local records, that is for specific sublibraries, select this option. To display all patrons leave this option blank.

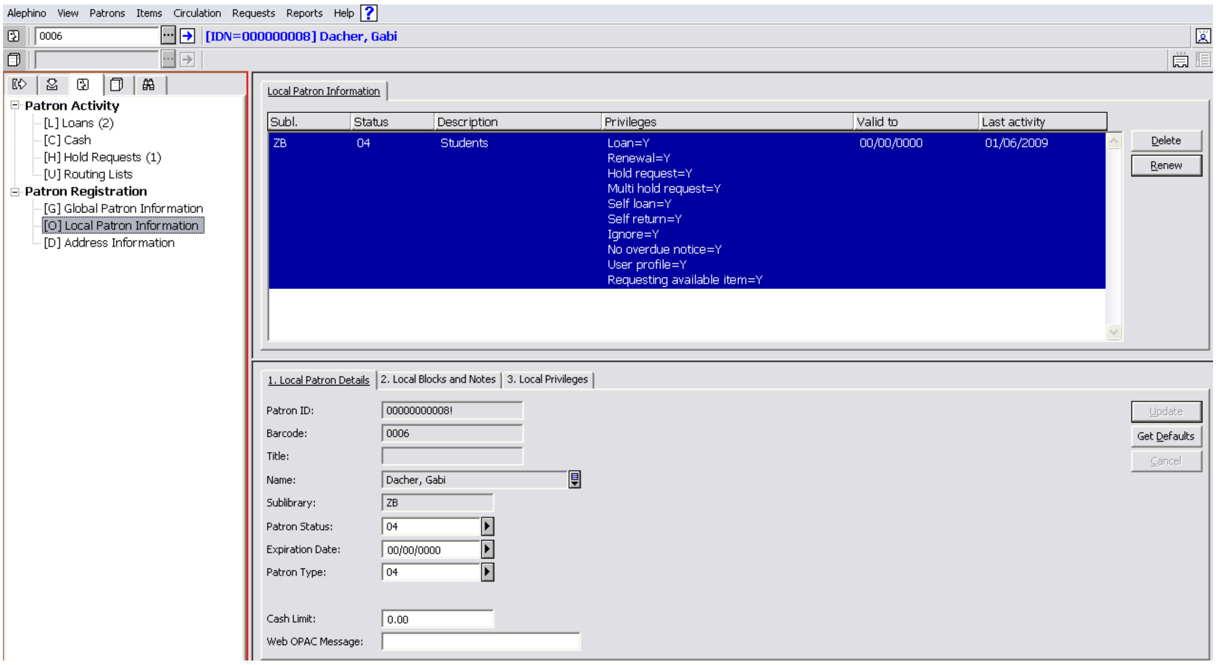
Enter Starting Point
Jump to a particular point in the list by typing in text in the space provided and pressing Enter. Text for Patron ID and Barcode can only be entered in capital letters.

The following buttons are available on this screen:

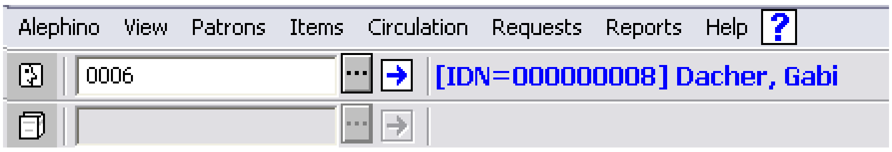
Select
To select a patron, highlight the entry and click the Select button.

Search
Click keywords and enter a search word to find the patrons list by entering keywords.

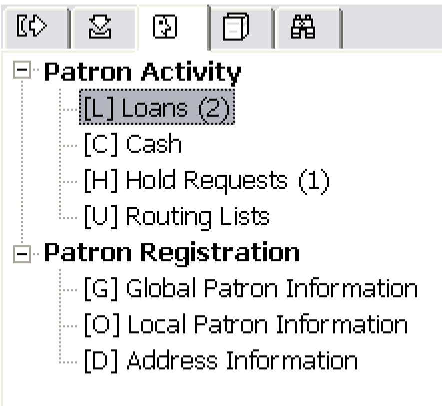
Once a patron has been called up the screen will be populated with the patron's information. This information remains on the screen until the end of the patron's session.



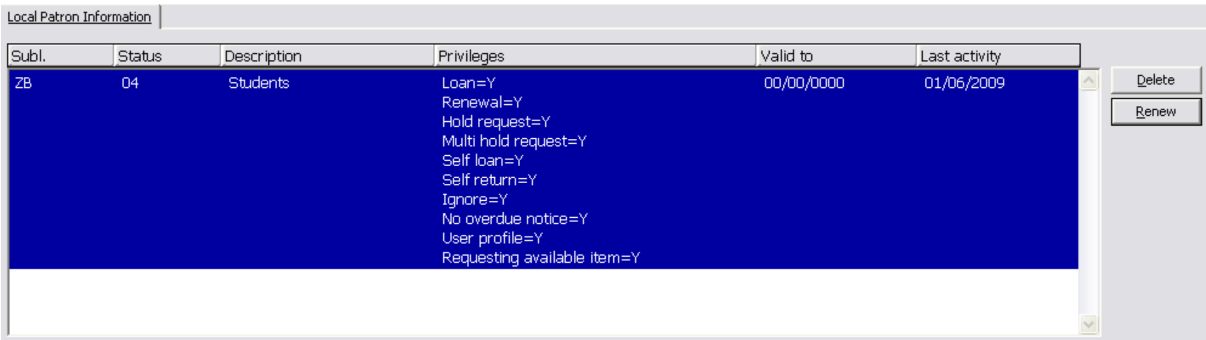
The patron's name, patron ID and barcode will appear on the Patron bar.



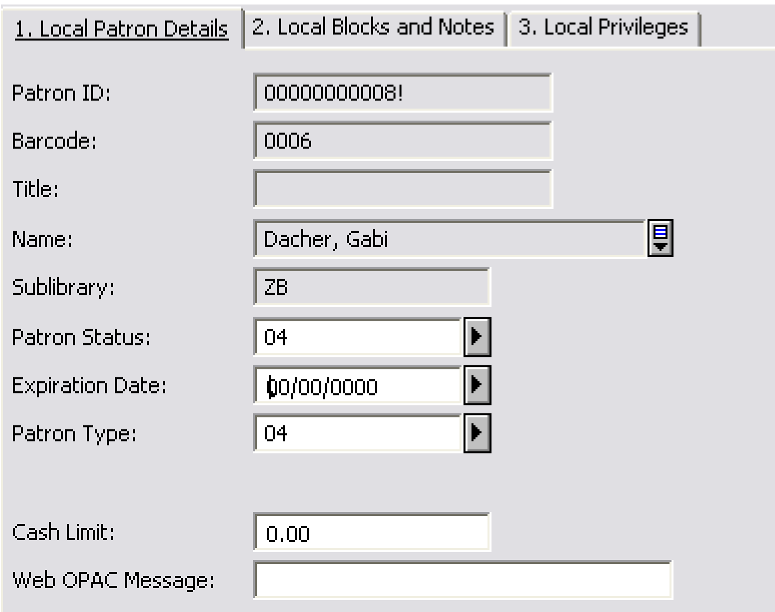
The patron's current cash balance; number of current loans, cash, hold requests, routing lists and advance bookings.



In the example below, the Local Patron Information node was selected from the Patron tab. The Local Patron Information tab is displayed in the upper pane:



The lower pane displays detailed information of the line that is highlighted in the upper pane. This information can be edited and updated. In the example below, the Local Patron Details tab is shown:

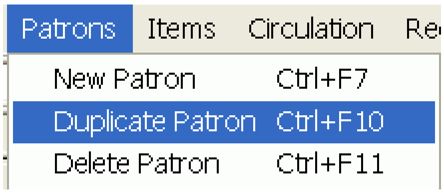


2.5 Updating a patron record

Open a patron record as described in chapter 2.4. Enter your changes in any of the tabs. Generally, changes are only made in the lower pane.After making the changes, click Update to save them.

2.6 Duplication a patron records

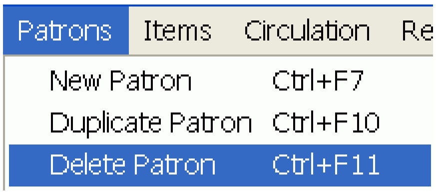
To duplicate a patron record, highlight the Duplicate Patron entry under the Patrons main menu or use the Ctrl+F10 hotkey.



The Global Patron Information form will be displayed for you to edit.

2.7 Deleting a patron record

To delete a patron record, highlight the Delete Patron entry under the Patrons main menu or use the Ctrl+F11 hotkey.



You will receive a prompt asking if you are sure you want to delete. The system will not delete a patron who owes money, or has outstanding loans. In the case of outstanding loans, you must first delete the loan transactions and then delete the patron record.

If a patron has outstanding Requests, the system will warn you, but you may still delete the patron record.

When the patron record is deleted, all of the information about the patron (address, hold and privileges, and so on) is deleted from all of the related sublibraries.

2.8 Closing a session with a patron

When you have finished working with the current patron, press F4. This will clear all information about the patron from the screen.

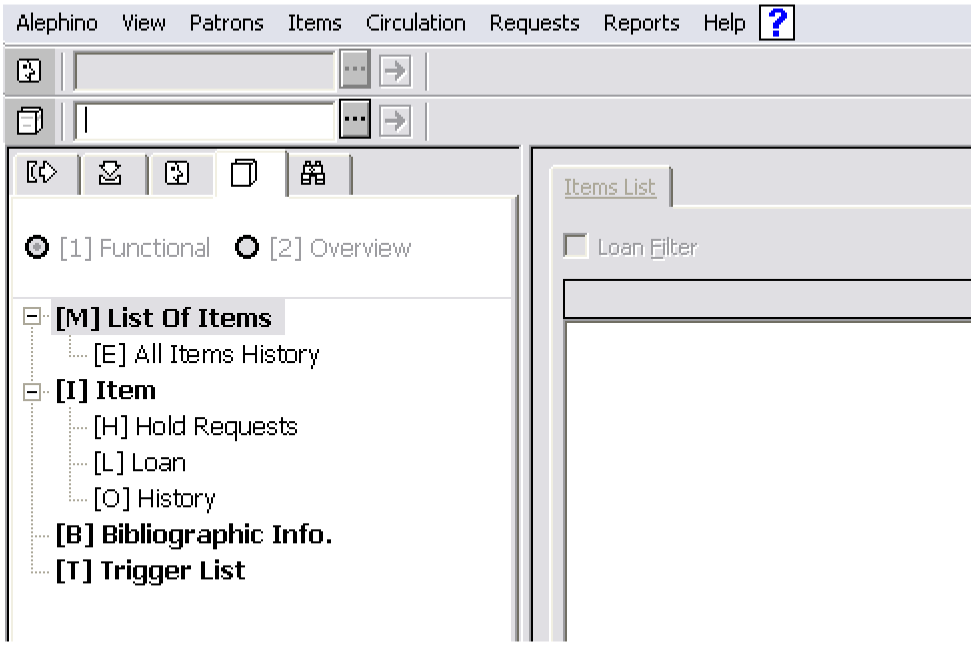
Entering and sending a new patron ID to the server also closes the previous patron's session.

3 Items

3.1 Introduction

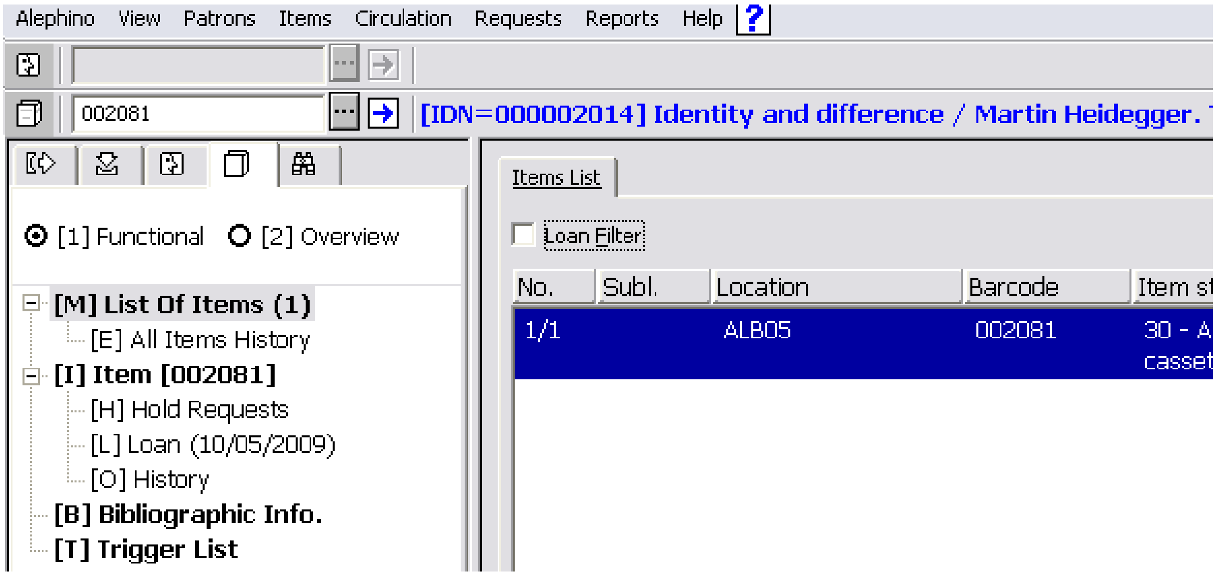
In the Alephino-system, an item consists of a single record where the information about it is stored. Each item linked to a title record, and cannot exist without a title record. Each item has to be identified by a barcode or another unique number. Various activities in the circulation procedure happen to items. Certain activities may even be initiated for a specific item. To view the status of a medium (is the medium on loan? If yes, until when? Who borrowed it?),you have to retrieve the item list.

To work with any item's record, open the Item tab:

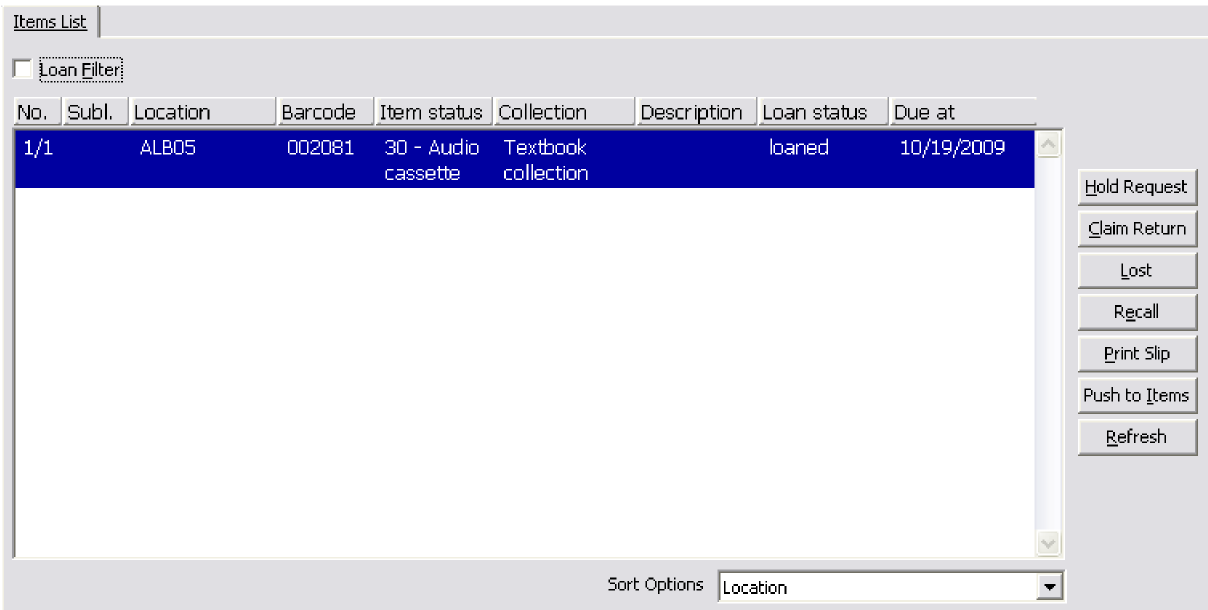


3.2 Item list

You may directly retrieve a specific item by barcode or by location (truncating is not allowed here), by entering the barcode or location in the Item Search bar. Then click . The item list appears in the right frame, and the title information is displayed next to the input field.



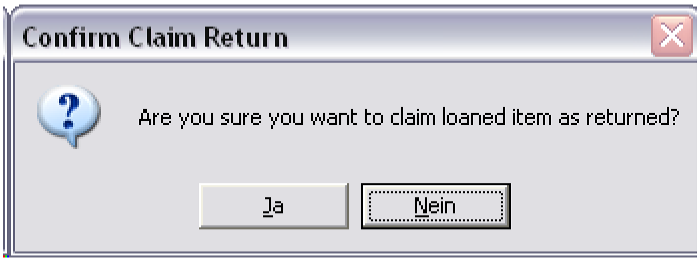
In the item list you can see bibliographic details and the available items. By activating the loan filter (box check in the top left of the window) the list changes and mostly details from the circulation process are displayed (e.g. patron, loan date, due date). Without the loan filter, the list shows mostly details from the item itself.



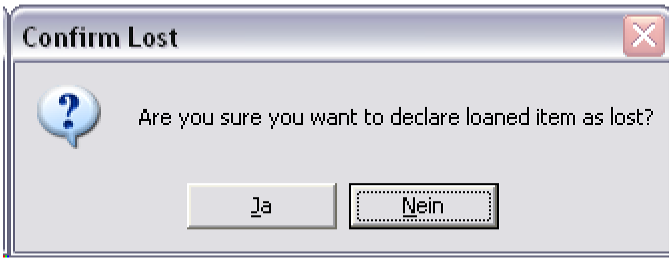
The following actions can be performed from here:

Hold Request
With the button „Hold request“ you may place a new hold request, if the patron has the relevant privileges.

Claim Return
With the button „Claim Return“ you can register the claimed return of an item. The item will then be no longer claimed, i.e, the original patron will not receive any reminders. If the item reappears and the the library staff tries to loan it, there will be a notice indicating this status. By returning the item the regular way, the status is changed back to normal.



Lost
With the button "Lost" you can register the loss of an item. A lost material bill will be calculated and printed. The status of the item changes to "lo" which prevents loans and returns. The status of the item can only be changed back to normal by editing the item record and modifying the item status.

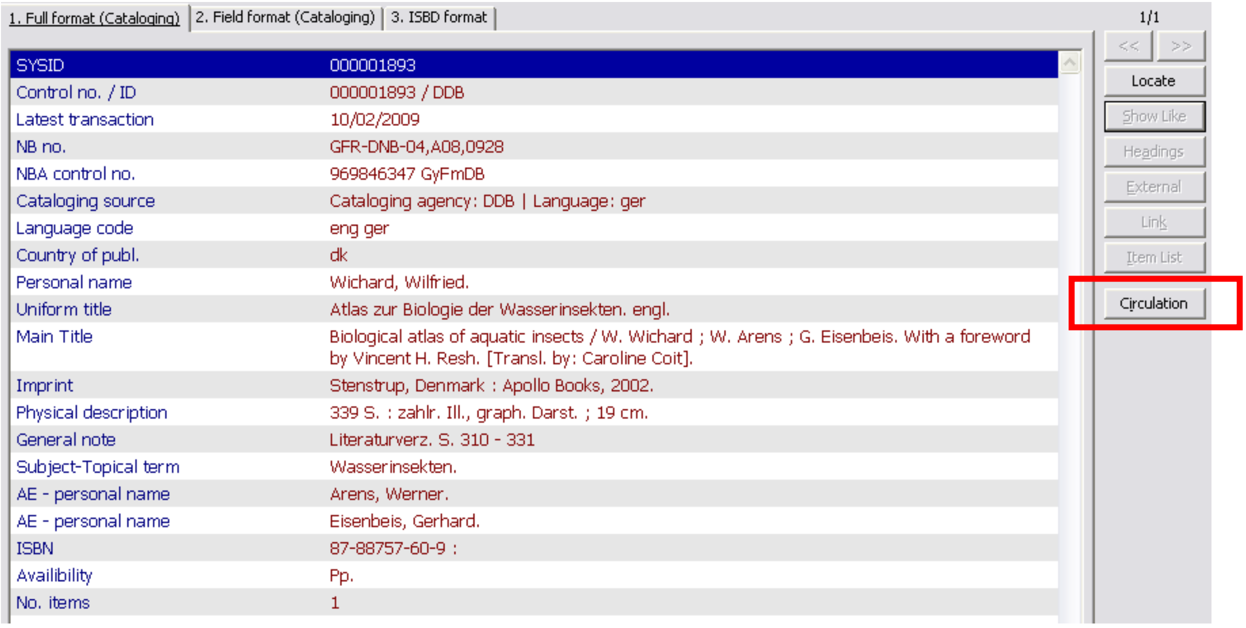


Recall
Click Recall to recall a loaned item without creating a hold. This function enables you to recall an item without creating an hold request. The recall button is active only for loaned items. You can initiate only one recall per item.

Print Slip
To print an item slip, highlight the item and click Print.

Push to Items
Click -> Push to Items to go to the Item tab in the Cataloging module to continue working with the item record of the highlighted entry.

Refresh
Click Refresh to reload the Item List from the server so that it reflects changes that have occurred since you first opened the window.



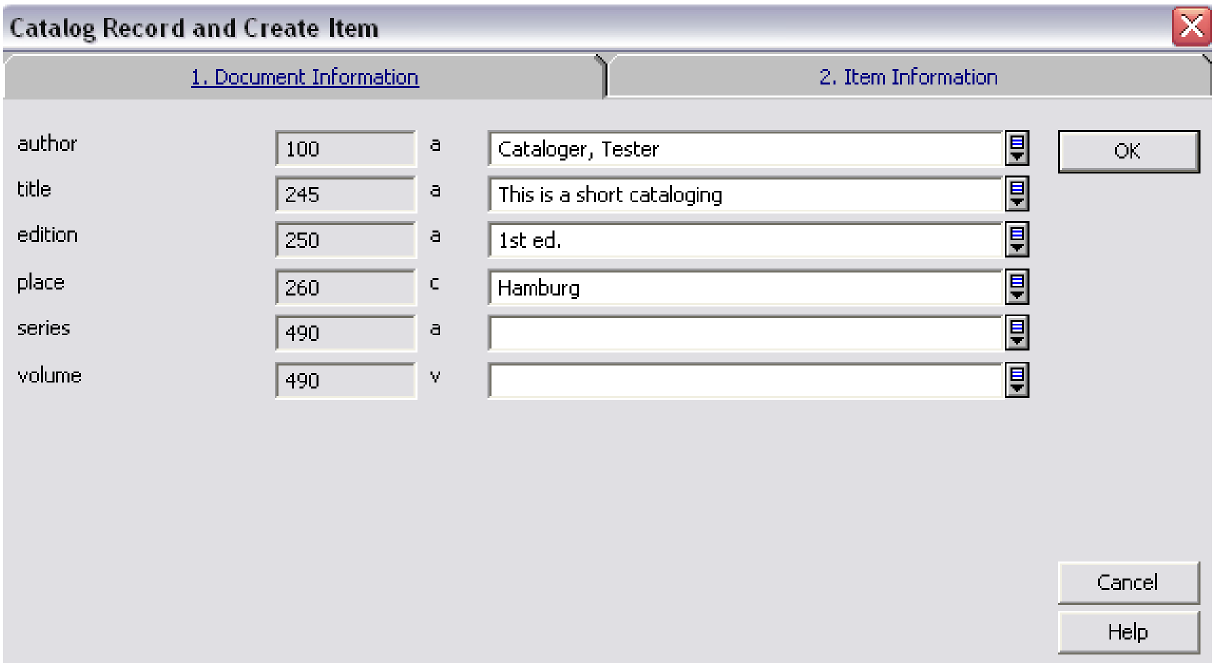
For information on how to create and edit items in the items module, please read the training material for the cataloging module; further information can also be found in the section Items in the online guide.

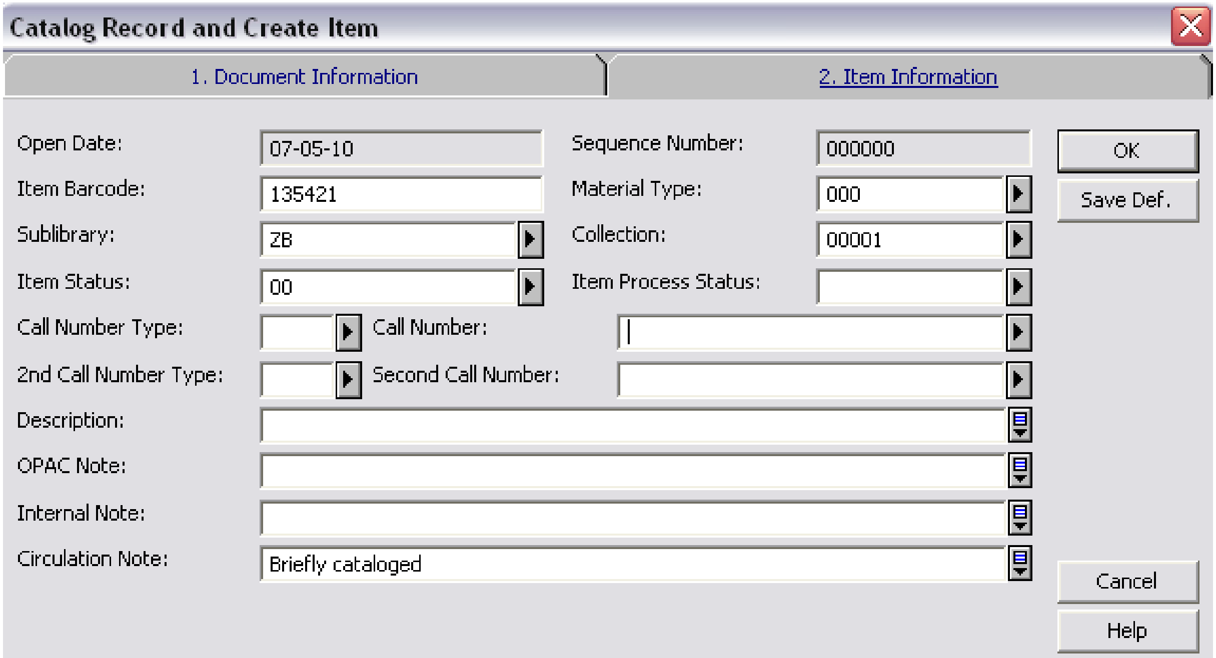
3.3 Catalog record and create item

If you want to loan an item but the title record has not yet been entered in the system you can quickly create an auxiliary title record with minimal information and create an item so that the loan can be performed.

To do so, select in the menue "Items" the function "Catalog record and item". You will get the window "Catalog record". It consists of two tabs "Document information" and "Item information".

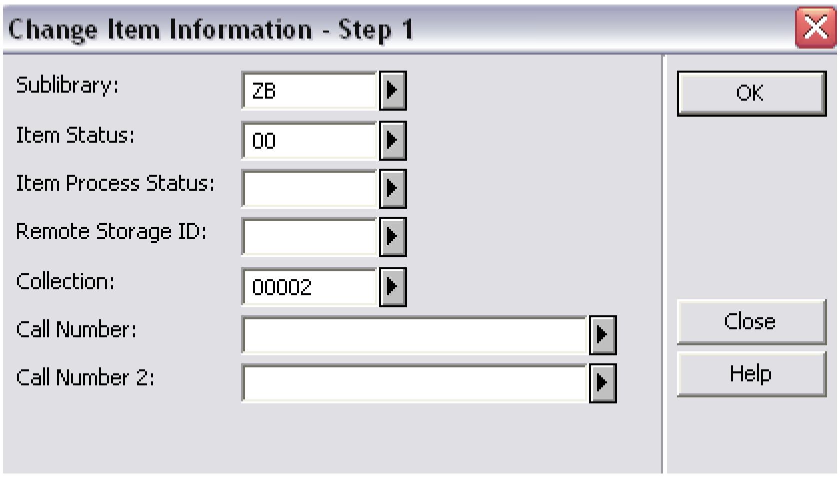
After filling in the desired information in both tabs, confirm this with OK. Now, a loan is possible.



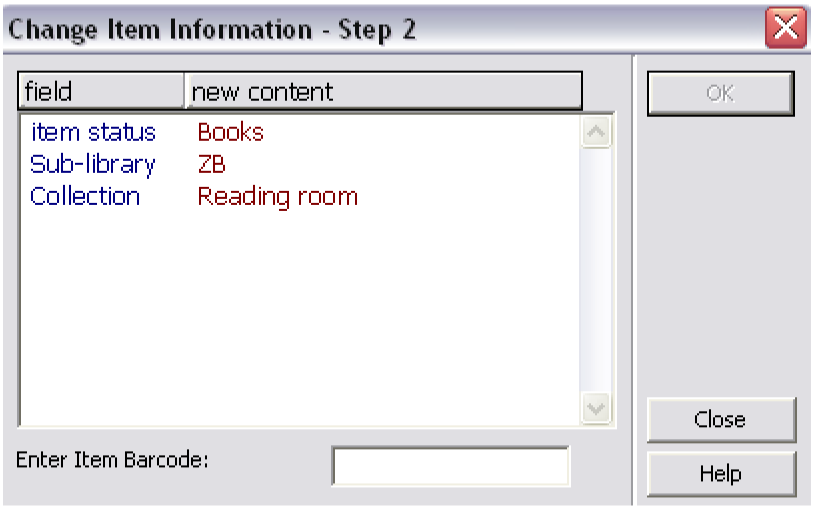


3.4 Changing item information

Via the function **Change item information** in the menue **Items** you can change item information in the Circulation module. The following window **Change item information - Step 1** will be displayed.



This window asks you to determine the new item status, sub-library, collection, etc. for the item(s). You only need to fill in the information that you want changed in the items' records. If you want the data in a particular field to be deleted, enter a minus sign. When you are finished filling in the form, click OK and the following window **Change item information - Step 2** will be displayed.



This screen shows you the changes that will be made to the item record(s) as soon as you enter the barcode number(s). (Note that a blank in the New Value column means that the data for a particular field will be deleted.)
Click OK or press Enter after each barcode number that you enter.
When you have finished changing the information for all the items you wish, click Close.

Note that this function does not use any formal check routines resp. no dublicate check so items should normally not be edited via this function but in the Items module.

4 Loan

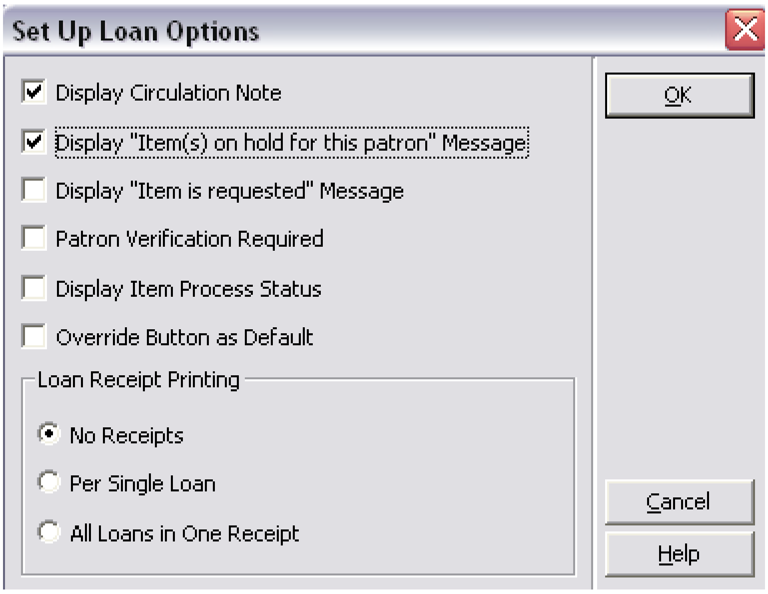
A loan requires registered patrons and registered items with definitions for each status. Before a loan is performed, there are several checks, e.g.

- if the patron has the privilige for loaning;
- if the borrowr card is still valid;
- if the patron has delinquencies;
- if the patron has overdue loans or open fines;
- if the patron has exceeded his maximum number of allowed loans;
- if the item is loanable or not;
- if the item has any hold requests.

4.1 Setting up loan options

Before loaning any items to a patron, you should first check the system's loan options, and adjust them according to your needs. The "Set Up Loan Options" window determines the system's functionality when performing a loan transaction.

To activate this function, select **Alephino/Options/Set Up Loan Options** from the main menu. The following window will be displayed.



Display Circulation Note
Select this option to display the item's Circulation Note when the item is loaned. The Circulation Note field is in the Cataloging module (Items tab / Items List / lower pane / General Information (2) tab).

Display "Item(s) on Hold for this Patron" Message
Select this option to display a message if there is an item on hold waiting for the patron.

Display "Item is Requested" Message
Select this option to display a message if this item is requested by another patron.

Patron Verification Required
Select this option to require patron verification in order to perform the loan.

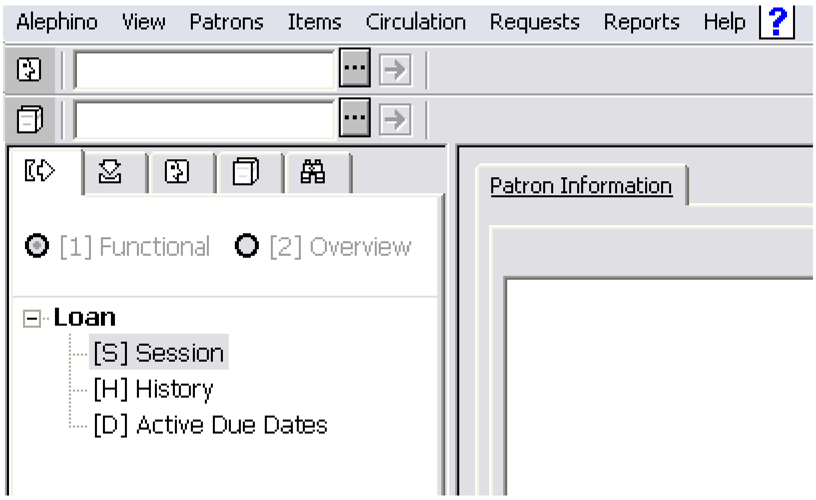
Display Item Process Status
Select this option to display the item process status when performing the loan. If the item is not in process this option has no effect.

Override Button as Default
This option determines whether the Override button or the Cancel Loan button is highlighted by default if the patron does not have permission to borrow the item in question. Select the option to set the Override button as the default.

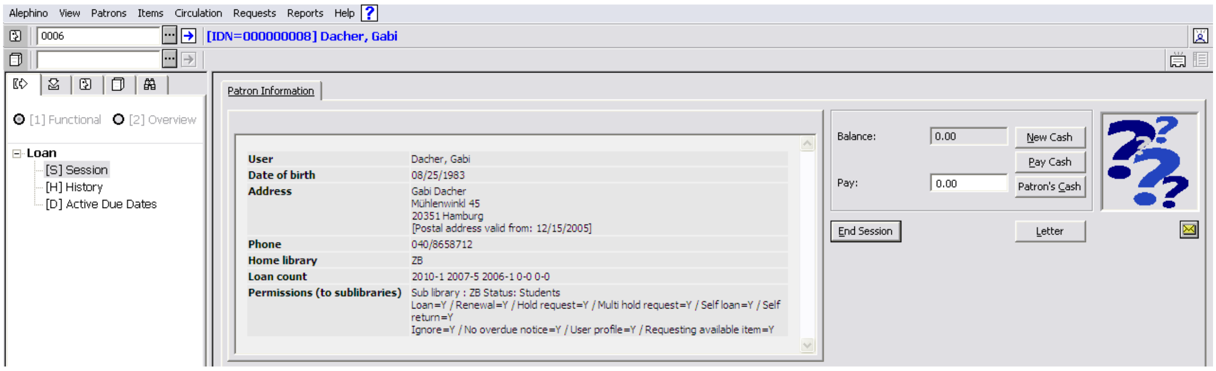
Loan Receipt Printing
You can determine whether or not the system will automatically print loan receipts. To have the system automatically print receipts, you can choose whether they should be printed after each loan transaction or only at the end of a session with a patron. In the latter case, one receipt will be printed listing all of the loans made to the patron during the current session. The current session is ended either by pressing F4 or by entering another patron.

4.2 Loaning an item

Select the Loan tab from the Circulation module's navigation pane. The Patron Information tab will be displayed in the upper pane and the Loan Session tab will be displayed in the lower pane.

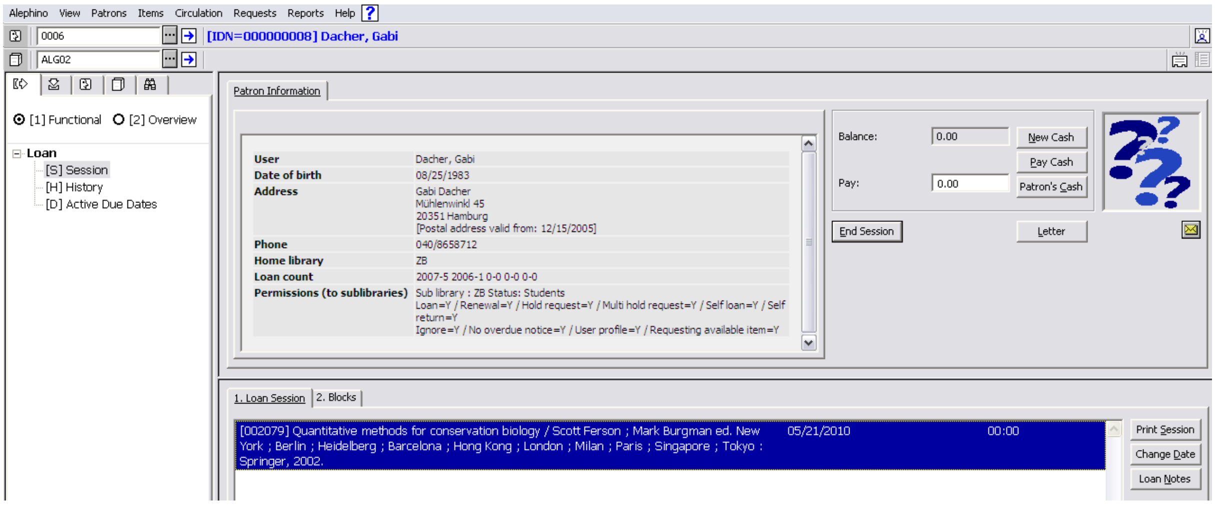


Enter either the barcode or the patron ID or select the patron from the patron list. The system checks if the patron currently has open fines, overdue loans or hold requests (depending on the definitions based on the patron status and the loan options). Depending on the definition it is possible to ignore delinquencies and proceed with the loan by clicking the button **Ignore**.



When you then enter the item barcode, there also checks on the item, based on the item status (e.g. in-house use only).

After the loan has been performed, when you see title information in the lower pane. You may process the loan with the following buttons.



End Session

If the loan has not been performed yet but information has been entered in the Patron bar and/or the Item bar, clicking End Session will clear the screen.

If the loan has already been performed, the screen will be cleared and a loan receipt will be printed if the loan option “Loan Receipt Printing”was set to All Loans in One Receipt.

New Cash

You may register a cash transaction by clicking the New Cash button. A form will be displayed, enabling you to define the transaction as a debit or credit, write a descriptive note about the transaction, and link the transaction to a particular target, sublibrary, or item record.

Pay Cash

If the patron wants to pay some or all of the money he owes, enter the amount in the Pay field and click the Pay Cash button. You will be asked to confirm that the patron really does want to pay the specified amount. After confirmation, the system will register as paid as many transactions as can be covered by the amount paid, starting with the earliest unpaid transaction. (A given transaction may also be partially paid. In this case, the transaction will be split into two transactions, one for the paid portion and one for the unpaid portion.) Depending on how your Setup (Client) has set up the system, one or more receipts will be printed.

Patron's Cash
Click Patron's Cash to view the patron's cash transactions list.

Letter
Click Letter to print a letter to a patron. You will be able to select from a number of letter formats defined by your Library. This function is also used to print the patron's circulation list and library card.

Click on to send an e-mail message to the patron. The patron's e-mail address will automatically be inserted in the To field.

The buttons in the lower pane are (Circulation Session):

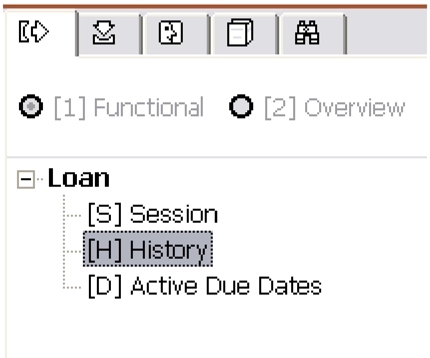
Print Session
Click Print Session to print a receipt for the loans performed during the current session with the patron.

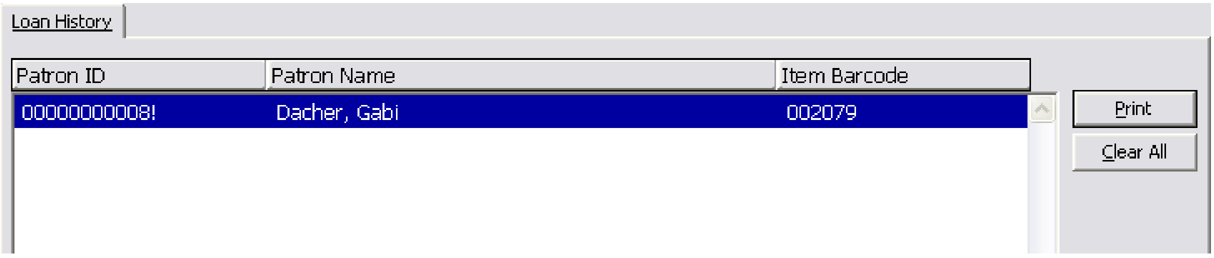
Change Date
Click Change Date to change the due date for the current loan. A window will pop up enabling you to enter a new date.

Loan Notes
Click Loan Notes to enter a note that will appear on the Loan Details - Patron tab.

4.3 Loan history

To see a list of all the loan transactions performed on the station, select the History node on the Loan tab.





A list of the loan transactions is displayed. You may edit or view individual loan transactions via the following buttons.

The following actions can be performed from here:

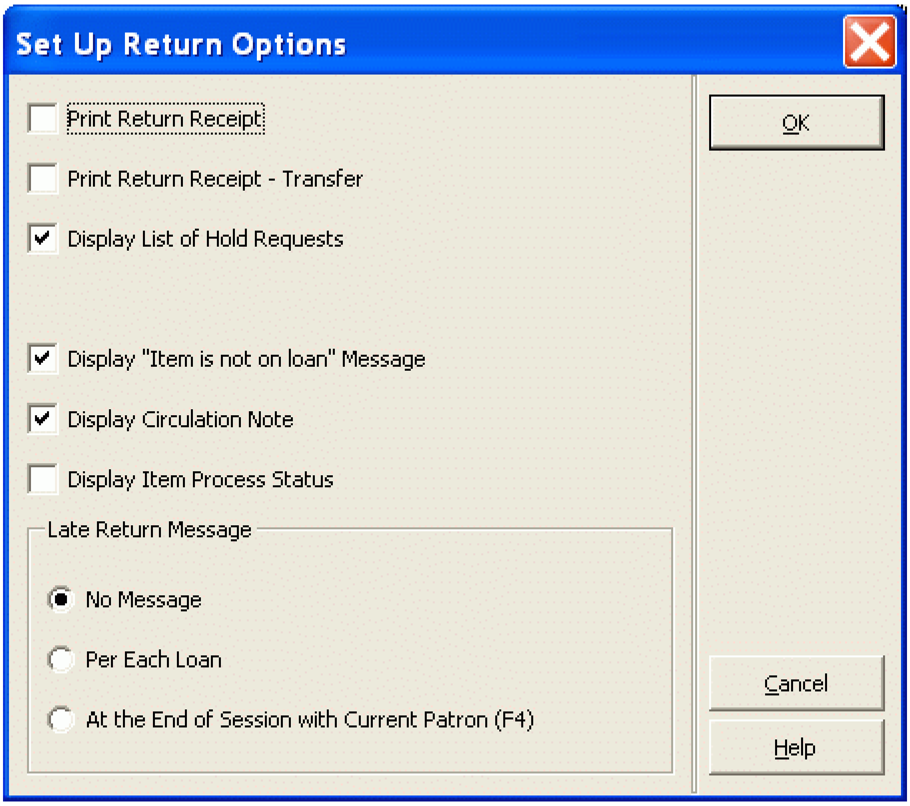
Print
Highlight the lines to be printed (multiple choice click Ctrl+Shift or Ctrl+Mouse) and select Print.

Clear All
Select "Clear All" to clear the loan history.

5 Return

5.1 Setting up return options

Before returning any items, you should first set up the system's return options. To activate this function, select Alephino / Options / Set Up Return Options from the Main menu. The following screen will be displayed:



Print Return Receipt
Click this box if you want the system to automatically print a receipt for each return transaction.

Print Return Receipt - Transfer
Click this box if you want the patron to receive a receipt even though the item needs to be transferred to another site.

Display List of Hold Requests
Click this box if you want the system to automatically display a list of holds for the returned item.

Display "Item is not on loan." Message
Click this box if you want to be notified that an item you are trying to return is in fact not on loan.

Display Circulation Note
If you check this box, the Circulation Note that was entered in the Item Record will be displayed when a patron returns the item. The Circulation Note field can be found in the Items module, in the Item form under the tab General Information (2).

Display Item Process Status

Click this box if you want to display a prompt with the item's process status.

Late Return Message

Decide if and when you want to be notified that an item has been returned late.

- No Message:
  Click this button if you do not want to be notified.

- Per Each Return:
  Click this button if you want to be notified after each return transaction.

- At the End of Session with Current Patron (F4):
  Click this button if you want to be notified at the end of a series of return transactions for a specific patron.
  The end of a session with a patron is marked by pressing the F4 key. (F4 is the standard setup for end of session with patron. It can be changed in the file accel.dat.)

5.2 Returning an item

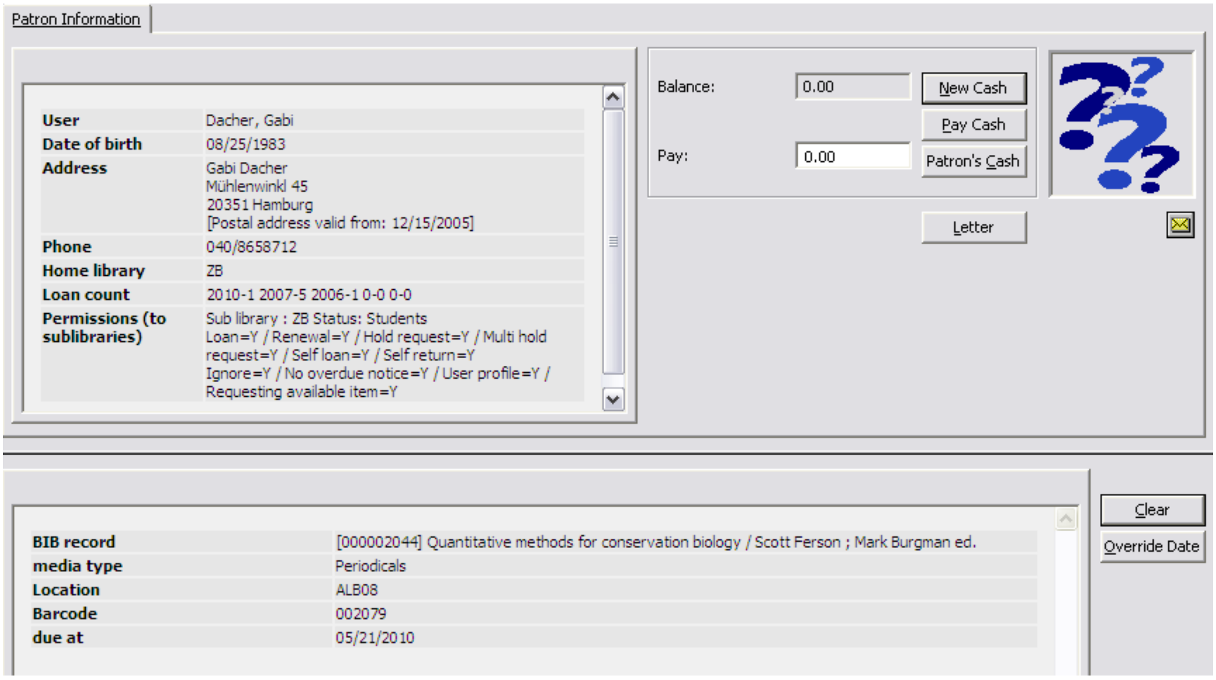
Click the "Return" tab.

Enter the item barcode or call number in the Item bar's Item field. You may use the barcode reader to scan in the item barcode.

Alternatively, invoke the Call Numbers List by clicking the list button and select an item from the Call Numbers List.

Click the arrow to perform the return, or press ENTER.

The Patron Information tab will be displayed in the upper pane and the Return Session tab will be displayed in the lower pane.



In a case where the system detects that your work station is not identified as the home sublibrary of the item being returned, but does accept returns for another sublibrary, the system will automatically print out a transfer slip for the item, and display a message instructing you to transfer the item to the owning sublibrary.

Depending on the return options setup, in a case where there are hold requests for the item, either a warning message will be displayed or the List of Hold Requests will be displayed. You can use this window to select a request and notify a patron that the item is available. Again, depending on your setup, if there is only one request on your list, after a few seconds, it is automatically selected.

Clear

Click the button to erase information about the patron and item that appear on the Return form.

Override Date

Click Override Date to register a return date that is earlier than the current date. The override is active until it is deactivated or until the Return window is closed. Enter a new due date and click OK.

New Cash

You may register a cash transaction on an ad hoc basis by clicking the New Cash button. A form will be displayed, enabling you to define the transaction as a debit or credit, write a descriptive note about the transaction, and link the transaction to a particular target, sublibrary, or item record.

Pay Cash

If the patron wants to pay some or all of the money he owes, enter the amount in the **Pay** field and click the **Pay Cash** button. You will be asked to confirm that the patron really does want to pay the specified amount. After confirmation, the system will register as paid as many transactions as can be covered by the amount paid, starting with the earliest unpaid transaction. (A given transaction may also be partially paid. In this case, the transaction will be split into two transactions, one for the paid portion and one for the unpaid portion.) Depending on how your Setup (Client) has set up the system, one or more receipts will be printed.

Patron's Cash
Click the Patron's Cash button to see all of the cash transactions that the returning patron has.

Letter
Click Letter to print a letter to a patron. You will be able to select from a number of letter formats defined by your Setup (Client). This function is also used to print the patron's circulation list and library card.

Click on to send an e-mail message to the patron. The patron's e-mail address will automatically be inserted in the To field.

6 Hold requests

A hold request can be placed either by the patron through the Web OPAC or by the librarian through the Circulation module. Note that a patron has to have the relevant privilege in his local patron record in order to place a hold request.

6.1 Setting up the hold requests

You can determine the following paramaters in Web Service Module / Setup Services / Circulation Parameter:

Permissions

- if an item with a specific item status may or not be requested for an hold request
- if an item with a specific item status may be or not multiple requested for an hold request
- if an item with a specific item status may or not be requested, when it is not loaned.
- if a patron with a specific patron status may or not request.
- if a patron with a specific patron status may or not request multiple items from the same title.
- if a patron with a specific patron status may request items, when they are not loaned.

Check Item Availability

- The amount of time that an item is kept on the hold shelf
- The amount of time that an available item is reserved with a specific item status

Cash

- how much a patron (with a specific patron status) must pay for a Hold Request.
- how much a patron must pay for postal fees or email such as a "Hold request filled" message.

You can determine in Return Options (see above: Setting up return option), whether or not the Hold Request list (Items Return) automatically will be displayed by the system.

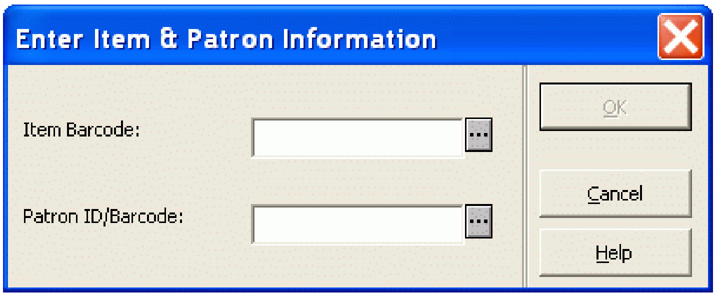
6.2 Creating a hold request

A hold request can be placed either by the patron through the Web OPAC or by the librarian through the Circulation module. Note that a patron has to have the relevant privilege in his local patron record in order to place a hold request. In the Circulation module, there are two ways to place a hold request:

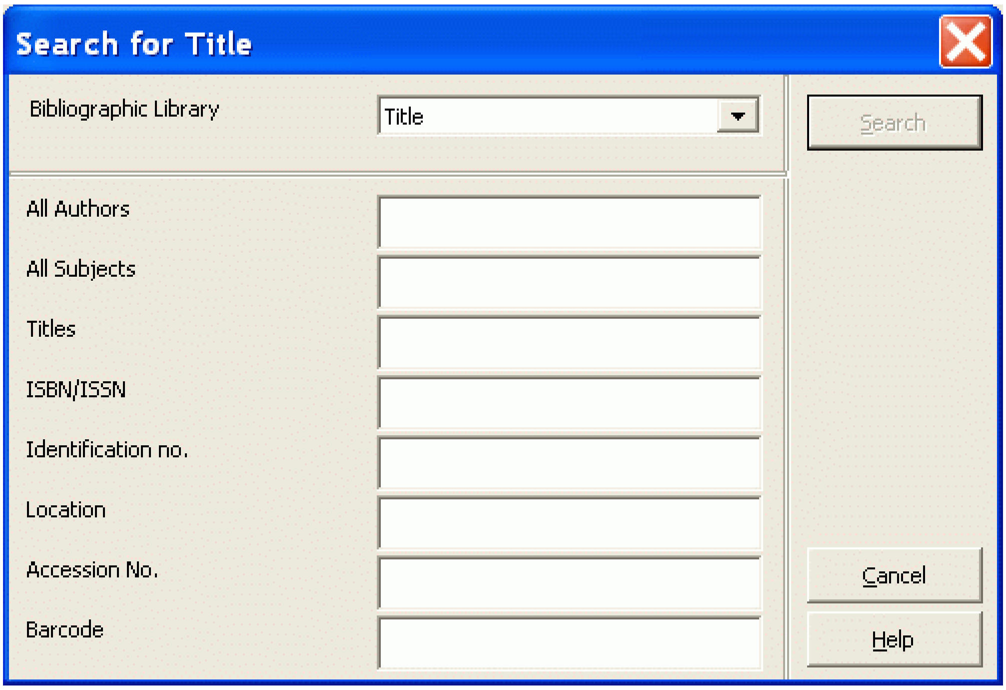
- From the Requests Menu, or
- From the Item Tab.

6.2.1 Creating hold request from the request menu

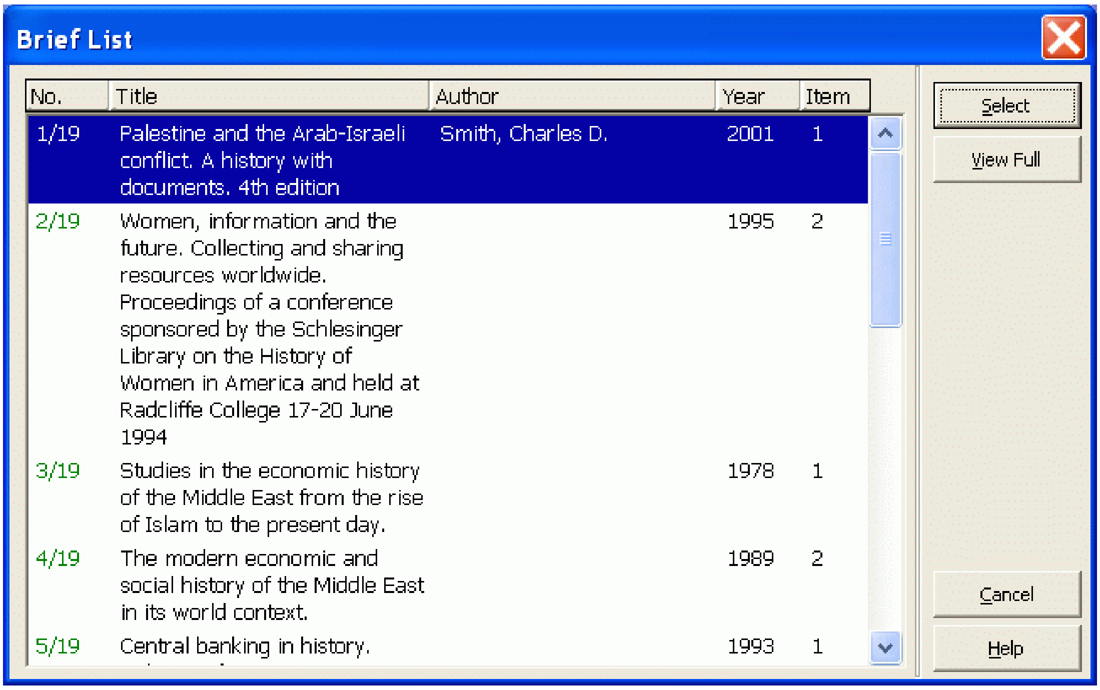
Select Requests/Hold Requests/Create Hold Request. The following screen will be displayed:



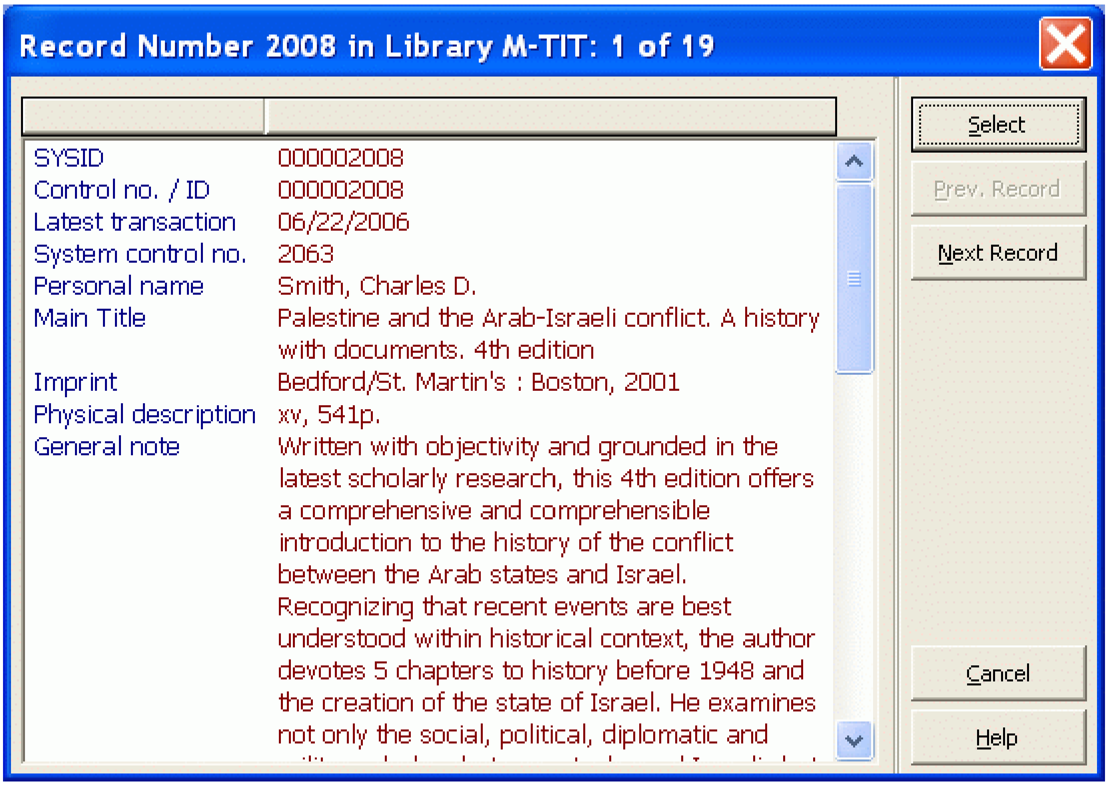
You can use the barcode reader to scan in the barcode. Alternately, you can search for an item by clicking the List button. The "Search for Title" window will be displayed.



Enter search strings in one or more fields and click Search. If there is more than one hit, the Brief List window will be displayed from where you can select the record.



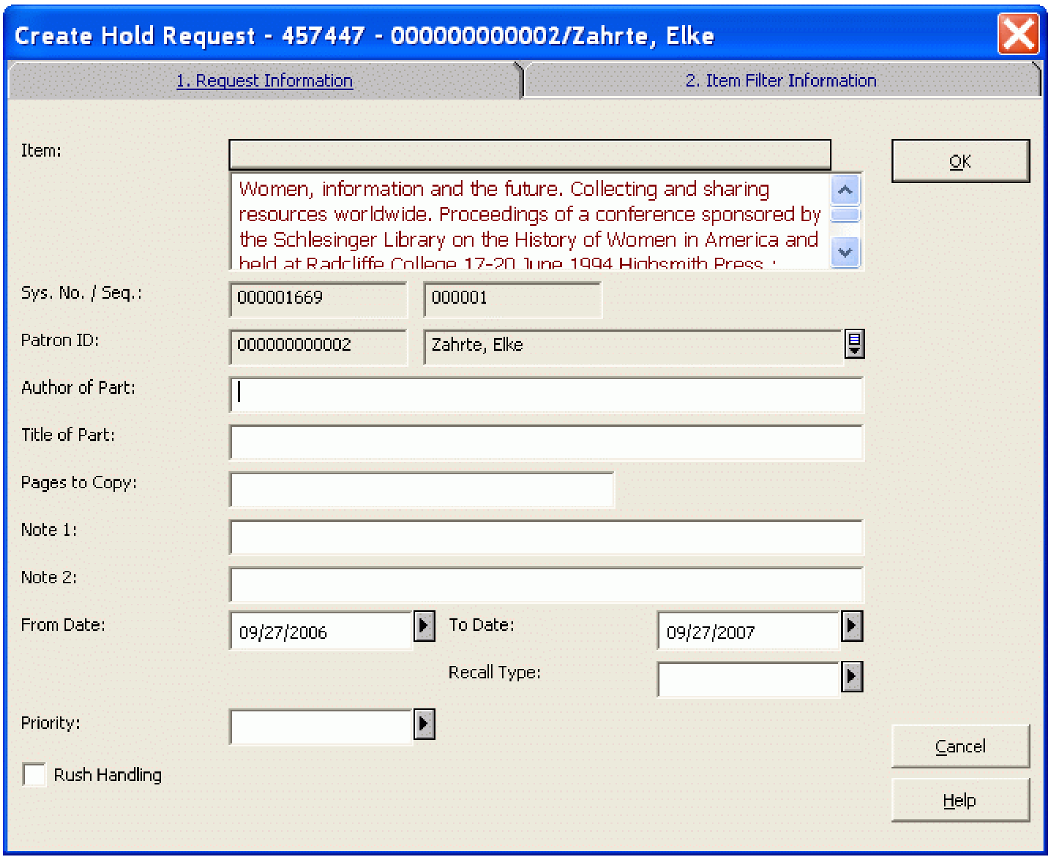
Highlight one of the items and click the Select button. You can view the full bibliographic details of the item by clicking the View Full button and then selecting the item.

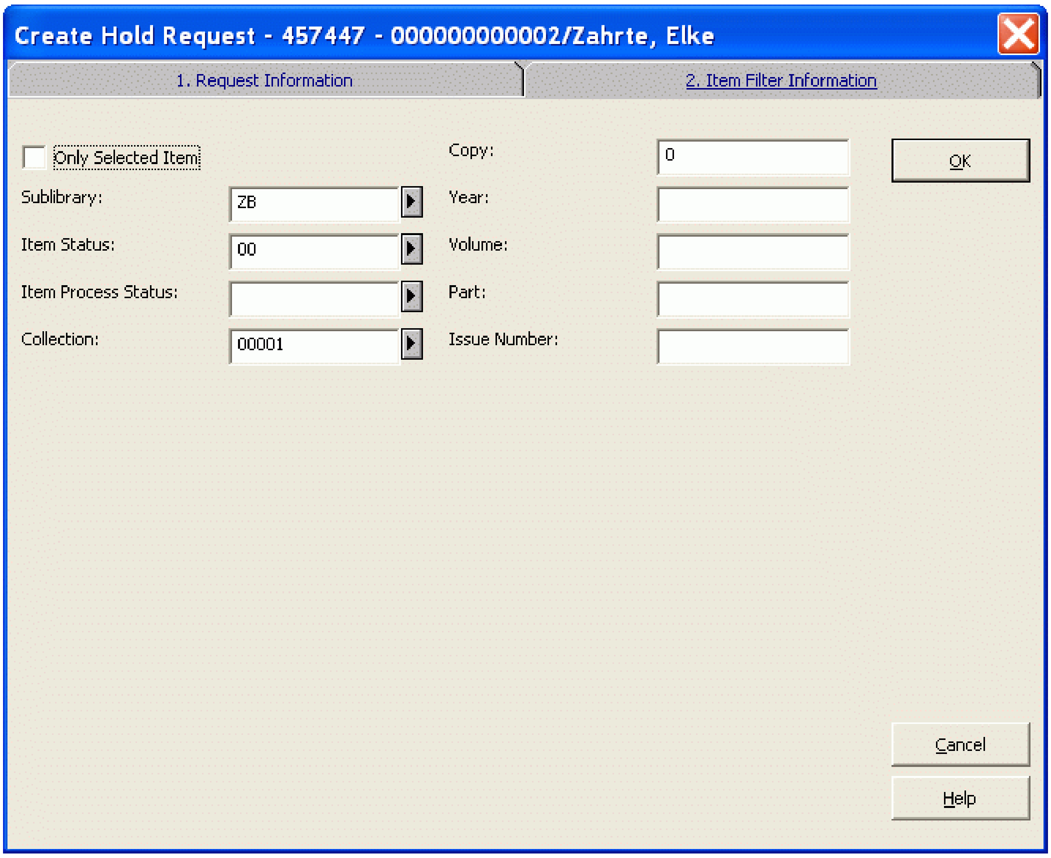


Patron ID/Barcode

Enter the patron's ID or barcode. To select a patron from a list, click the List button.

Click OK. The following screen is displayed:





You can place a hold request for an item only if the patron has hold privileges. To place a hold request, fill in the form and click OK. Following is help for each field of the Create Hold Request form:

Item
This is the bibliographic information attached to the item you selected in the previous step.

Sys. No./ Seq.
These are the system number and the item sequence of the item you selected in the previous step.

Patron ID
The Patron ID is already filled from the previous step.

Author of Part
No implemented.

Title of Part
No implemented.

Pages to Copy
No implemented.

Note 1 and 2
Optional. Enter notes for the library staff.

From Date/To Date
Enter the period of time during which the patron is interested in receiving the material. The system default period is one year but you can change the dates when creating the hold request.

Recall Type
If you want the item to be recalled, choose the level of urgency, 01 (regular) or 02 (rush). If you do not want the item to be recalled, choose 03 (no recall). If no value is found there, the default is 03.

Priority
You can determine the position of the Hold Request in the queue by assigning a Priority. The highest level priority is 00, and the lowest is 99.

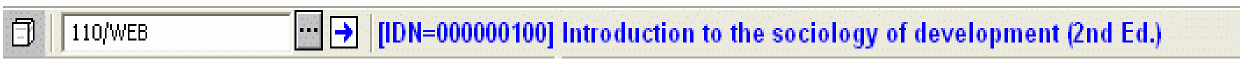
Rush Handling
For a rush request (for example, if the patron is waiting in the library for the material), select the Rush Handling option. A call slip indicating that this is a rush request will be printed.

Item Matching Filter
Use these fields to define the group of "like" items with which the hold request may be filled.

Only Selected Item
If you want the hold request to be filled only by a specific copy, select this option.

6.2.2 Creating a Hold Request from the Item Tab

Retrieve an item in the Item tab.

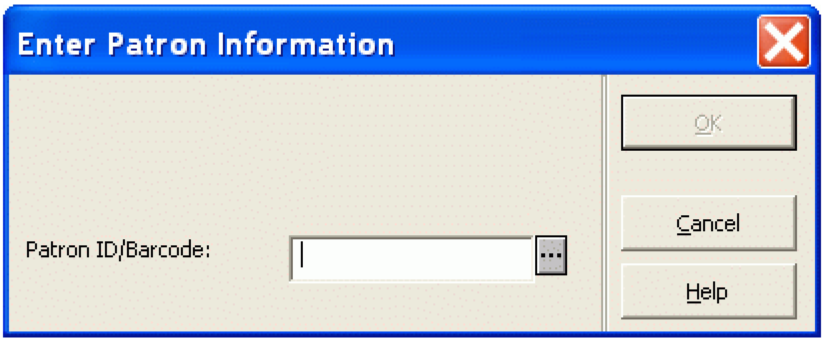


Select either the "List of Items" node or the "Item" node.

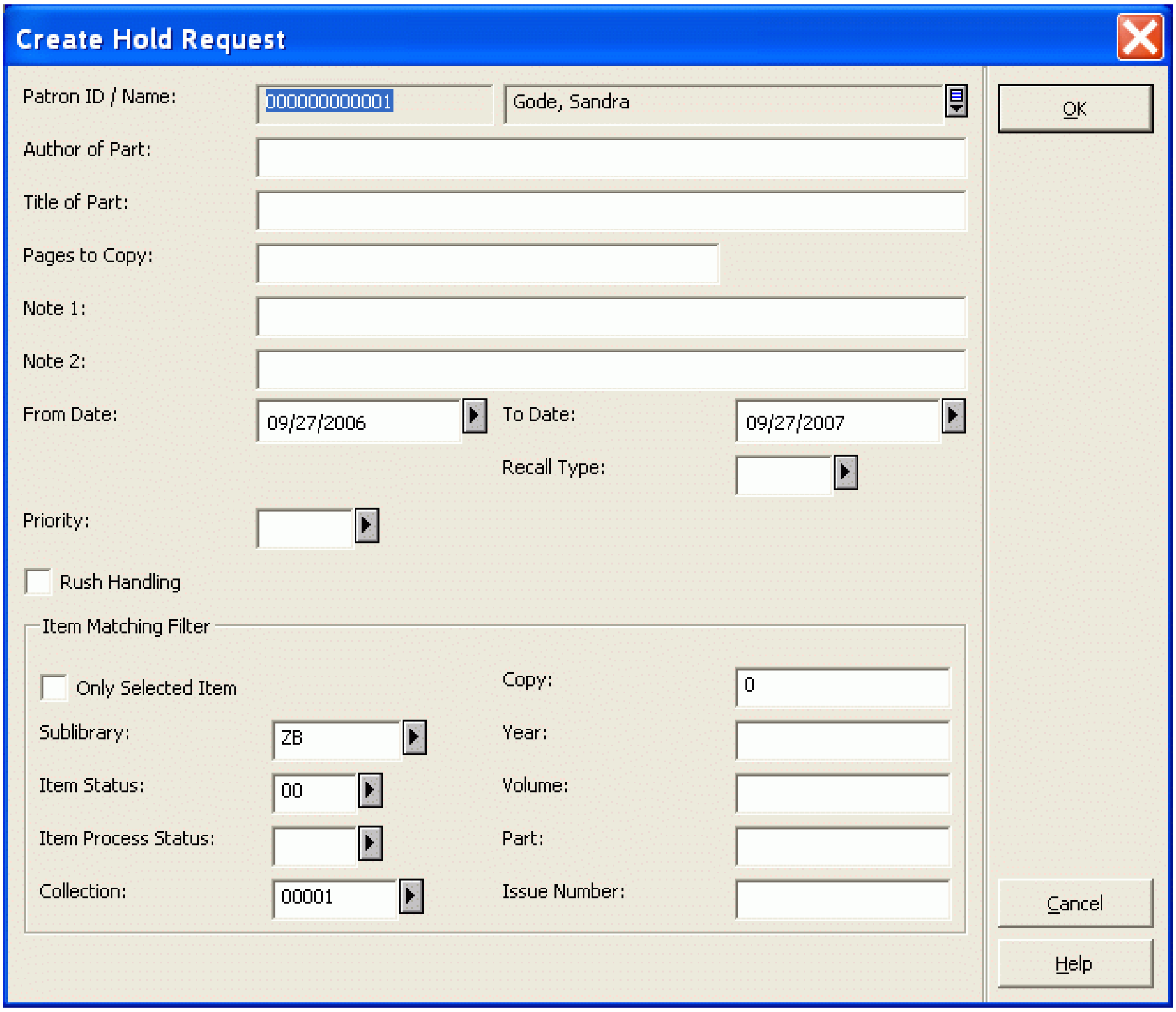
List of Items Node
Highlight an item on the Items List tab in the upper pane and click the Hold Request button.

Item Node
Click the Hold Request button in the right pane.

In both cases you will be prompted to enter the Patron ID or barcode.



The following window will be displayed:



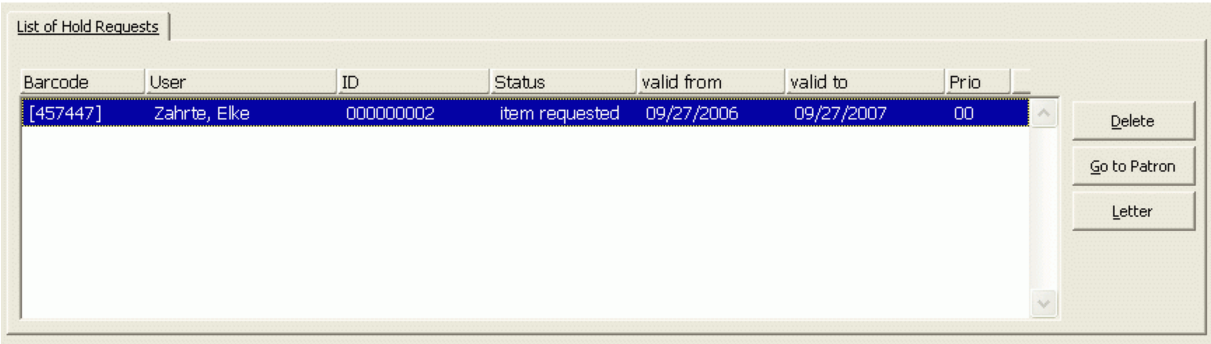
For a complete explanation of the fields available in this form, please refer to the chapter "Creating a Hold Request from the Requests Menu"

6.3 Viewing a hold request

Details of a hold request are accessible from the Hold Requests node in both the Item tab and the Patron tab.

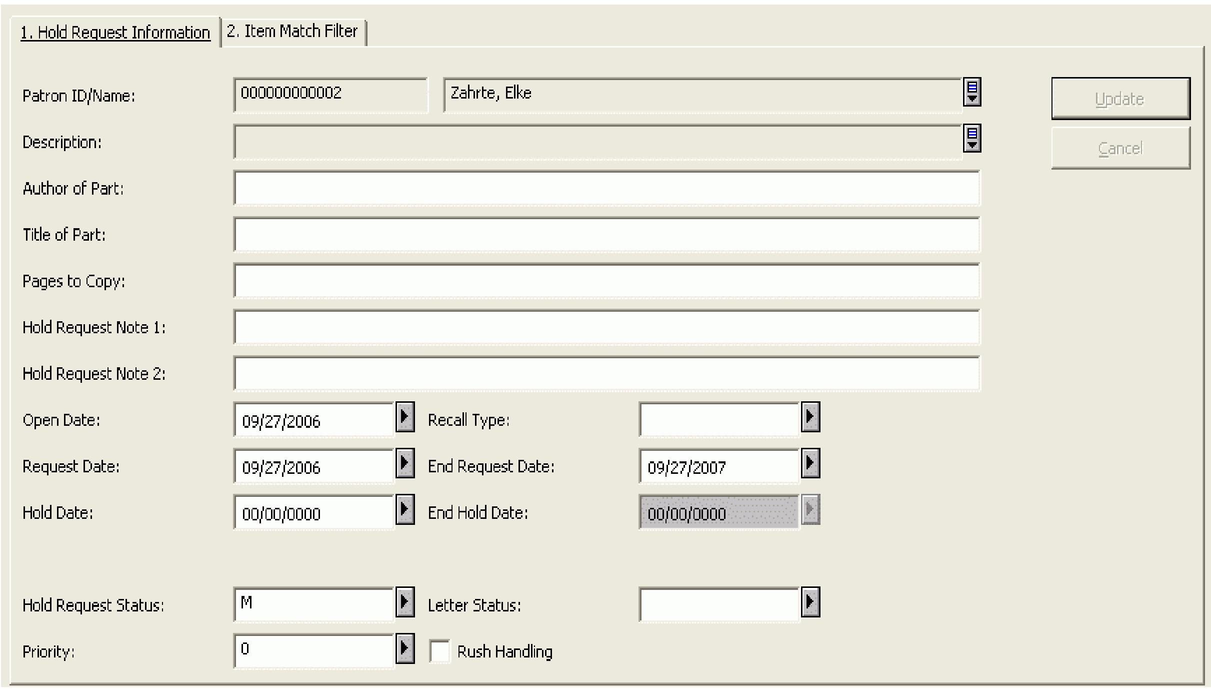
Item Tab

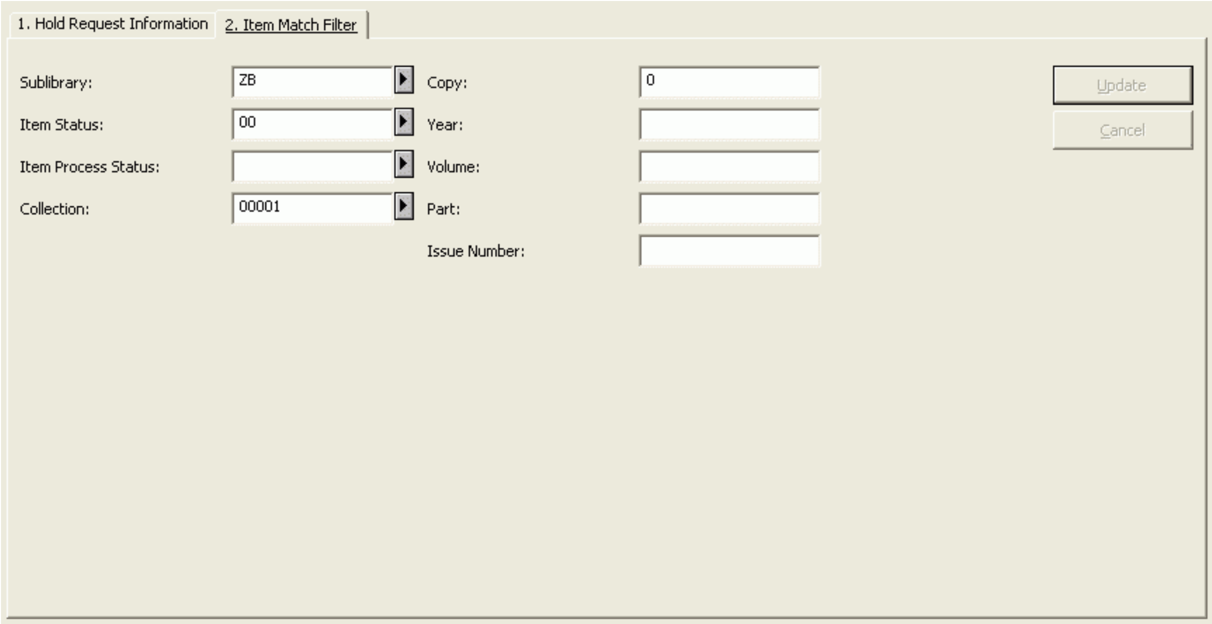
In the Item Tab select the Hold Requests node to display a list of hold requests for the selected item. The hold requests will appear in the List of Hold Requests pane.



Click the Go to patron button to be transferred to the Patron tab and to display its details.

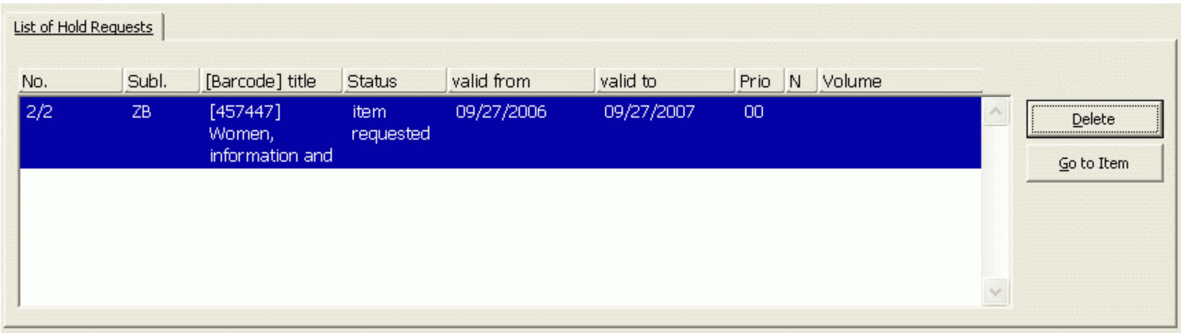
Select an entry from the list to display its details in the Hold Request Information pane.





6.3.1 Patron Tab

In the Patron Tab select the Hold Requests node to display a list of hold requests for the selected patron.



Click the "Go to Item" button to be transferred to the Item tab and to display its details .

Select an entry from the list to display its details in the Hold Request Information pane.

6.4 Updating a hold request

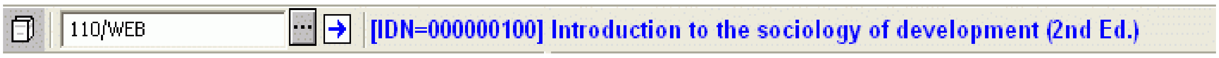
In the Circulation module, there are two ways to update a hold request:

- From the Item Tab, or
- From the Patron Tab.

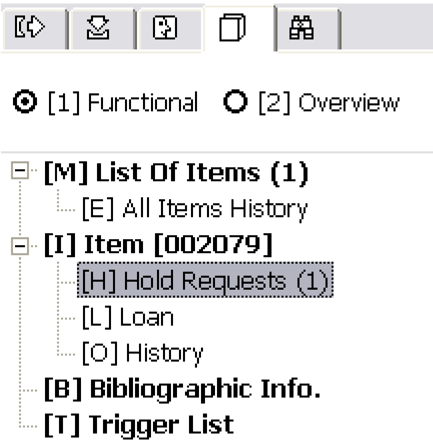
Each way is described below.

6.5 Updating a Hold Request from the Item Tab

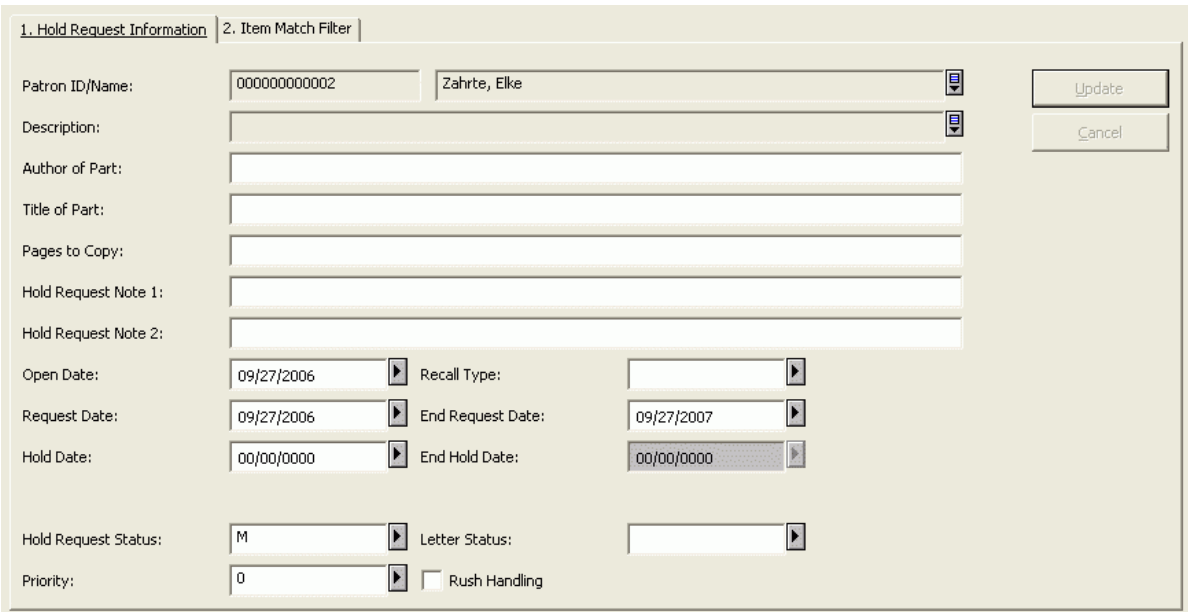
Retrieve an item in the Item tab.



Select the Hold Requests node.



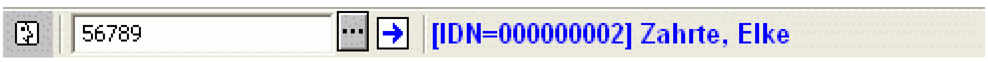
Highlight a line on the List of Hold Requests tab in the upper pane. The details are displayed in the lower pane.



Edit the form and click Update. Note that the Update button is only active after at least one field has been edited. Note that the fields "Hold Date" and "End Hold Date" are filled in automatically by the system and can only be edited if the Hold Request Status is set to S (On Hold Shelf).

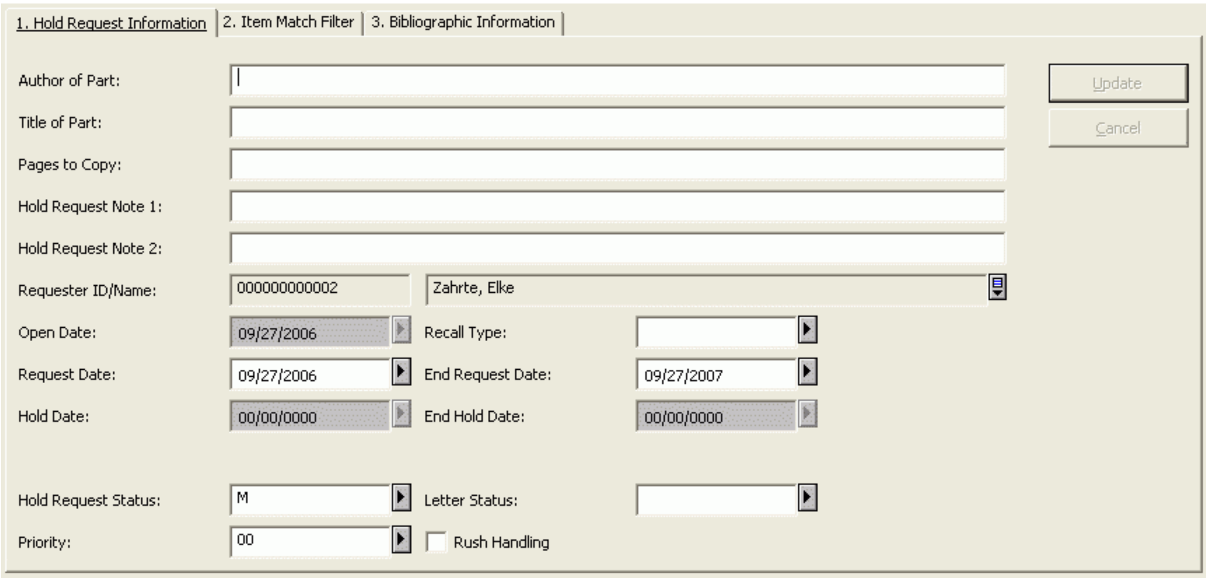
6.6 Updating a Hold Request from the Patron Tab

Retrieve a patron in the Patron tab.



Select the Hold Requests node.

Highlight a line on the List of Hold Requests in the upper pane. The details are displayed in the lower pane.



Edit the form and click Update. Note that the Update button is only active after at least one field has been edited. Note that the fields "Hold Date" and "End Hold Date" are filled in automatically by the system and can only be edited if the Hold Request Status is set to S (On Hold Shelf).

6.7 Deleting a hold request

In the normal course of events, a hold request is deleted by the system if the requested item is loaned to the requesting patron.

There are several ways to delete hold requests manually:

- Delete a Hold Request by Barcode
- Delete a Hold Request from the Item Tab
- Delete a Hold Request from the Patron Tab

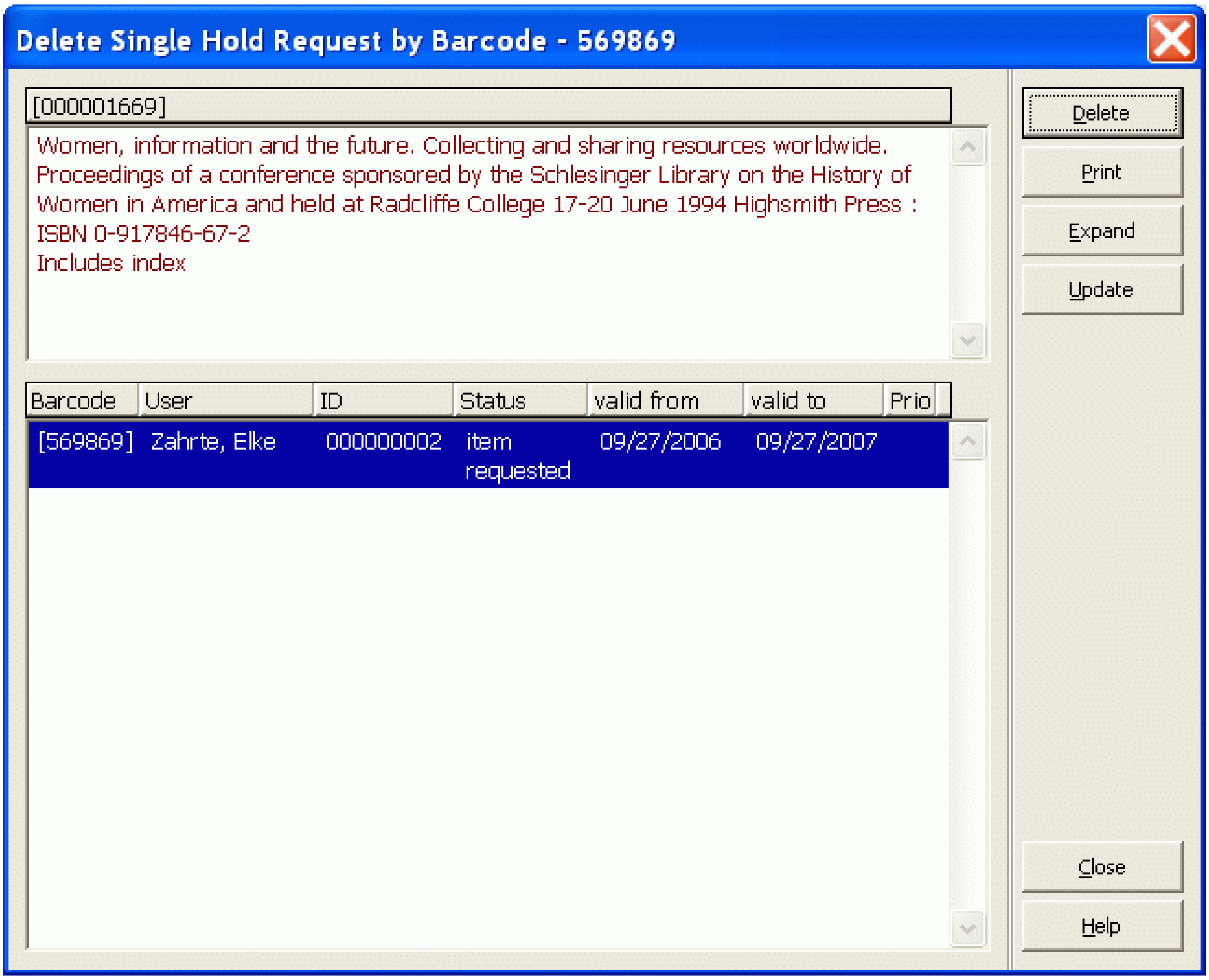
- Delete Multiple Hold Requests

When a single hold request is deleted, the system can automatically print a letter to the patron who placed a hold request, informing him that the item is no longer being held for him. This depends on the set up of your workstation.

6.8 Delete a Hold Request by Barcode

Choose in Requests menu / Hold requests / Deleting Single Hold Request by Barcode Enter your barcode in the following window.

If there is only one hold request for the item, it will be deleted automatically. If there is more than one hold request, the "Delete Single Hold Request By Barcode" window will be displayed, allowing you to view the list of hold requests and choose the one(s) you want to delete.



Delete
Click Delete to remove the highlighted request from the list.

Print
Click Print to print a letter to a patron.

Expand
Click Expand to see detailed information about the highlighted hold request.

Update
Click Update to update the hold request. For example, to change the date on which the patron is interested in receiving the material.

6.9 Delete a Hold Request from the Item Tab

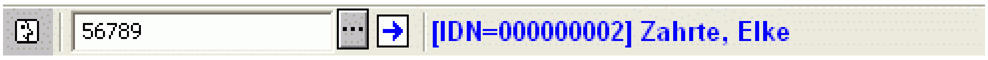
Retrieve an item in the Item tab.

Select the Hold Requests node.

Highlight a line on the List of Hold Requests pane and click Delete. You will be prompted to confirm deletion and to add a note as to why the hold request was deleted.

6.10 Delete a Hold Request from the Patron Tab

Retrieve a patron in the Patron tab.

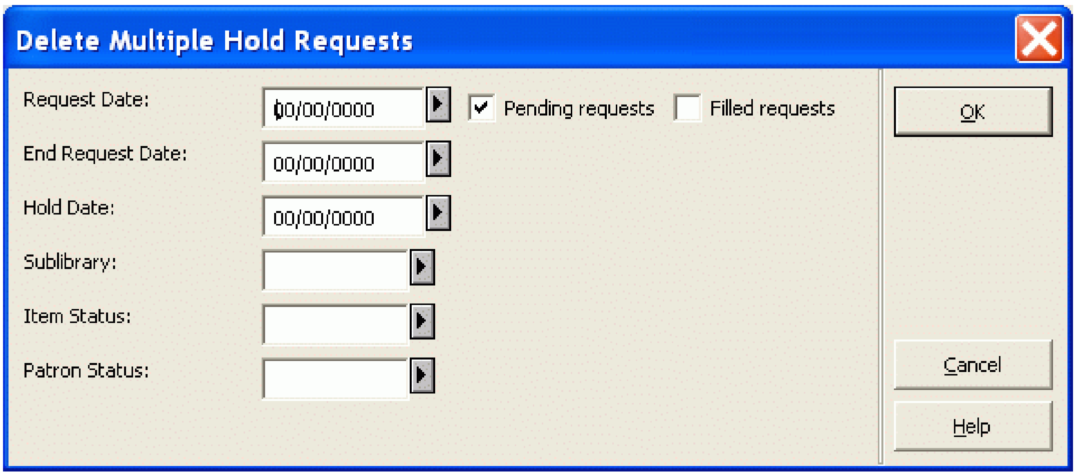


Select the Hold Requests node.

Highlight a line on the List of Hold Requests pane and click Delete. You will be prompted to confirm deletion and to add a note as to why the hold request was deleted.

6.11 Delete Multiple Hold Requests

Use this option to delete several hold requests together. The scope of hold requests to be deleted is determined by the filters in the Delete Multiple Hold Requests window. Select Requests / Hold Requests / Delete Multiple Hold Requests from the Main menu. The Delete Multiple Hold Requests window will be displayed.



Fill in values to filter the hold requests you want to delete.

Request Date

This is the date on which the patron requested the material. You can delete requests starting from the date entered here. Select the type of request you want to delete, Active and/or Waiting requests.

End Request Date
This is the date up to which the patron is interested in receiving the material. You can delete requests up to and including the date entered here.

Hold request
The hold date is the date on which a letter was produced for the patron informing him that the requested material is ready to be picked up. (These hold requests have status "B".) You can delete requests up to and including the date entered here.

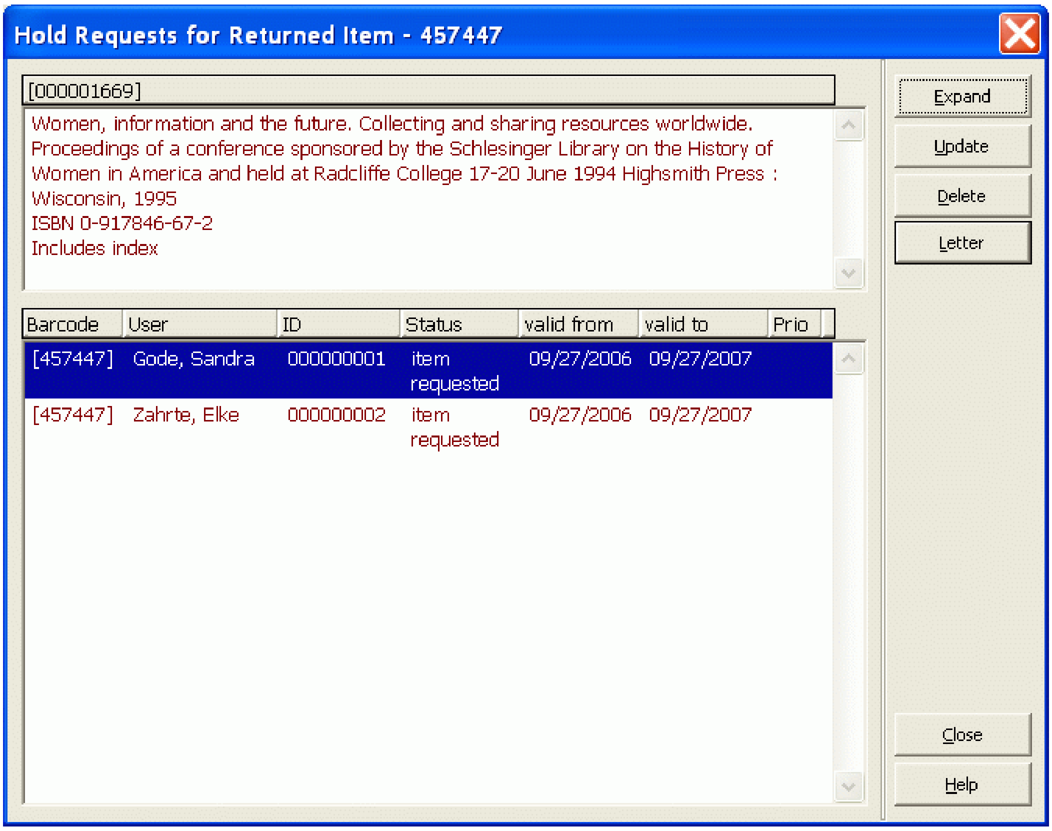
Sublibrary
Select a sublibrary from the list to delete hold requests for a particular sublibrary. Otherwise, leave the field blank.

Item Status
You may want to delete hold requests of items that have a particular status. Otherwise, leave the field blank.

Patron Status
You may want to delete hold requests for patrons having a particular status. Otherwise, leave the field blank.

6.12 Returning items with hold requests

If the Circulation Librarian has set the system to automatically display a list of hold requests for an item as soon as the item is returned (by using the function Set Up Return Options), the following screen will be displayed:



This window shows the list of hold requests for the returned item.

It is possible to set up the system to automatically choose and print letters for the first request on the list. A different setup would be to let the Circulation Librarian choose the request himself.

It depends on the setup of circ.ini [ReturnHold].

Expand
Click Expand to see detailed information about the highlighted hold request.

Update
Click Update to update the hold request.

Delete
Click Delete to remove a highlighted request from the list.

Letter
Click Letter to to print a letter to a patron

6.13 Expired holds

This section explains what to do if the patron never picks up an item that is waiting for him on the hold shelf.

Use the Web Service "Delete expired hold requests" from the Web Service Menu to identify items that have remained on the hold shelf for more than a specific period of time.

Use the report that will be created from this service to remove these items from the hold shelf. However, there may be additional hold requests for an item.

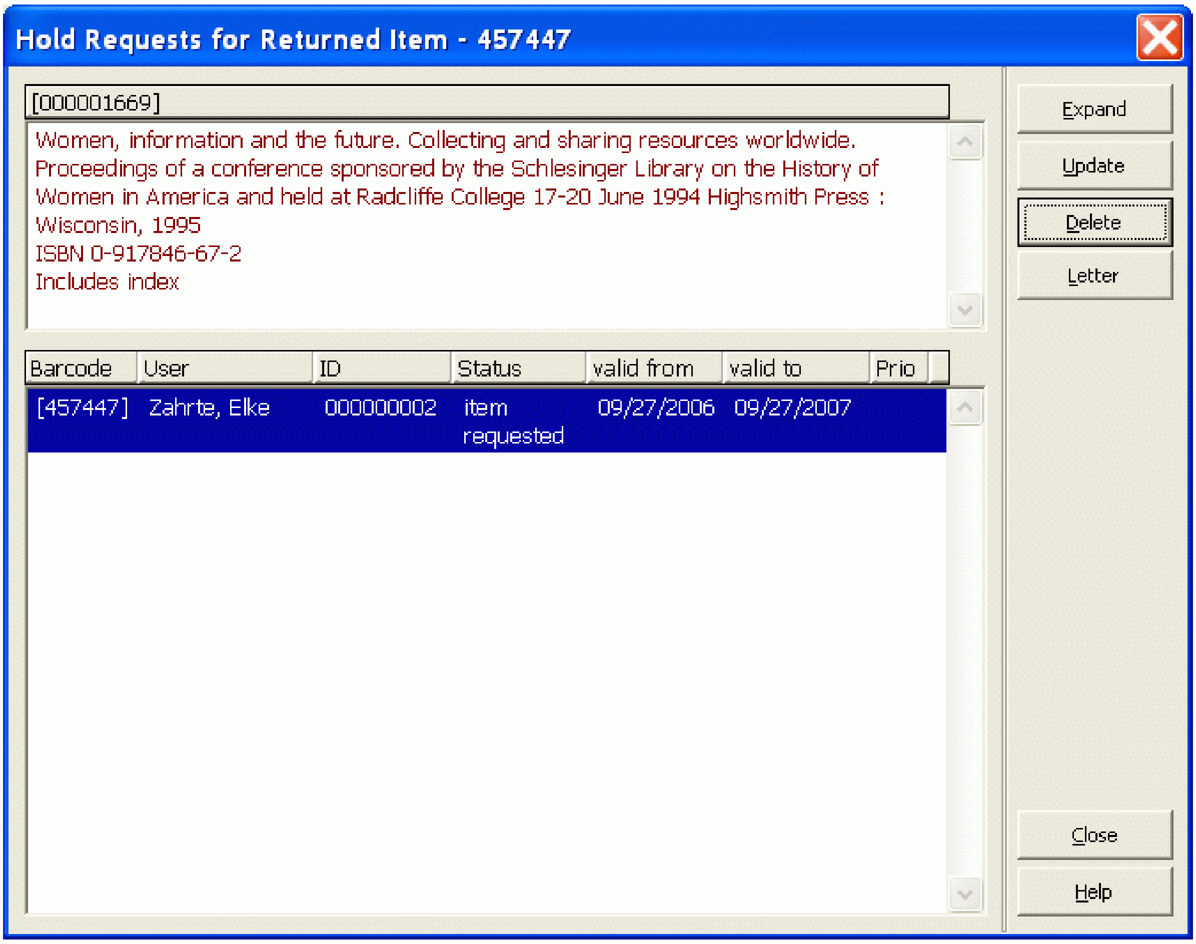
6.14 Printing letters to patrons

After a patron places a hold request, the library will fill it if possible. In this case the library sends a Hold Request Filled letter to the patron to inform him that the item he requested is ready to be picked up

If the hold request cannot currently be filled the library sends a Hold Request Not Filled letter to the patron informing him that the item he requested is currently not available and asking whether he wants to wait until the item is available.

6.14.1 Hold Request Filled

Send a "Hold Request Filled letter" to inform a patron that the item he requested is now available. Select Requests / Hold Requests / Print Letter - Hold Request Filled from the Main Menu. In the form that pops up, enter the item barcode and click OK. The following screen will be displayed:



This window shows the list of the item's hold requests. The list includes hold requests of all statuses: Title requested (V), Item requested (M), Provided (B) und (closed stack) request (S).

Expand

Click *Expand* to see detailed information about the highlighted hold request.

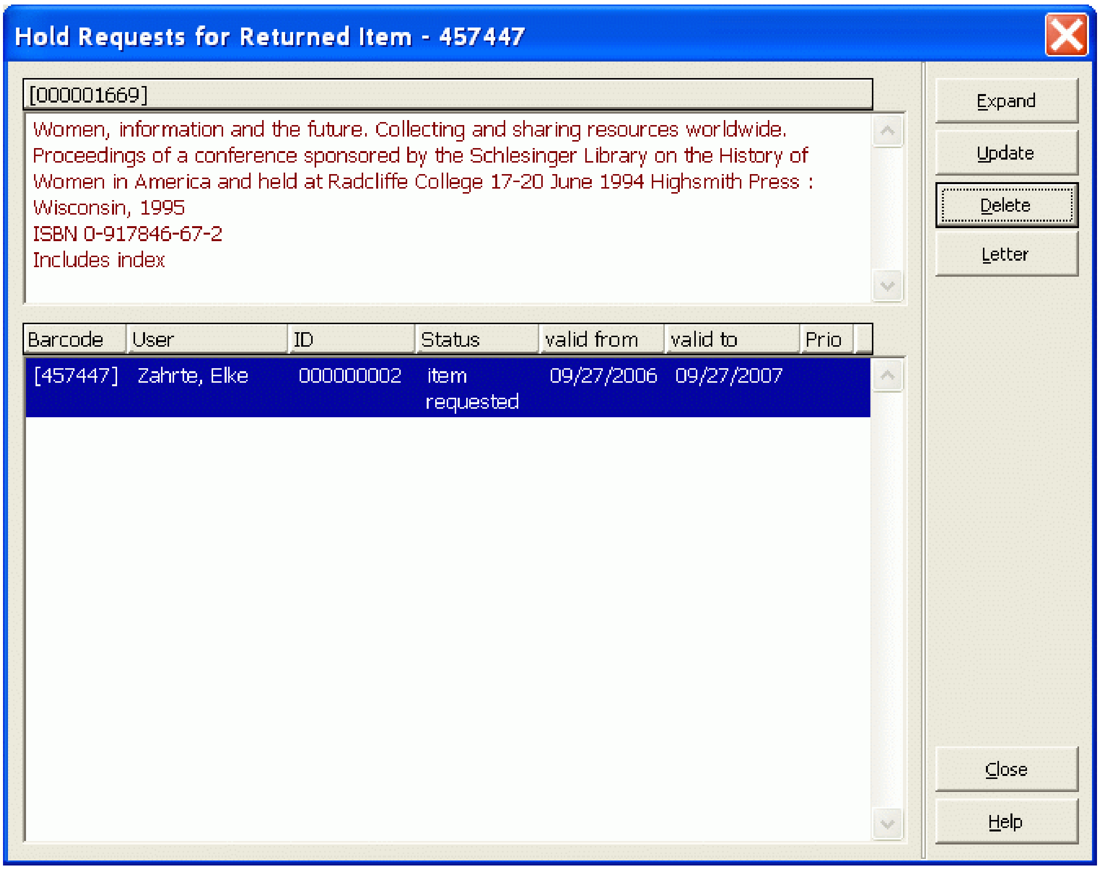
Update
Click Update to update the hold request.

Delete
Click Delete to remove a highlighted request from the list.

Letter
Click Letter to print a "Hold Request Filled letter" to the patron. Whether or not the first of multiple hold requests in the list is automatically printed depends on the setup of circ.ini [ReturnHold]. Whether or not a library wants to charge the patron for Hold Request filled letters (a case in point is if the letter is sent by e-mail) depends on the setup of Hold Request Management.

6.14.2 Hold Request Not Filled

Send a "Hold Request Not Filled" letter to inform a patron that the item he requested is currently not available. Select Requests / Hold Requests / Print Letter - Hold Request Not Filled from the main Menu. In the form that pops up, enter the item barcode and click OK. The following screen will be displayed:



Letter

Click Letter to print a "Hold Request Not Filled" letter to the patron informing him that the item he requested is currently not available and asking whether he wants to wait until the item is available.

See the Hold Request Filled section above for an explanation of the rest of buttons.

recall letters, run the function "Create recall letters" in the Alephino Web Service Module.

7 Closed stack management

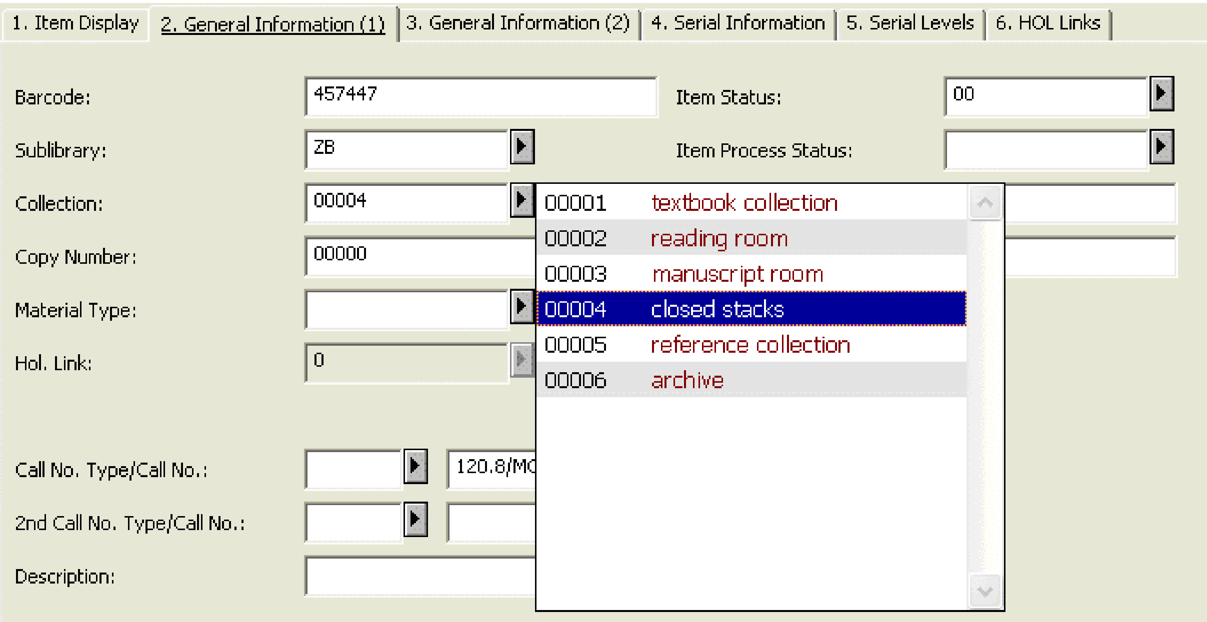
7.1 Define the collections

To define the collection, use the Web Service Module / Menu Setup Services / System Configuration - Parameter "Collection storeroom" (= File ../etc/alephino.cfg, line Storeroom)

```
(Circulation)
Storeroom = 00004
Storeroom = 00005
..
```

Enter the Table code of the collection here. For example 00004. You can repeat the Storeroom line, that is to say several collections can be defined as storeroom.

Assign item to closed stacks assign an item to the closed stack, you may use the Items tab of either the Catalog module or the Circulation module. This item must have a collection,defined as Collection-Storeroom.



7.2 Request item

When a patron requests a closed stack item through the Web OPAC, a hold request will be placed for the (available) item. When you click on the "I am waiting in the library" checkbox, the item is delivered to the reading room.

If the checkbox is blank, the book will be with the other hold requests and the patron will receive the following message " The item you requested is now ready to loan". (see Hold Requests chapter)

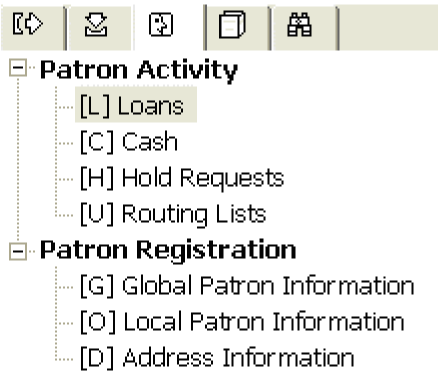
7.3 Print call slip

The library must have a PC, which has a standard printer (Windows-Standard printer) in storeroom and on which the Alephino Client is setting. The Print-Daemon will be started in Task Manager (Menu print Daemon / Print Daemon activate). The Daemon controls each 20 seconds, whether or not the requests are here (e.g. it controls, whether or not the storeroom.xxx file is available in ../temp directory), and it print it. The period can also be changed from Menu Print Daemon / Print-Daemon-Setup. For more information about Druck Daemon please see the Task-Manager chapter.

8 Cash management

8.1 Cash transaction from Patron Tab

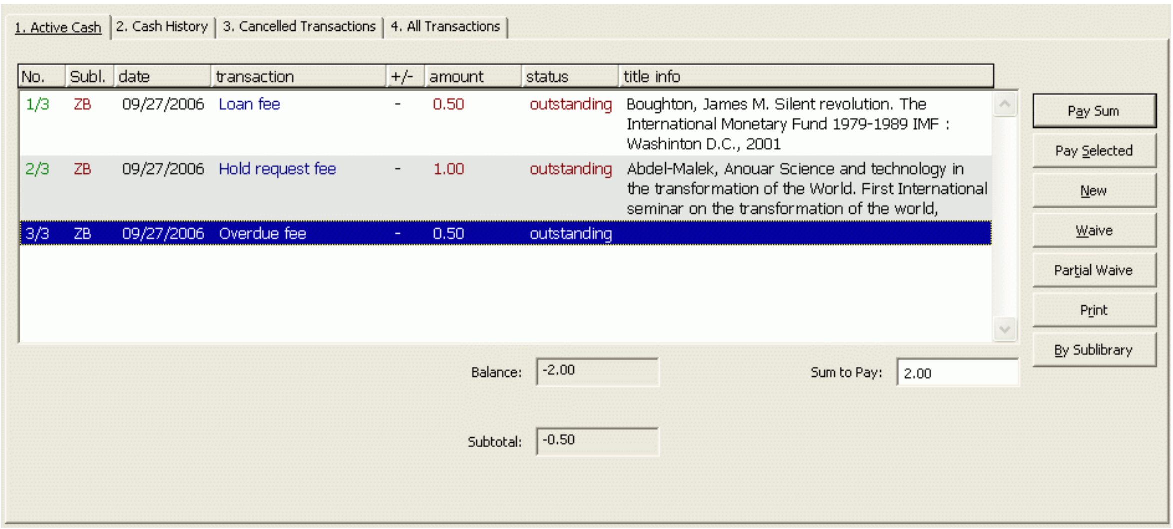
Access the Cash panes to display a list of cash transactions from the Patron Activity root on the Patron tab.



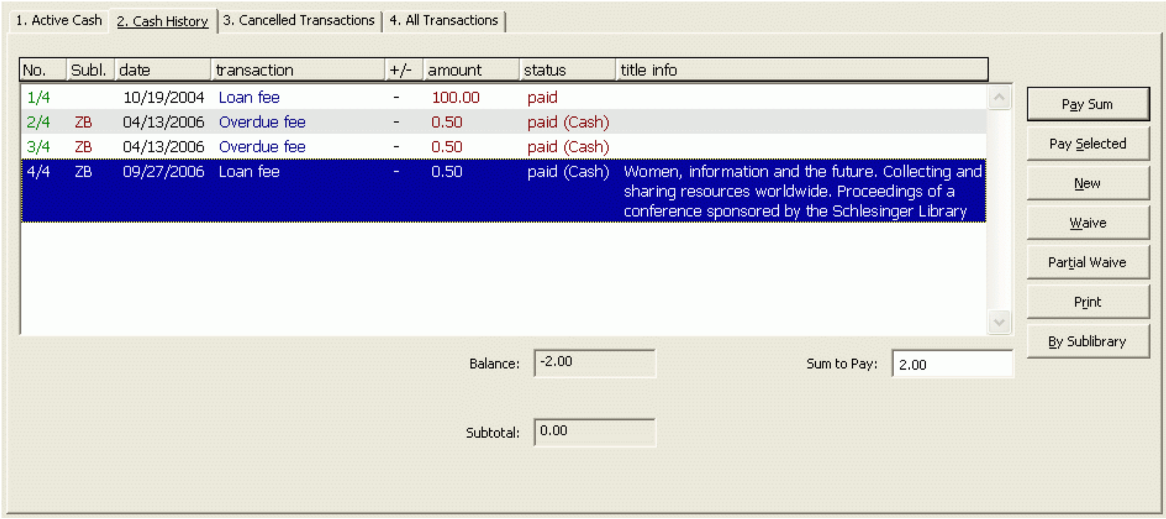
The Cash upper pane lists cash transactions for which the patron is charged a fee, as well as free transactions and credits due to the patron.

The four tabs of the Cash upper pane display transactions filtered by the status of the transaction. The transactions are sorted by ascending dates.

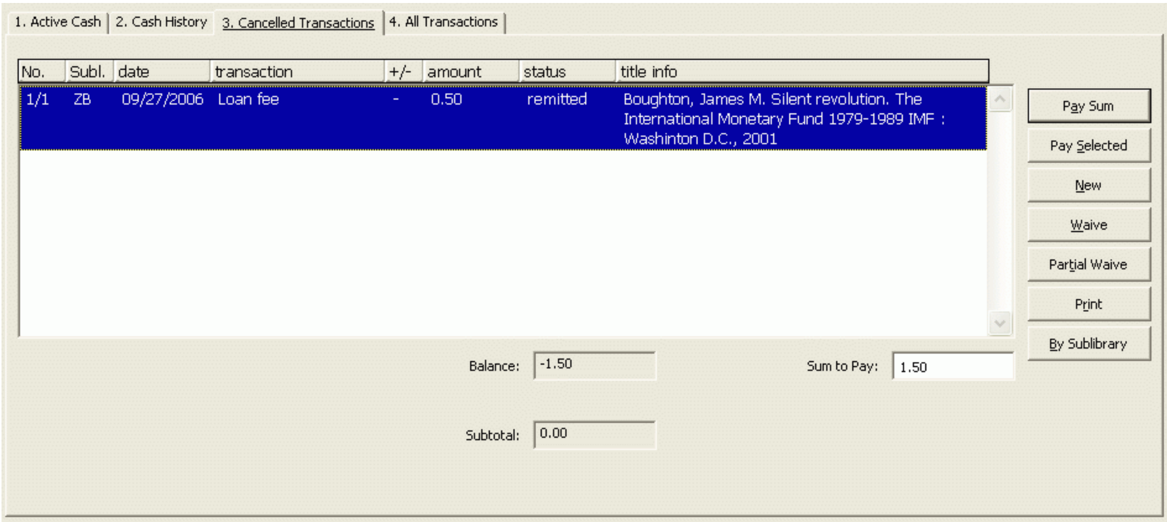
1. Active Cash displays a list of unpaid transactions.



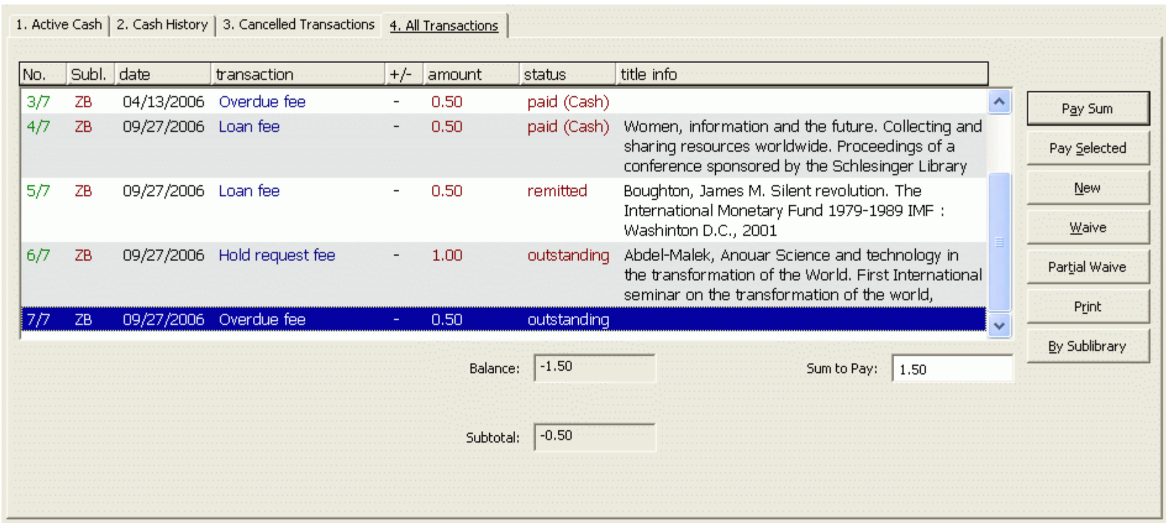
2. Cash History lists paid and partially paid transactions.



3. Cancelled Transactions displays a list of fees that have been waived.



4. All Transactions displays the unfiltered list.



To change the information on the list use the buttons on the right side of the pane. The buttons are explained below.

Pay Sum
If the patron wants to pay the total amount due, make sure that amount appears in the *Sum to Pay* field. Then click the **Pay Sum** button.

If the patron wants to pay less than the total amount due, enter the amount he is going to pay in the *Sum to Pay* field. Then click the **Pay Sum** button.

After clicking Pay Sum, you will be asked to confirm the amount in the Cash Transaction form. You can select a payment mode or leave the default value defined by your Setup (Client). After confirmation, the system will register as paid as many transactions as can be covered by the amount paid, starting with the earliest unpaid transaction. A given transaction may also be partially paid. In this case, the transaction will be split into two transactions, one for the paid portion and one for the unpaid portion.

Depending on how your workstation is set up, one or more receipts will be printed.

Pay Selected
If the patron wants to pay for one or more specific transactions, highlight the transaction(s) and click "Pay Selected". You will be asked to confirm that the patron really does want to pay the specified amount. After confirmation, the transaction will be registered as paid.

Depending on how your workstation is set up, one or more receipts will be printed.

New
You may register a cash transaction by clicking the New button. The New Cash Transaction form will be displayed, enabling you to define the transaction as a debit or credit, write a descriptive note about the transaction and link the transaction to item record.

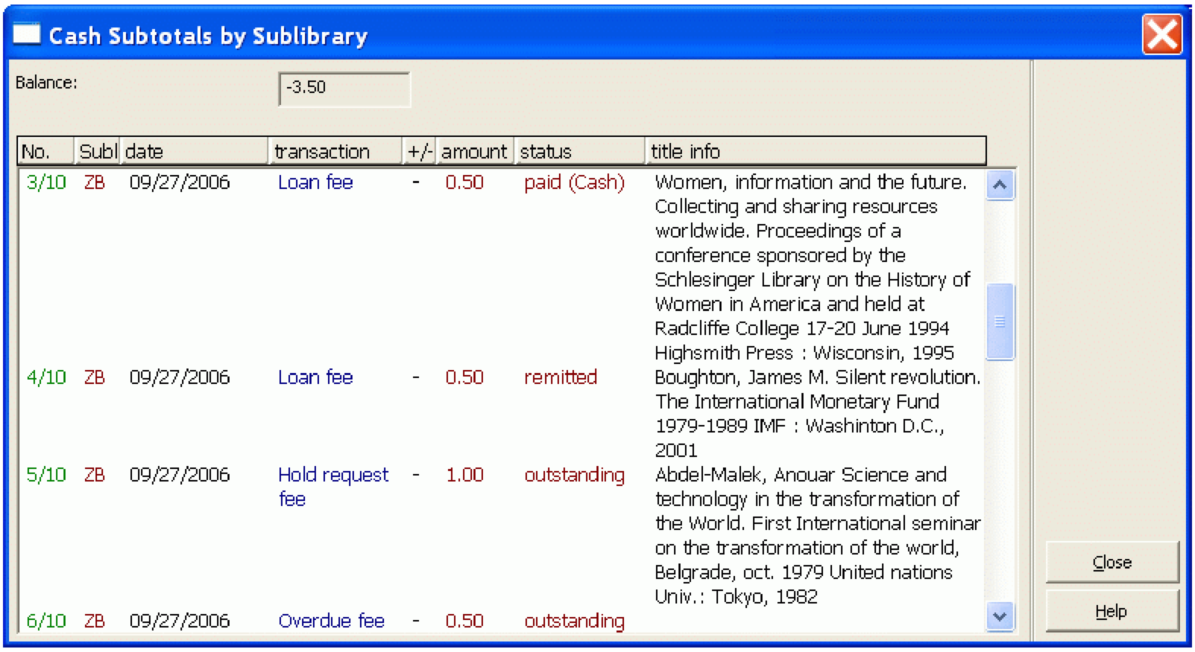
Waive
To cancel one or more non-credit transactions, highlight them and click the Waive button. A form is displayed for you to enter a comment or a reason for cancelling the transaction(s). You cannot waive a credited cash transaction. If the patron wants to cancel a credited transaction, a debited transaction of the same value must be created.

Partial Waive
To cancel part of a non-credit transaction, highlight it and click Partial Waive. A form is displayed for you to enter a comment or a reason for cancelling the transaction, and the sum that will be cancelled. You cannot waive a credited cash transaction. If the patron wants to cancel a credited transaction, a debited transaction of the same value must be created.

Print
To print transactions, click the Print button. If the window is currently displaying all transactions, then all transactions will be printed. If the window is currently displaying a filtered view, you will be asked whether you want to print all of the patron's transactions in the filtered view.

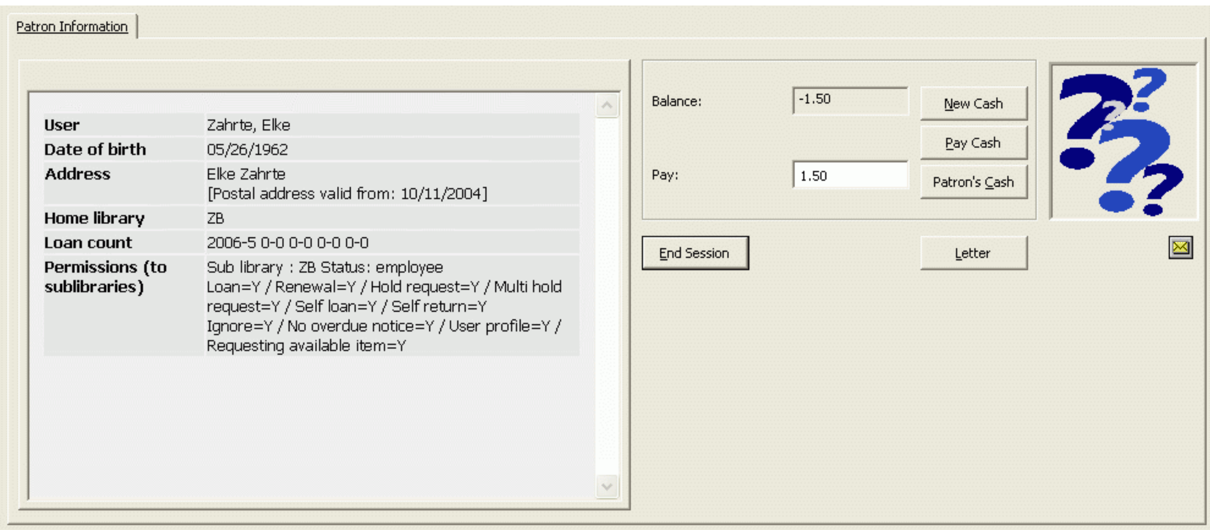
By Sublibrary

This window displays the patron's cash debits/credits totals sorted by sublibrary. The balance by sublibrary differentiates between regular debit and debit transferred to Accounts Receivable.



8.2 Cash transactions from loan and return tabs

You can pay outstanding sums or create a new cash transaction from the Loanand Return tabs. The Patron Information tab that is displayed in the upper pane when the Return or Loan tab is selected provides options to pay for cash transactions, add a new cash transaction, and display the patron's list of cash transactions.



New Cash

Click "New Cash" to register a cash transaction.The New Cash Transaction form will be displayed, enabling you to define the transaction as a debit or credit, write a descriptive note about the transaction and link the transaction to a particular item record.

Pay Cash
If the patron wants to pay the total amount due, make sure that amount appears in the **Sum to Pay** field. Then click the **Ok** button.

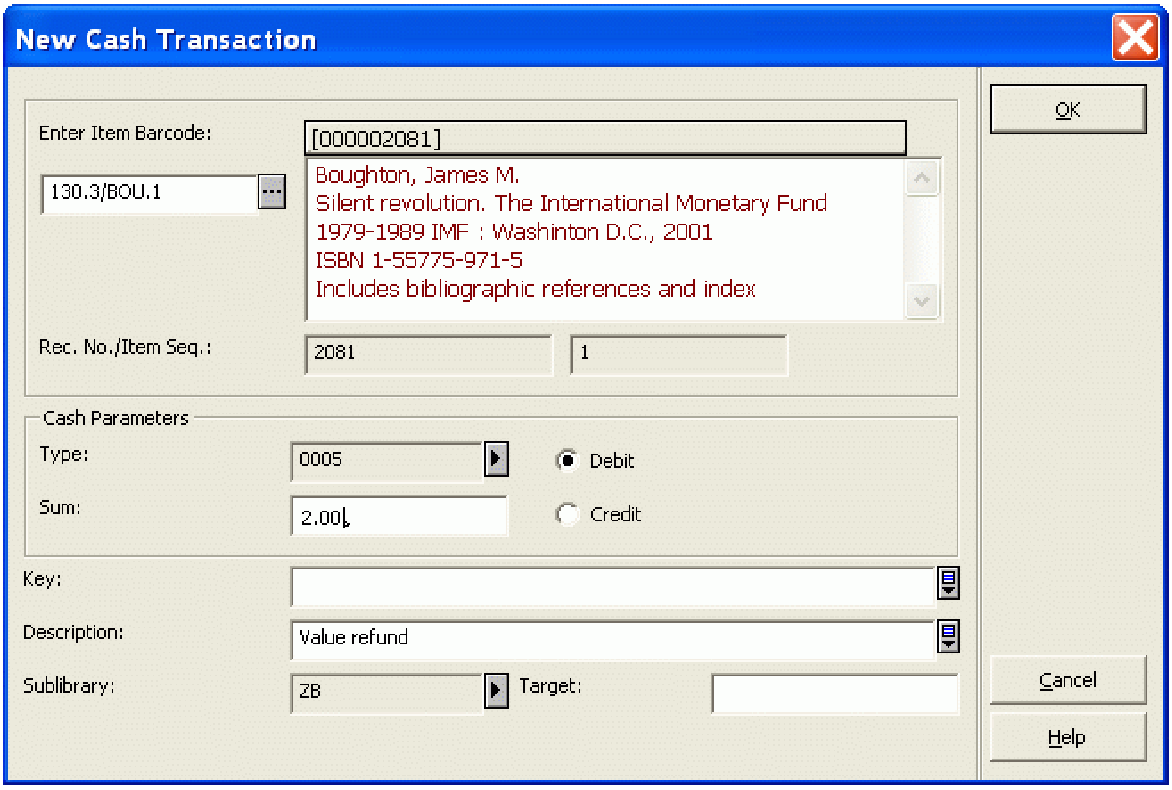
If the patron wants to pay less than the total amount due, enter the amount he is going to pay in the **Sum to Pay** field. Then click the **Ok** button. After confirmation, the system will register as paid as many transactions as can be covered by the amount paid, starting with the earliest unpaid transaction.

A given transaction may also be partially paid. In this case, the transaction will be split into two transactions, one for the paid portion and one for the unpaid portion.

Patron's Cash
Click Patron's Cash to move to the Cash tab and to display the cash transactions that belong to the patron.

8.3 New cash transaction form

When you click the New button (Patron tab) or the "New Cash" button (Patron Information tab) the following form is displayed:



This form enables you to register a cash transaction.

Be careful when filling in this form. Changing the selection in the fields Type and Sublibrary updates the fields Sum and Description. The correct workflow is to choose the type and the sublibrary first. (The same transaction can have different pricing in different sublibraries. The setup for this is done in Web Service Module / Setup Services / Circulation Parameter)

Item Barcode
Optional.If you want to link this transaction to a particular item, select the item by entering its barcode or by searching for it (by clicking the icon). After selecting an item, its bibliographic description, ADM record number and item sequence number will be displayed.

Type
Optional. Leave the field empty or choose from a list of transactions by clicking the arrow to the right of the field. When you select a type, the description and sum are automatically filled in. All automatically filled values can be changed manually.

Sum
Enter the fee for the transaction. The fee may be zero. When there is a library-defined fee for the selected transaction type, it will be automatically displayed in this field. Otherwise you can enter the fee manually.

Debit or Credit
If the patron owes the library money for the transaction, select **Debit**. If the library owes the patron money, select **Credit**.

Key
This field is not functional.

Description
If you choose a cash transaction type as explained above, the system fills in the matching description. Andernfalls können Sie die Beschreibung zum Gebührenvorgang manuell eingeben.

Sublibrary
If the transaction relates to a particular sublibrary, enter the sublibrary code here or choose from a list of sublibraries by clicking the arrow.

Target
Enter the department that will receive the fee.

Cash receipts

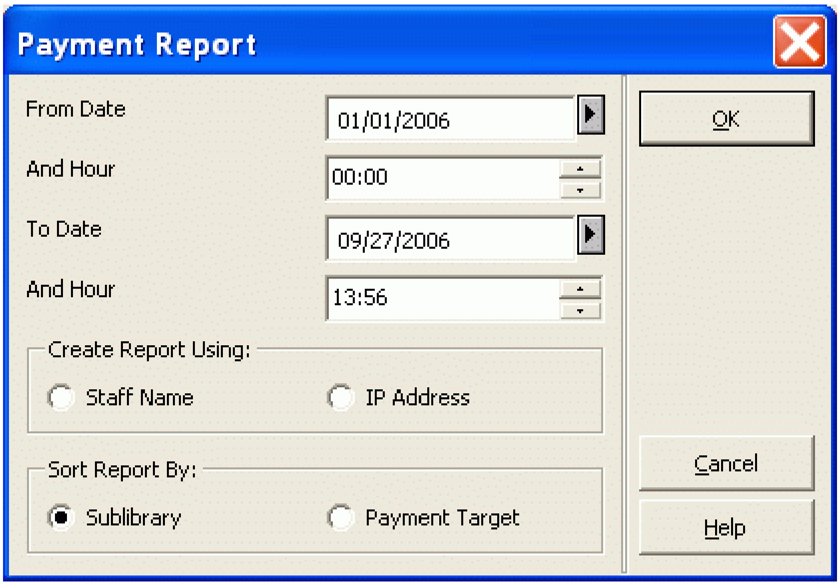
You can define the number of cash receipts that will be printed. To do this, open the circ.ini file. Go to the [Payment] section. Following is an example of what you may find there:

```
[Payment]
CashNoReceipt=2
```

On the right side of the equal (=) sign, type the number of receipts (up to 9) that you want to be printed. If you do not want any printed, type zero ("0"). The actual printer that will be used is defined in the PRINT.INI file, with the function name PayLetter or LineLetter. A payment registered by clicking the "Pay Selected" button will produce a Cash receipt using the LineLetter entry. A payment registered by clicking the "Pay Sum" button will produce a Cash receipt using the PayLetter entry.

Payment report

The Payment Report lists all the cash transactions that have occurred within a given time period. Select Reports / Payment Report from the main menu to create an online Payment Report.



From Date/And Hour
Enter the earliest date and hour that you want to be included in the report.

To Date/And Hour
Enter the latest date and hour that you want to be included in the report.

Creating Report using:

Staff Name: The Payment Report will include transactions that were processed by the currently logged in staff member during the specified time period.

IP-Address: This option filters the Payment Report according to the current workstation which is identified by an actual IP address. The Payment Report will include transactions that were processed by all the staff members who used the current workstation.

Sort Report By:
If you choose **Sublibrary**, all transactions for a given sublibrary will be grouped together. If you choose **Payment Target**, the report will be grouped according to the body that is supposed to receive the payments for the transactions.

After the Report is Generated
After the report is generated, two things will happen:
- The system will produce a printout or a print preview
- After the printout is sent or the print preview displayed, you will be asked whether or not you want to "update the default time". If you choose Yes, the next time you run the report, the **From Date/And Hour** will start where the previous report left off.

The online payment report includes the following columns:

- Date
- Sublibrary

- Patron ID
- Transaction
- Soll
- Credit
- Status

Please note that Alephino always shows the most recent transactions. If you want to see earlier transactions use if neccessary the scroll bar to get to the beginning of the list.