Welcome!

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

Please mute your microphone.

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

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

CARLI

Patron record clean up for Alma Migration: Recommended and Required

CARLI Resource Sharing Committee

Agenda:
- Overview
- Detailed Guidelines
- Next Steps

Companion Webpage:

Patron record clean up for Alma Migration: Recommended and Required

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

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

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

The Board accepted the recommendations from the Resource Sharing Committee: CARLI Board Minutes: December 6, 2019

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

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

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

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

Summary rationale for guidelines:

- The CARLI Privacy Policy states, "It is our policy to store personal information in our systems for the shortest amount of time necessary to complete transactions or provide service."

- The Committee focused on the question of at what point is it realistic for a library to assume they will not receive payment for, or the return of, a lost item. The work did NOT focus on measures that might be taken to increase the percentage of payments received for lost items.

Summary rationale for guidelines, cont'd:

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

Guidelines:

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

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

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

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

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

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

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

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

Background

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

- The patron record's expiration date, or purge date, is older than the date specified for the purge.

- The patron record has NO active transactions.
  Active transactions include:
  - Charged items, in any status (charged, overdue, lost, etc.), at home or at an I-Share library
  - Active fines/fees, at home or at an I-Share library
  - Active holds, recalls, bookings, call slip requests, items in transit, or proxy relationships, at home or at an I-Share library
  - Circulation exceptions, at home or at an I-Share library
  - A stub record saved in another I-Share library

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

How to complete clean-up:

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

Timeline goals:

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

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

Documentation:

- Circulation Best Practice: Voyager Patron Record Purge
- Patron record clean up for Alma Migration: Recommended and Required

Shared SQL:

- Count of Patrons by expire_date
- Count of Patrons by purge_date
- Expired Patron Records for Deletion
- Patron record purge date information
- Patron Records with a Given Purge Date

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

Background

- Voyager System Administration contains a setting to allow libraries to allow or prevent the deletion of patron records with historical fines.

- Historical Fines in Voyager are fines/fees where the fine/fee has been "completed."

- Only active/outstanding patron fines and fees are migrated to Alma (see Ex Libris's Voyager to Alma Migration Guide). Historical fines and fees are not migrated.

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

How to complete clean-up:

- On February 1st, CARLI Office staff will update the checkbox in Voyager System Administration for all I-Share libraries to "Allow Deletion of Patron with Historical Fines."

- Any patron record purges performed after February 1st will allow Voyager to delete patrons with only historical fines.

Timeline goals:

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

Documentation:

- See patron record purge documentation.

- Patron record clean up for Alma Migration: Recommended and Required

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

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

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

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

Background

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

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

Number of Overdue Fines by Year Fine Created

Year	Number of Overdue Fines
2002	143
2003	128
2004	123
2005	299
2006	225
2007	315
2008	254
2009	294
2010	418
2011	280
2012	8
2013	38
2014	27
2015	23
2016	14
2017	23
2018	16
2019	35
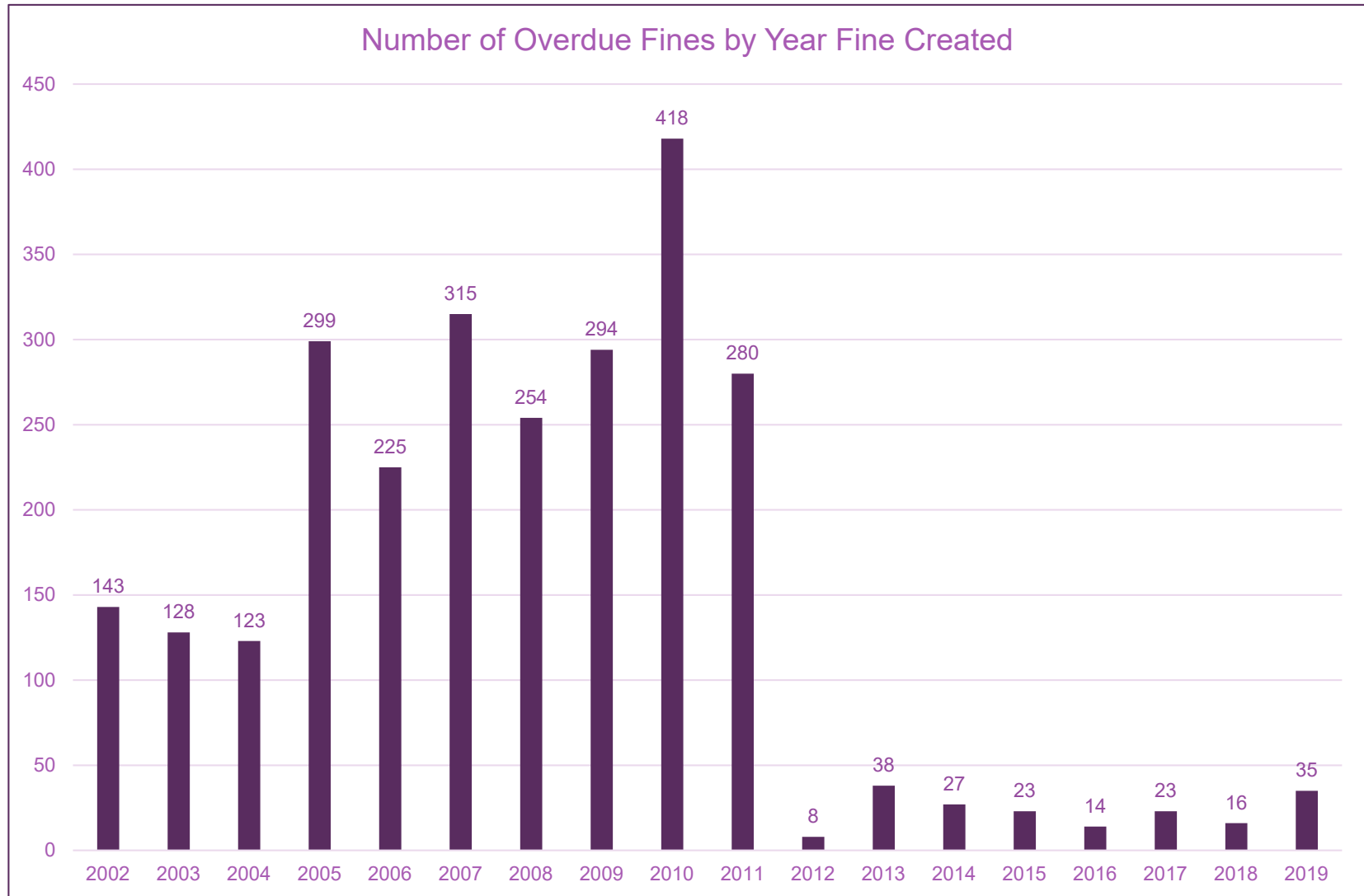
Required: Forgive all overdue fines owed by I-Share patrons.

How to complete clean-up:

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

Timeline goals:

- In Voyager, before production migration, if possible.

Documentation:

- Universal Borrowing Standardized Policies
- Universal Borrowing Standardized Policies Chart
- Patron record clean up for Alma Migration: Recommended and Required

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

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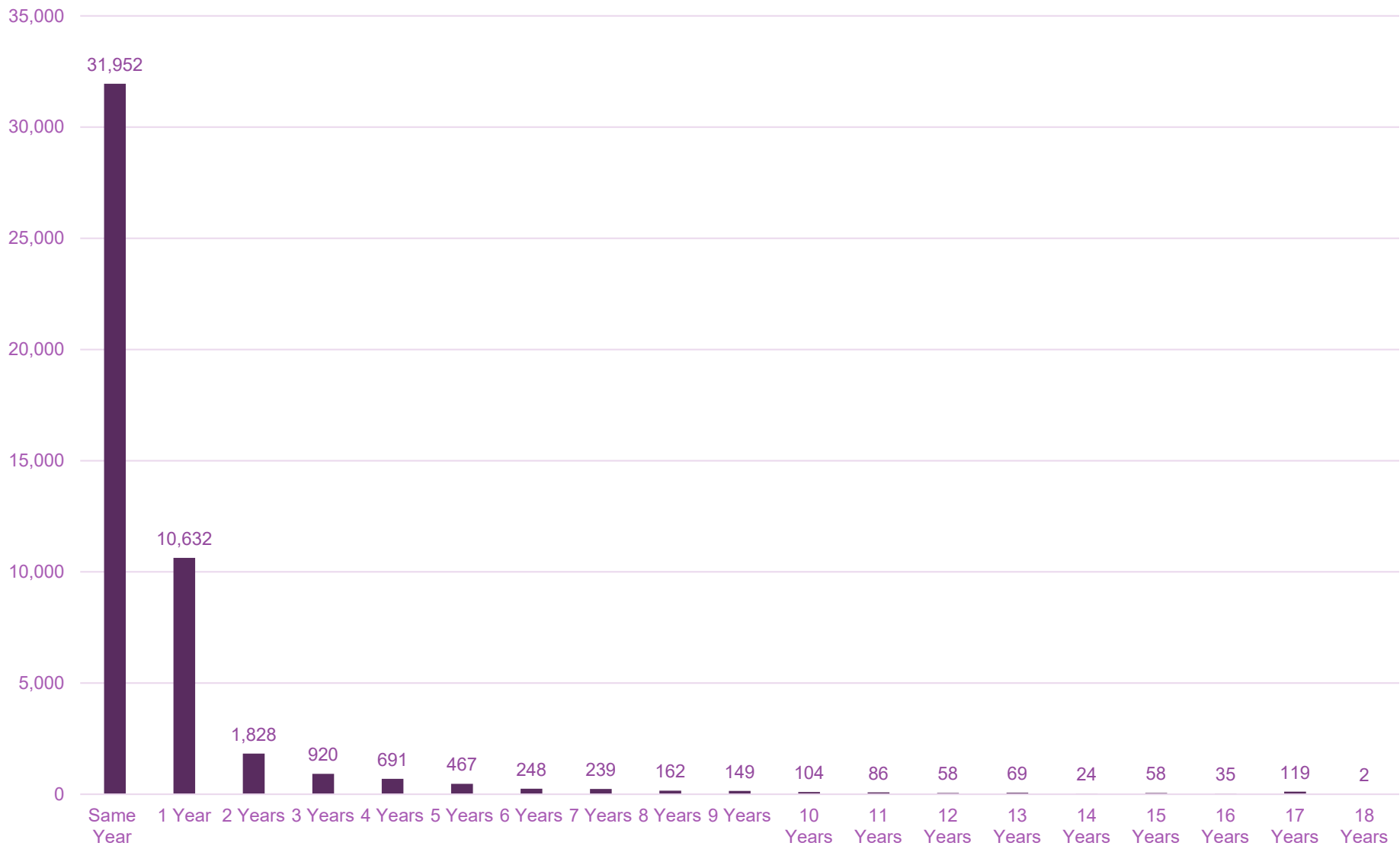
Background

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

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

Difference between Lost Item Replacement Fine Assessed and when Fine Updated by "Payment" Transaction in Voyager

Category	Value
Same Year	31,952
1 Year	10,632
2 Years	1,828
3 Years	920
4 Years	691
5 Years	467
6 Years	248
7 Years	239
8 Years	162
9 Years	149
10 Years	104
11 Years	86
12 Years	58
13 Years	69
14 Years	24
15 Years	58
16 Years	35
17 Years	119
18 Years	2

6 Years, 0.5184%
5 Years, 0.9761%
7 Years, 0.4996%
8 Years, 0.3386%
4 Years, 1.4443%
9 Years, 0.3114%
3 Years, 1.9230%
10 Years, 0.2174%
11 Years, 0.1798%
2 Years, 3.8208%
12 Years, 0.1212%
13 Years, 0.1442%
14 Years, 0.0502%
15 Years, 0.1212%
16 Years, 0.0732%
17 Years, 0.2487%
18 Years, 0.0042%

1 Year, 22.2227%

Same Year, 66.7851%
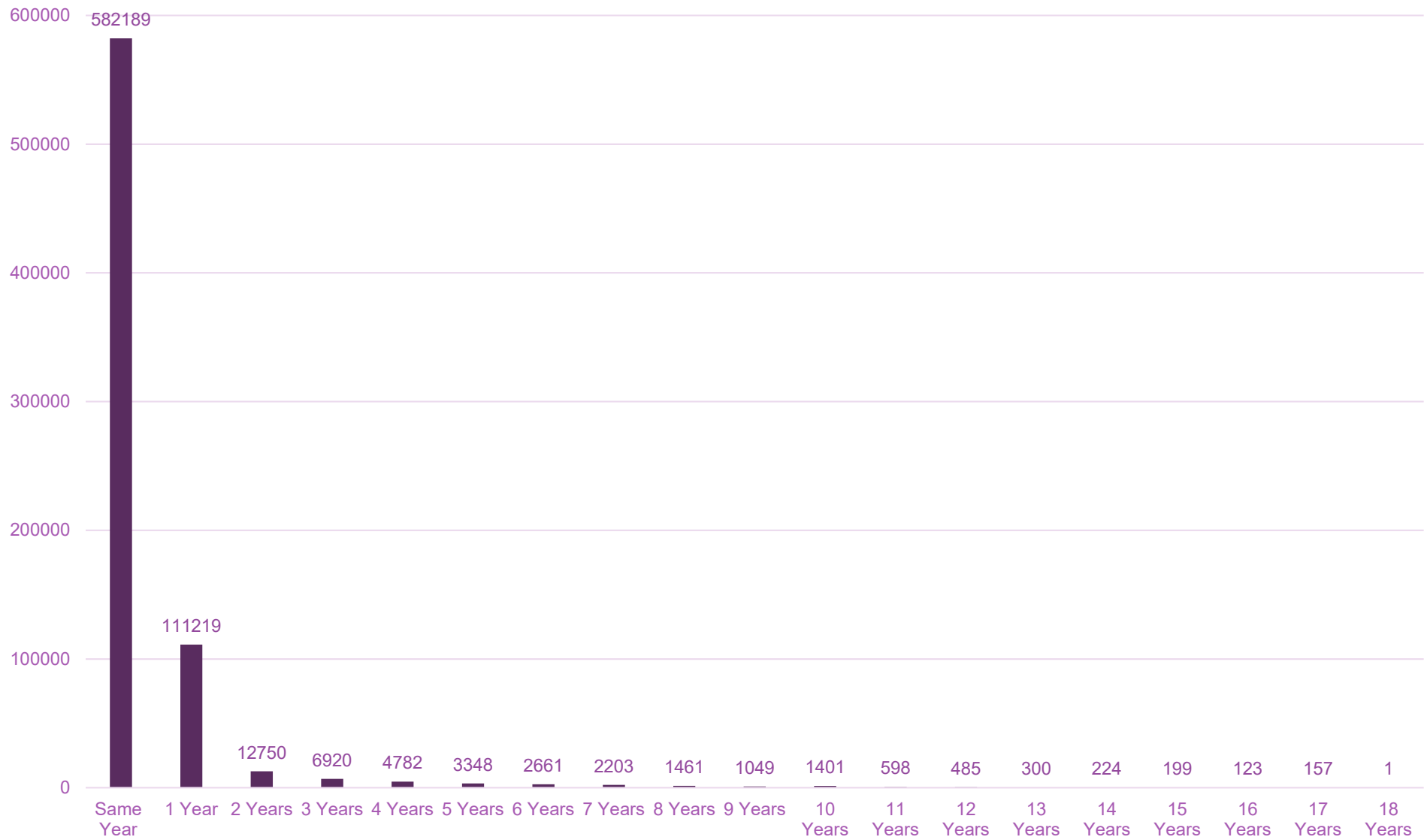
Percentage Paid Per Year After Fine Assesed
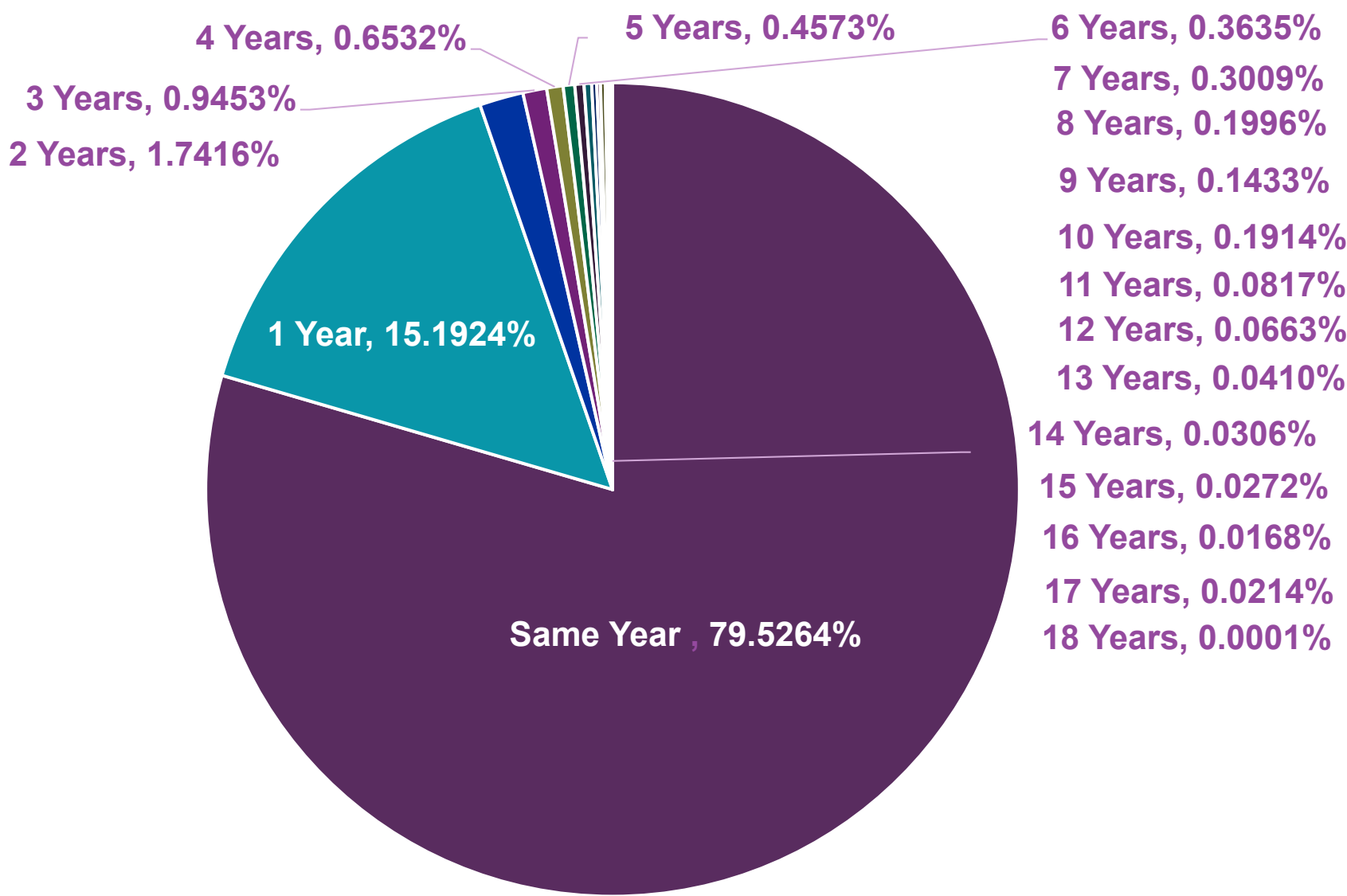
Difference between Lost Item Replacement Fine Assessed and
when Fine Updated by "Forgive" Transaction in Voyager

Category	Value
Same Year	582189
1 Year	111219
2 Years	12750
3 Years	6920
4 Years	4782
5 Years	3348
6 Years	2661
7 Years	2203
8 Years	1461
9 Years	1049
10 Years	1401
11 Years	598
12 Years	485
13 Years	300
14 Years	224
15 Years	199
16 Years	123
17 Years	157
18 Years	1

4 Years, 0.6532%

5 Years, 0.4573%

6 Years, 0.3635%

7 Years, 0.3009%

8 Years, 0.1996%

3 Years, 0.9453%

9 Years, 0.1433%

2 Years, 1.7416%

10 Years, 0.1914%

11 Years, 0.0817%

12 Years, 0.0663%

1 Year, 15.1924%

13 Years, 0.0410%

14 Years, 0.0306%

15 Years, 0.0272%

16 Years, 0.0168%

17 Years, 0.0214%

Same Year , 79.5264%

18 Years, 0.0001%

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

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

How to complete clean-up:

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

Timeline goals:

- In Voyager, before production migration, if possible.

Documentation:

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

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

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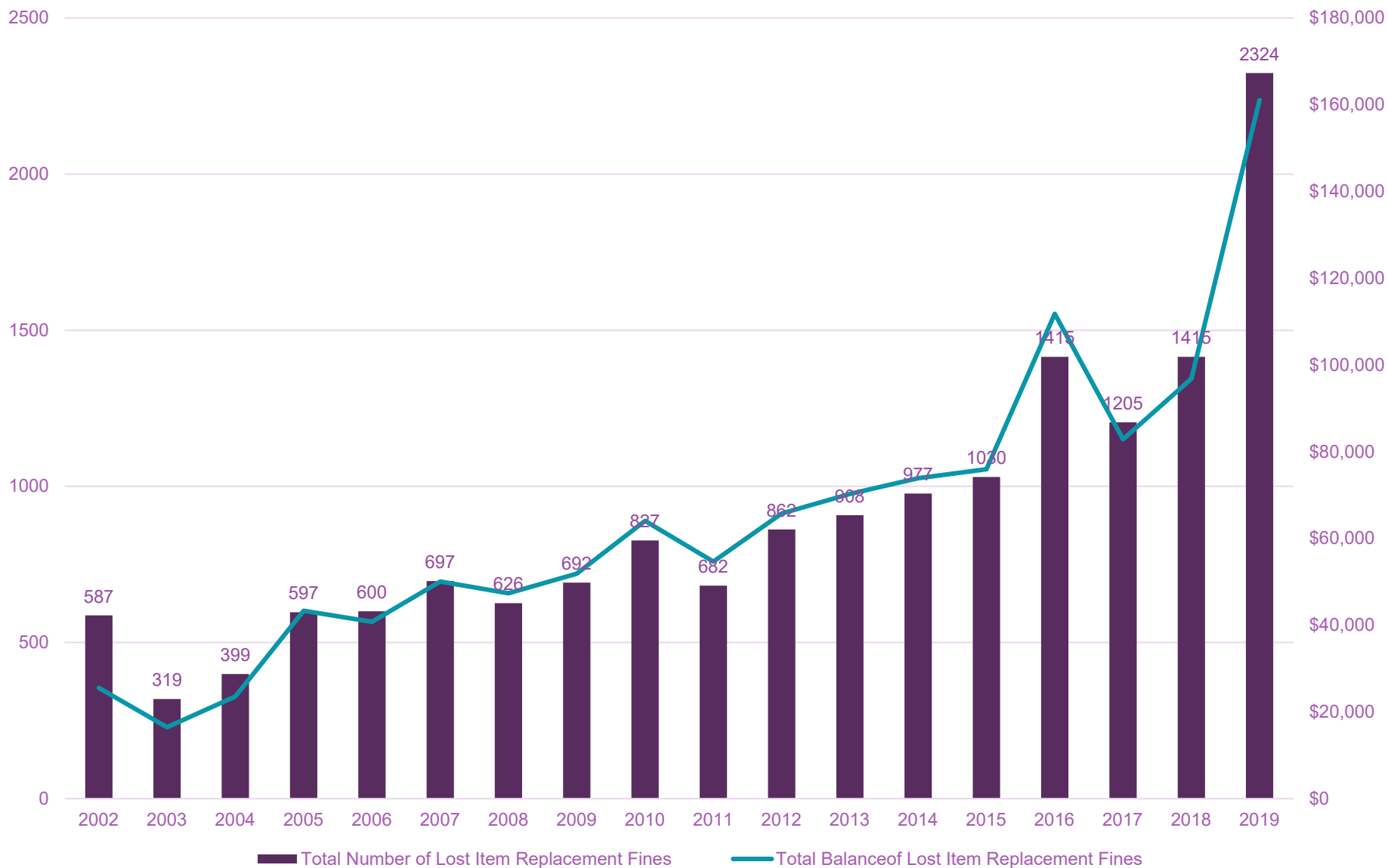(7 years required, 5 or fewer recommended).

Guideline Details

Create Year for Lost Item Replacement Fine	Total Number of Lost Item Replacement Fines	Total Balance of Lost Item Replacement Fines
2002	587	$25,533
2003	319	$16,476
2004	399	$23,552
2005	597	$43,316
2006	600	$40,775
2007	697	$50,056
2008	626	$47,350
2009	692	$51,883
2010	827	$64,049
2011	682	$54,649
2012	862	$65,750
2013	908	$70,268
2014	977	$73,893
2015	1030	$75,944
2016	1415	$111,801
2017	1205	$82,874
2018	1415	$96,829
2019	2324	$161,075

Lost Item Replacement Fines owed by Year, for I-Share Patrons

Legend:
- Total Number of Lost Item Replacement Fines
- Total Balance of Lost Item Replacement Fines

Data values (Total Number of Lost Item Replacement Fines):
- 2002: 587
- 2003: 319
- 2004: 399
- 2005: 597
- 2006: 600
- 2007: 697
- 2008: 626
- 2009: 692
- 2010: 827
- 2011: 682
- 2012: 862
- 2013: 908
- 2014: 977
- 2015: 1030
- 2016: 1415
- 2017: 1205
- 2018: 1415
- 2019: 2324

Guideline Details

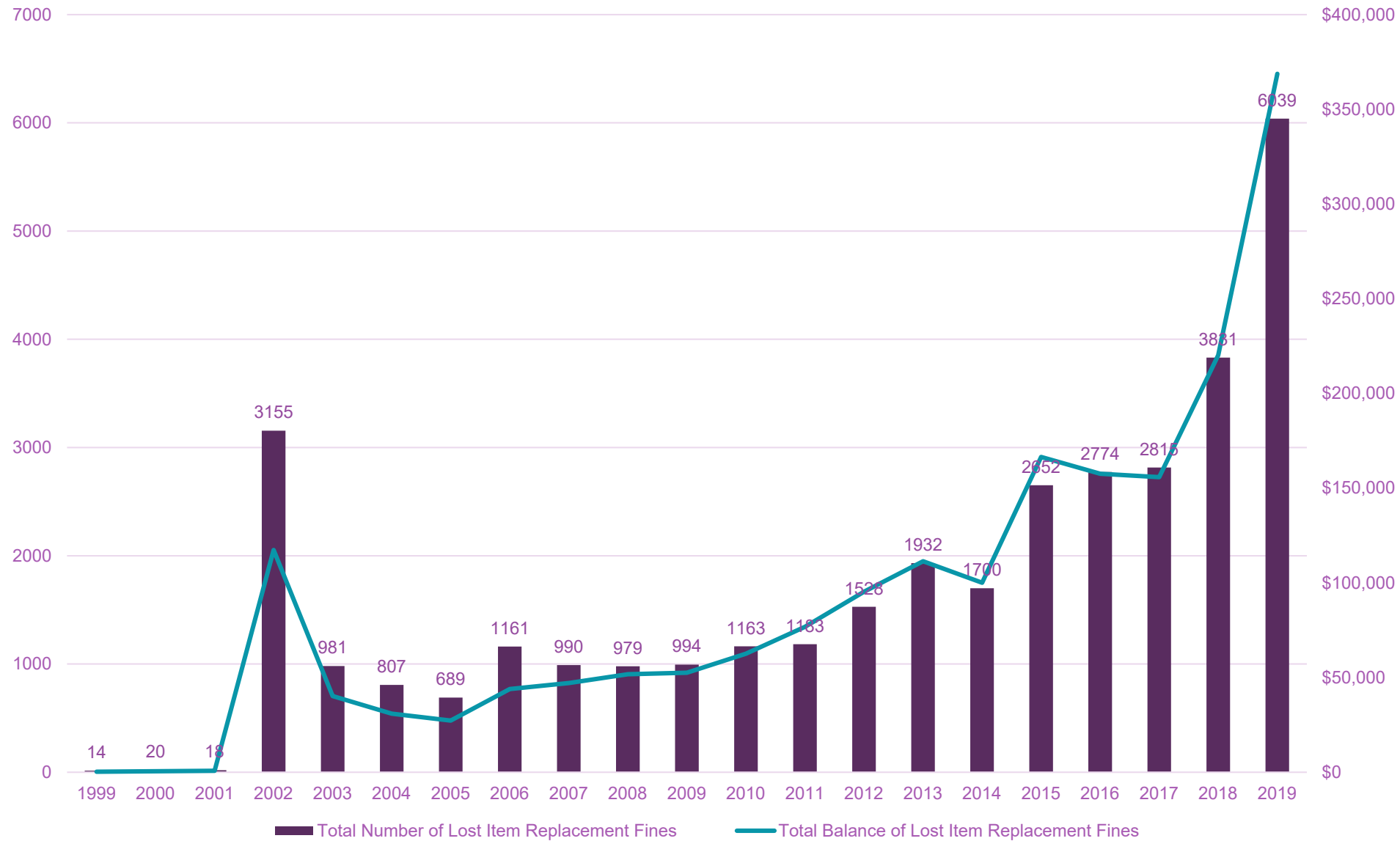| Create Year for Lost Item Replacement Fine	Total Number of Lost Item Replacement Fines	Total Balance of Lost Item Replacement Fines
1999	14	$260
2000	20	$508
2001	18	$738
2002	3155	$117,315
2003	981	$40,185
2004	807	$30,886
2005	689	$27,236
2006	1161	$43,924
2007	990	$47,082
2008	979	$51,736
2009	994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

Lost Item Replacement Fines owed by Year, for Local Patrons

Legend:
- Total Number of Lost Item Replacement Fines (bars)
- Total Balance of Lost Item Replacement Fines (line)

Data values (Total Number of Lost Item Replacement Fines):
- 1999: 14
- 2000: 20
- 2001: 18
- 2002: 3155
- 2003: 981
- 2004: 807
- 2005: 689
- 2006: 1161
- 2007: 990
- 2008: 979
- 2009: 994
- 2010: 1163
- 2011: 1183
- 2012: 1528
- 2013: 1932
- 2014: 1700
- 2015: 2652
- 2016: 2774
- 2017: 2815
- 2018: 3831
- 2019: 6039

Fine/Fee and Lost-Item related guidelines-- Required: Forgive all overdue fines owed by I-Share patrons.

Number of Overdue Fines by Year Fine Created
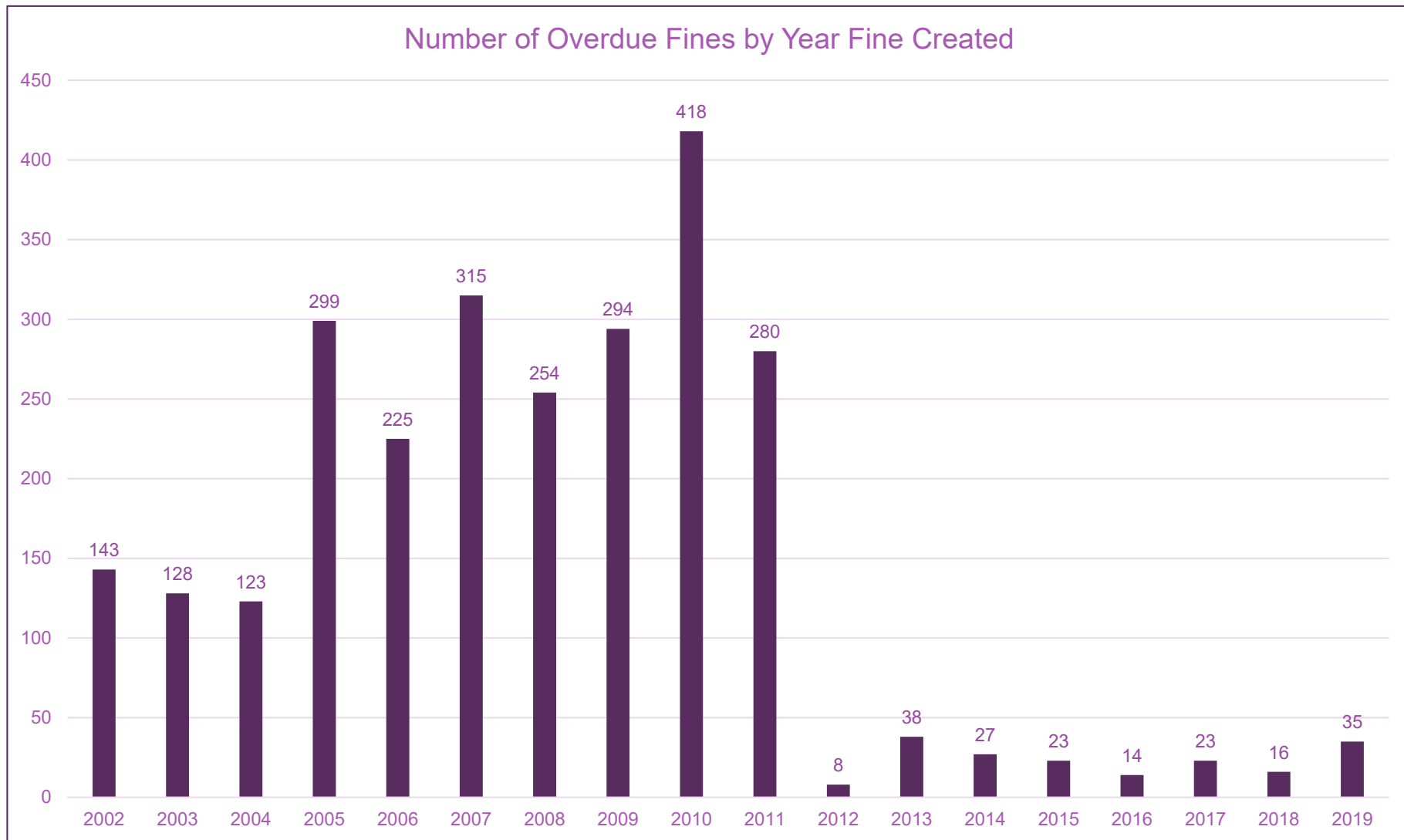
All Fine/Fee and Lost-Item related guidelines: Clean-up options

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

- The CARLI Office staff will upload a report to the library's CARLI FTP directory of the patron's basic information, paired with their fines/fees that will be forgiven.

- The CARLI Office will run the Voyager server Circjob 41, which forgives all fines and fees created within the given date range, for both local and I-Share patrons.

- After running Circjob 41, the CARLI Office will run an updated version of the Voyager Discharge Macro to discharge the lost items on the patron's accounts, and then will update those lost items' status to "Withdrawn", "Missing", or "Lost- Library Applied" at the choice of the library.

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

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

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

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

Option 3: Manual workflow

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

Option 4: Combination workflow

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

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

The CARLI Office will solicit each library's option:

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

Overall Goal:

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

Additional Benefit:

- Start Alma with a cleaner, updated environment.

Guidelines:

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

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

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

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

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

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

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

Upcoming Tasks:

1. Libraries review patron records, and schedule patron record purge(s) to delete unneeded patron records.

2. The CARLI Office will adjust SysAdmin settings for specified libraries to enable the deletion of patrons with only historical fines and fees.

3. The CARLI Office will contact each library's I-Share liaison to solicit the preferred clean-up option, and preferred dates, to begin the fine/fee and lost item clean-up workflows.

4. The CARLI Office will be in contact with the I-Share Liaison during the clean-up process.

5. The I-Share liaison will work with their library colleagues to disseminate, and gather, needed information.

6. As always, send any questions to support@carli.Illinois.edu

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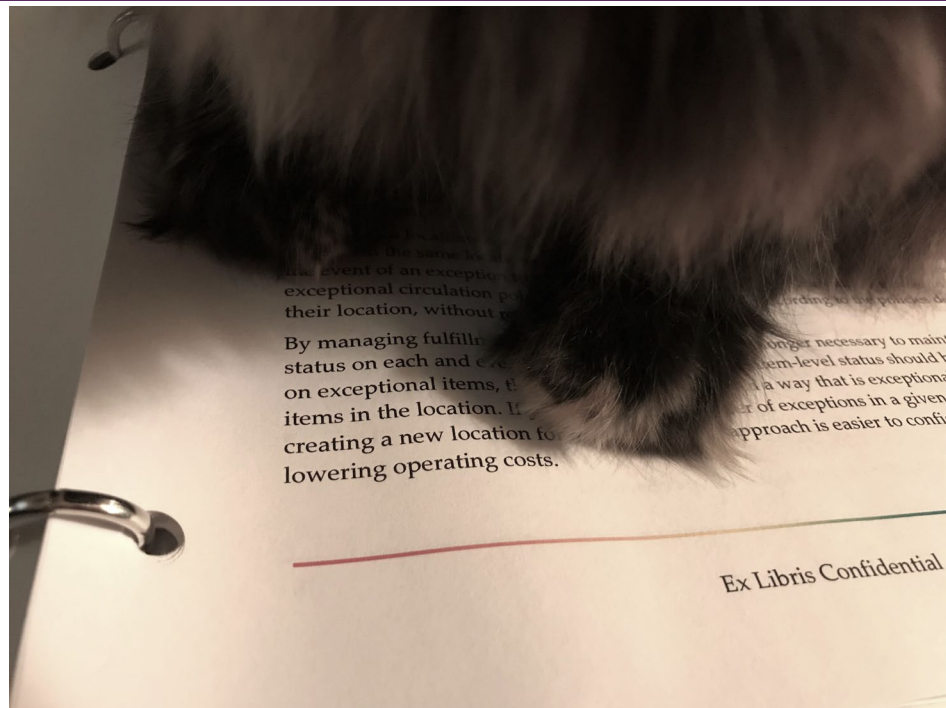
QUESTIONS?

Thank you!

Join us next Thursday
   at 2pm for another
   Office Hour

You can always contact CARLI at
   support@carli.Illinois.edu