Part 2: Detailed description of proposal, including data remediation processes

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

Proposal 1. 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. The CARLI Office has not previously mandated the clean-up of overdue fines assessed before July 2011, some additional overdue fines/fees have been assessed to I-Share patrons since July 2011 (due to loopholes in Voyager SysAdmin settings). As overdue fines should not be assessed to I-Share patrons, all I-Share libraries should forgive the existing overdue fines assessed to I-Share patrons before migration.

Supporting data:

Appendix A
- Appendix A, Part 1 for information on the number and total amount of overdue fines assessed to I-Share patrons, at each I-Share library.
- Appendix A, Part 2 shows the number of overdue fines owed by I-Share patrons totaled for all I-Share libraries, sorted by create date of the fine.
- Appendix A, Part 3 shows the number of overdue fines owed by I-Share patrons for each I-Share library, divided by overdue fine creation year. The majority of overdue fines were assessed before 2012.

Methods for clean up:

The majority of overdue fines assessed to I-Share patrons, were created before 2012 (see Appendix A, part 2 and Appendix A, part 3).

Option 1: The CARLI Office staff can run the Voyager server Circjob 41, which forgives all fines and fees created within a given date range, IF the I-Share library will select the same date range for proposals 1 and 4-7. Circjob 41 forgives all of the patrons' fines and fees; it is not limited to only overdue fines. 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 update those lost items' status to "Withdrawn", "Missing", or "Lost- Library Applied" at the choice of the library.

Option 2: The CARLI Office staff can generate a list for each I-Share library, of I-Share patrons owing fines/fees to the library for use with Circjob 40. Circjob 40 forgives all of the selected patrons' fines and fees; it is not limited to only overdue fines. 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 update those lost items' status to "Withdrawn", "Missing", or "Lost- Library Applied" at the choice of the library.

Option 3: The I-Share Library, or the CARLI Office staff, can generate a list of I-Share patrons owing fines/fees to the library. The I-Share library's staff can perform manual clean up in Voyager Circulation.

Option 4: Libraries could opt for a combination of Options 1, 2, and/or 3.

Proposal 2. 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." This includes all fines and fees handled by a transaction, where the fine/fee was paid, forgiven or marked as an error, or transferred via the Bursar process to the campus's management system, and Voyager considers the patron's responsibility complete.

Supporting data:

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.

If a patron record has been retained in Voyager only due to its historical fines and fees that patron record will migrate to Alma with no reference to, or record of, those historical Voyager fines and fees. Following CARLI's Privacy Policy, these patron records should not be migrated.

The other criteria, which enable a patron record to be purged in Voyager using Circjob 39: batch patron purge, include:
- o The patron record's expiration date, or purge date, meets the criteria used by the library for the purge.
- o 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

Methods for clean up:

CARLI Office staff can update the checkbox in Voyager System Administration for all I-Share libraries to "Allow Deletion of Patron with Historical Fines." When I-Share Libraries perform the patron record purges recommended in Proposal 3, Voyager will delete the patron records with only historical fines.

Proposal 3. Recommended: Purge eligible local patron records with expire/purge date older than 2 years (or fewer)

Background:

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." A patron record is eligible to be purged in Voyager using Circjob 39, batch patron purge, if it meets these criteria:
- o The patron record's expiration date, or purge date, meets the criteria used by the library for the purge.
- o 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

Patron historical circulation statistics are not migrated from Voyager to Alma.

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

Supporting data:
The CARLI Office will write and post a Voyager Shared SQL query that will list the individual patron records that would be eligible for purge based on the I-Share library's desired Purge/Expiration date.

Queries already included in the CARLI Voyager Reports database can provide counts by patron group:
- Patrons Eligible for Purge by Expire Date- Count by pat grp
- Patrons Eligible for Purge by Purge Date- Count by pat grp

I-Share libraries comfortable with Voyager Access Reporting can run the reports on their own behalf. I-Share libraries can also request the CARLI Office run the reports on their behalf, and share the data in their CARLI FTP directory.

Methods for 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.

Proposal 4: Recommended: For local patrons, forgive fines/fees created more than 7 years ago (5 or fewer encouraged)
Proposal 5: 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.

Supporting data:
Notes:
- I-Share libraries typically have a spike in fines/fees and lost items during the year that their library migrated from their previous ILS to Voyager. This spike often includes the outstanding fines/fees migrated from the previous system. The I-Share consortium migrated from DRA to Voyager in 2002; libraries that were members of I-Share during that migration may see the spike in their 2002 data, contributing to overall higher outstanding fines/fees for the year 2002.
- Five I-Share member libraries currently use Voyager's Bursar Transfer System functionality: ARU, KIS, SIC, UIC, and UIU. For local patron records, the bursar transfer system allows libraries to export either the total patron balances, or itemize patron fines/fees information to another system such as a billing

agency. Libraries select which local patron groups (not I-Share) are eligible for fine/fee transfer. Fines and fees exported using the Bursar transfer process are considered complete in Voyager, as payment will be handled through the system the fines/fees were imported into. Therefore, libraries that use the Bursar Transfer System functionality have fewer outstanding fines/fees in their databases.

Appendix G- Current Data (as of 11/25/2019)
- Total of outstanding fines and fees owed by local patrons, and the total of outstanding fines and fees owed by I-Share patrons, for fines and fees assessed before 1/1/2013 (older than 7 years).

Appendix E- Current Data (As of 11/25/2019)
The Data in Appendix E can allow libraries to review the fines and fees owed to their library by patrons of other I-Share libraries.
- Appendix E, Part 1: Count of fines/fees owed by I-Share patrons, by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019). Lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by I-Share patrons to the library. Rows are provided for each fine/fee type owed by I-Share patrons to that library. A count of the number of that fine/fee type is included in the columns; these fine/fees are sorted by the year the fine/fee was created.
    o For example, Adler University has four outstanding fines/fees assessed to I-Share patrons from the year 2008. Two of those fines are Lost Item Processing, and two are Lost Item Replacement.
- Appendix E, Part 2: Total of fines/fees owed by I-Share patrons by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019, rounded to whole dollar). Lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by I-Share patrons to the library. Rows are provided for each fine/fee type owed by I-Share patrons to that library. A total of the monetary value of the fine/fee type is included in the columns; these fine/fees are sorted by the year the fine/fee was created.
    o For example, Adler University has a total of $70 in outstanding fines/fees assessed to I-Share patrons from the year 2008. Of that total, $20 is Lost Item Processing, and $50 are Lost Item Replacement.

Appendix F- Current Data (As of 11/25/2019)
The data in Appendix F can allow libraries to review the fines and fees owed to their library by their local patrons.
- Appendix F, Part 1: Count of fines/fees owed by local patrons, by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019) Count of fines/fees owed by Local patrons, by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019). Lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by local patrons to the library. Rows are provided for each fine/fee type owed by Local patrons to that library. A count of the number of that fine/fee type is included in the columns; these fine/fees are sorted by the year the fine/fee was created.
    o For example, Adler University has five outstanding fines/fees assessed to local patrons from the year 2010. One fine is Lost Item Processing; one Lost Item Replacement; one Media Booking Usage Fee; and 2 are Overdue Fines.
- Appendix F, Part 2: Total of fines/fees owed by Local patrons by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019, rounded to whole dollar). Total of fines/fees owed by Local patrons by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019, rounded to whole dollar). Lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by Local patrons to the library. Rows are provided for each fine/fee type owed by Local patrons to that library. A total of the monetary value of the fine/fee type is included in the columns; these fine/fees are sorted by the year the fine/fee was created.
    o For example, Adler University has a total of $54 in outstanding fines/fees assessed to Local patrons from the year 2010. Of that total, $10 is Lost Item Processing, $25 is Lost Item Replacement, $10 in Media Booking Usage, and $19 in Overdue fines.

Methods for clean up:
Option 1: The CARLI Office staff can run the Voyager server Circjob 41, which forgives all fines and fees created

within a given date range, IF the I-Share library will select the same date range for proposals 1 and 4-7. Circjob 41 forgives all of the patrons' fines and fees; it is not limited to only overdue fines. 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 update those lost items' status to "Withdrawn", "Missing", or "Lost- Library Applied" at the choice of the library.

Option 2: The CARLI Office staff can generate a list for each I-Share library, of I-Share patrons owing fines/fees to the library. Circjob 40 forgives all of the selected patrons' fines and fees; it is not limited to only overdue fines. 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 update those lost items' status to "Withdrawn", "Missing", or "Lost- Library Applied" at the choice of the library.

Option 3: The I-Share Library, or the CARLI Office staff, can generate a list of I-Share patrons owing fines/fees to the library. The I-Share library's staff can perform manual clean up in Voyager Circulation.

Option 4: Libraries could opt for a combination of Options 1, 2, and/or 3.

Proposal 6: Recommended: For local patrons, forgive and discharge items lost more than 7 years ago (5 or fewer encouraged)
Proposal 7: 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).

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 reviewed the historical data found in Appendix C, which allowed them to determine how many years typically elapse between when a Lost Item Replacement fine is assessed to a patron's record, and when the fine is marked as type "Payment" in Voyager. Historical I-Share data reviewed by the Committee showed that the vast majority of lost items that were paid, were processed within two years of the item reaching lost status. Of the fines paid, 90% were paid within 2 years.

CARLI Office staff added in additional data as Appendix D, which shows that for Lost Item Replacement fines that library staff close using the transaction type of "Forgive" in Voyager, almost 95% of those transactions occur during the same year the fine was assessed or within the following year.

The historical data shows that, if a lost item is not paid for, or returned, within the first two years after the lost item fine was assessed, it is not likely that the lost item or its associated fines will be recovered.

CARLI I-Share best practices direct libraries to forgive Lost Item Replacement fines when a Lost Status item is returned by the patron (within a reasonable amount of time), and, I-Share libraries can also use the "Forgive" transaction type at their discretion for other lost-related workflows. The "Payment" transaction type is typically used by I-Share libraries to record that a patron did make payment in lieu of returning a lost item.

The information in Appendix B parts 1 and 2 show the count of current, outstanding Lost Item Replacement Fines across all I-Share Libraries with the total balance owed for those fines, for I-Share (part 1) and local patrons (part 2) across the consortium.

Appendices E and F show the count of all fines and fees owed by I-Share (Appendix E) and local (Appendix F) patrons, by year that the fine/fee was assessed to the patrons' account, and by the fine/fee type. Each I-Share library can review the outstanding lost-item-associated fines for their library.

Some of Lost-Item Replacement fines may be outstanding in error- such as, the lost item was returned by the patron but the fine was not removed from the patron's account. This typically occurs when the "Lost-System Applied" status is removed from the item record prematurely. This causes item to not be at attention to the library staff member(s) who process the lost workflow materials.

Supporting data:
Notes:
- I-Share libraries typically have a spike in fines/fees and lost items during the year that their library migrated from their previous ILS to Voyager. This spike often includes the outstanding fines/fees migrated from the previous system. The I-Share consortium migrated from DRA to Voyager in 2002; libraries that were members of I-Share during that migration may see the spike in their 2002 data, contributing to overall higher outstanding fines/fees for the year 2002 overall.
- Five I-Share member libraries currently use Voyager's Bursar Transfer System functionality: ARU, KIS, SIC, UIC, and UIU. For local patron records, the bursar transfer system allows libraries to export either the total patron balances, or itemize patron fines/fees information to another system such as a billing agency. Libraries select which local patron groups (not I-Share) are eligible for fine/fee transfer. Fines and fees exported using the Bursar transfer process are considered complete in Voyager, as payment will be handled through the system the fines/fees were imported into. Therefore, libraries that use the Bursar Transfer System functionality have fewer outstanding fines/fees in their databases.

Appendix B – Current Data (As of 11/25/2019)
- Part 1: Total Number of Lost Item Replacement Fines with Total Balance, for I-Share Patrons across all I-Share Libraries, divided by year the fine was assessed.
- Part 2: Total Number of Lost Item Replacement Fines with Total Balance, for Local Patrons across all I-Share Libraries, divided by year the fine was assessed.

Appendix C- Historical Data (As of 11/25/2019)
With historical ("closed") fine/fee payment data, it is not possible to know whether the fine/fee was assessed to a local or an I-Share patron; the patron's library affiliation is not stored separately in the fine/fee tables.
- Appendix C, Part 1: Total Counts of the number of Lost Item Replacement Fine transactions completed as type "Payment", for both Local and I-Share patrons combined, sorted by the number of years between when the fine was assessed and when it was recorded as Paid in Voyager. (Totals)
- Appendix C, Part 2: Total Counts of the number of Lost Item Replacement Fine transactions completed as type "Payment", for both Local and I-Share patrons combined, sorted by the number of years between when the fine was assessed and when it was recorded as Paid in Voyager. (Shown as percent)
- Appendix C, Part 3: Counts for each I-Share Library of the number of Lost Item Replacement Fine transactions completed as type "Payment", for both Local and I-Share patrons combined, sorted by the number of years between when the fine was assessed and when it was recorded as Paid in Voyager.

Appendix D- Historical Data (As of 11/25/2019)
With historical ("closed") fine/fee payment data, it is not possible to know whether the fine/fee was assessed to a local or an I-Share patron; the patron's library affiliation is not stored separately in the fine/fee tables.
- Appendix D, Part 1: Total Counts of the number of Lost Item Replacement Fine transactions completed as type "Forgive", for both Local and I-Share patrons combined, sorted by the number of years between when the fine was assessed and when it was recorded as forgiven in Voyager.
- Appendix D, Part 2: Total Counts of the number of Lost Item Replacement Fine transactions completed as type "Forgive", for both Local and I-Share patrons combined, sorted by the number of years between when the fine was assessed and when it was recorded as forgiven in Voyager.
- Appendix D, Part 3: Counts for each I-Share Library of the number of Lost Item Replacement Fine transactions completed as type "Forgive", for both Local and I-Share patrons combined, sorted by the number of years between when the fine was assessed and when it was recorded as forgiven in Voyager.

Appendix E- Current Data (As of 11/25/2019)
The Data in Appendix E can allow libraries to review the fines and fees owed to their library by patrons at other I-Share libraries.

- Appendix E, Part 1: Count of fines/fees owed by I-Share patrons, by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019). Lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by I-Share patrons to the library. Rows are provided for each fine/fee type owed by I-Share patrons to that library. A count of the number of that fine/fee type is included in the columns; these fine/fees are sorted by the year the fine/fee was created.
    - For example, Adler University has four outstanding fines/fees assessed to I-Share patrons from the year 2008. Two of those fines are Lost Item Processing, and two are Lost Item Replacement.
- Appendix E, Part 2: Total of fines/fees owed by I-Share patrons by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019, rounded to whole dollar). Lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by I-Share patrons to the library. Rows are provided for each fine/fee type owed by I-Share patrons to that library. A total of the monetary value of the fine/fee type is included in the columns; these fine/fees are sorted by the year the fine/fee was created.
    - For example, Adler University has a total of $70 in outstanding fines/fees assessed to I-Share patrons from the year 2008. Of that total, $20 is Lost Item Processing, and $50 are Lost Item Replacement.

Appendix F- Current Data (As of 11/25/2019)
The data in Appendix F can allow libraries to review the fines and fees owed to their library by their local patrons.

- Appendix F, Part 1: Count of fines/fees owed by local patrons, by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019) Count of fines/fees owed by Local patrons, by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019). Lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by local patrons to the library. Rows are provided for each fine/fee type owed by Local patrons to that library. A count of the number of that fine/fee type is included in the columns; these fine/fees are sorted by the year the fine/fee was created.
    - For example, Adler University has five outstanding fines/fees assessed to local patrons from the year 2010. One fine is Lost Item Processing; one Lost Item Replacement; one Media Booking Usage Fee; and 2 are Overdue Fines.
- Appendix F, Part 2: Total of fines/fees owed by Local patrons by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019, rounded to whole dollar). Total of fines/fees owed by Local patrons by year of fine/fee creation and by type of fine/fee. (As of 11/25/2019, rounded to whole dollar). Lists the outstanding (aka unpaid, unforgiven, not complete) fines and fees owed by Local patrons to the library. Rows are provided for each fine/fee type owed by Local patrons to that library. A total of the monetary value of the fine/fee type is included in the columns; these fine/fees are sorted by the year the fine/fee was created.
    - For example, Adler University has a total of $54 in outstanding fines/fees assessed to Local patrons from the year 2010. Of that total, $10 is Lost Item Processing, $25 is Lost Item Replacement, $10 in Media Booking Usage, and $19 in Overdue fines.

Appendix G- Current Data (as of 11/25/2019)

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

Methods of clean up:
Option 1: The CARLI Office staff can run the Voyager server Circjob 41, which forgives all fines and fees created within a given date range, IF the I-Share library will select the same date range for proposals 1 and 4-7. Circjob 41 forgives all of the patrons' fines and fees; it is not limited to only overdue fines. 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 update those lost items' status to "Withdrawn", "Missing", or "Lost- Library

Applied" at the choice of the library.

Option 2: The CARLI Office staff can generate a list for each I-Share library, of I-Share patrons owing fines/fees to the library. Circjob 40 forgives all of the selected patrons' fines and fees; it is not limited to only overdue fines. 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 update those lost items' status to "Withdrawn", "Missing", or "Lost- Library Applied" at the choice of the library.

Option 3: The I-Share Library, or the CARLI Office staff, can generate a list of I-Share patrons owing fines/fees to the library. The I-Share library's staff can perform manual clean up in Voyager Circulation.

Option 4: Libraries could opt for a combination of Options 1, 2, and/or 3.

Documentation Referenced:
- CARLI Privacy Policy: https://www.carli.illinois.edu/products-services/i-share/circ/privacypolicy
- Universal Borrowing Standardized Policies: https://www.carli.illinois.edu/sites/files/i-share/documentation/secure/UBstandardpols.pdf
- Universal Borrowing Standardized Policies Chart: https://www.carli.illinois.edu/products-services/i-share/circ/UBStandardChart
- Ex Libris' Voyager to Alma Migration Guide: https://knowledge.exlibrisgroup.com/Alma/Implementation_and_Migration/Migration_Guides_and_Tutorials/Voyager_to_Alma_Migration_Guide
- CARLI Work Request Online (WRO): https://wro.carli.illinois.edu/
- I-Share Best Practices: Lost Item Procedure: https://www.carli.illinois.edu/products-services/i-share/circ/secure/bp-LostItem