SEKnFind Policies

1. PATRONS

1. ONE PATRON – ONE CARD

1. Policy Statement

    Each patron will have only one account within the SEKnFind Consortium. No new account is to be created for existing patrons.

    The home library will be determined by the patron's library of first registration.

    If the patron moves, he may choose to change his home library.

    A new physical card may be issued for the existing patron account.

2. Procedures

    Whenever a patron approaches a library for a new card, circulation staff will search the patron database and verify that an account does not already exist for said patron.

    If the patron is found, account information including address, phone, and email should be updated at the patron's discretion. Home library may be updated at this time as well.

    A. Management of outstanding account issues:
        a. *Overdue Materials* – The library should offer to return the items to the owning library via the courier.
        b. *Fines* – Refer to the Fines Collection policy (2.3).
        c. *Lost Materials* – Patrons should be directed back to the original lending library to settle these matters.
    B. Management of multiple accounts:
        a. *All accounts are clear* – If there are no fines or books checked out on either account, ask the patron which account they want to keep and delete the other(s).
        b. *One account has fines/checkouts* – If one account has fines and/or checkouts, but the other(s) do not, keep the account with activity and delete the other(s).
        c. *Multiple accounts have fines/checkouts* – If more than one account has fines and/or checkouts, keep all accounts until the issues have been resolved.

2. PATRON CONFIDENTIALITY

1. Policy Statement

    Patron confidentiality is paramount at all times for patron and circulation records pertaining to identifiable individuals, whether the patron is your library's patron or not. No details will be shared with any person other than the patron himself regarding address, age, materials checked out or ordered, fines owed, computer use, or any other information from the patron record. The same is true of circulation history on an item.

2. Procedures

    If patron information is requested by a member of the police force, no information is to be provided. Police should be informed that the administration of SEKnFind rests with the Southeast Kansas Library System, and police requests for information should be referred to Roger Carswell at SEKLS headquarters, or if he is not available, someone else on the SEKLS staff.

3. PATRON SELF-REGISTRATION

1. Policy Statements

    Patrons may register online via the OPAC.

    Self-registered patrons are allowed 2 holds; checkouts are restricted until the account is verified.

    Self-registered accounts are automatically deleted after 14 days if the account is not verified and the patron category is not updated.

2. Procedures

    When a self-registered patron approaches the desk for the first time, patron information should be verified as correct. The patron category *must* be changed from Self-Registered to an appropriate category (Adult In, Juvenile Out, etc.) or the account *will* be deleted.

4. BEST PRACTICES FOR CREATING PATRON ACCOUNTS

1. Uploading patron images

    To aid in identification and security of patrons who may request cards at multiple locations, libraries may upload a picture of the patron to the appropriate section of the patron record. This is voluntary and if the patron refuses, a notice will be loaded into the record in place of a picture to denote that the patron has already been asked and declined the inclusion of an image to their account.

2. Username and password

    Take time to set a username and password for the patron at the time the account is created to allow patrons access to their account via the OPAC. Usernames must be unique. Passwords must be at least 3 characters in length.

3. Linking parent and child accounts

    Child accounts may be linked to parent/guarantor accounts during account creation. This allows staff to see checkouts on the child card via the parent account.

2. CIRCULATION

1. SYSTEM-WIDE CIRCULATION AND FINE SETTINGS

1. Policy Statement

    Circulation and fine rules are constrained by system-wide settings.

    Settings:
    A. Maximum amount a patron can owe before checkouts and holds are blocked: $10
    B. Maximum fine amount per patron: $9999
    C. Maximum number of holds a patron can place: 50
    D. Long overdue status is added to checked out items at 99 days overdue.
    E. Items circulate based on the rules of the *transacting* library; transferred materials will circulate according to the rules of the receiving library, not the owning library.
    F. Renewal periods begin on the date the renewal takes place, not the date the item is due.

2. LOCAL CIRCULATION AND FINE SETTINGS

1. Policy Statement
    Local rules are set via the circulation and fine rules in the Administration area. Rules are applied to item type/patron category combinations based on local circulation policies.

    Local Circulation/Fine Settings:
    A. Current number of checkouts
    B. Length of loan period (in days or hours)
    C. Hard due date (makes everything in that rule due on or before the specified date)
    D. Fine amount, if any
    E. Fine grace period, if any
    F. Number of renewals
    G. Renewal period (can be longer or shorter than the regular loan period)
    H. Number of holds (limits holds within the system-wide 50 hold maximum)
    I. Overdue fines cap (halts fines at a specified dollar amount)

3. COLLECTION OF FINES

1. Policy Statement
    Staff at any library should collect fines owed at any other library when the patron is present and wishes to pay or must pay to reactivate his privileges. Fines must be below $10 for patrons to check out items.

2. Procedures
    A. If the collected fine is more than $10, forward the collected money to the library it is owed.
    B. If the collected fine is less than $10, forward the amount or keep it at your library, depending on local policy.

4. RENEWAL OF ITEMS ABROAD

1. Policy Statement
    When a patron asks to renew an item which is eligible for renewal but which was checked out at a different library, it is acceptable to renew the item for that patron. If the renewal requires an override of the renewal limit, the patron should be referred back to the library where they checked out the book.

5. RETURN OF ITEMS ABROAD

1. Policy Statement
    If items are returned at a location different from the location at which they were initially checked out, staff should check the items in then follow any prompts that Koha displays (print, transfer and confirm a hold; return to a location; etc.). In the event that a barcode is old/too short, refer to the Barcode Pre-appending Documentation.

6. LOCAL AVAILABILITY ONLY

1. Policy Statement
    SEKLS strongly encourages libraries to adhere to the best practice of letting the system work; that is, of sending materials to fill holds as soon as the request comes up on the library's holds queue. For those libraries who insist on keeping *new* materials for their own patrons for a six week period, the "local availability only" status is the recommended work around. This is a

variant of the "lost" status and items marked with this status are not visible on the public catalog. When the material is checked out, the computer automatically converts the item status to "available." Library staff at libraries who do not loan their new materials should not place holds for new materials from other libraries. SEKnFind libraries may choose not to loan new items to libraries who do not share their own new materials.

2. Procedures
A. To use, select 'Local Availability Only' from the 'Lost Status' dropdown when adding an item.
B. A report should be run weekly to remove the status from items past the 6 week mark.

7. BEST PRACTICES FOR CIRCULATION

1. Scanning
Scan the barcode then look: the web-based system is dependent on your Internet speed and is often slower than you expect.

2. Checkout Slips
You must click on the "print" button then "print slip" or click "check out" when the checkout box is empty to print a slip; it is not automatic.

Checkout slips can present privacy concerns based on how much information is displayed on the slip. Each library may customize their slips individually; contact Jason Robb for assistance on setup and modification.

3. HOLDS & TRANSFERS

1. PLACING HOLDS

1. Policy Statements
Record-level (Next Available) holds are to be utilized in nearly every situation.

Item-specific holds lock requests to only one item which causes the hold to be filled slower and increases the potential for a hold to be abandoned. These should be used only in special cases.

Item-specific holds are not allowed in the OPAC.

2. PULLING HOLDS

1. Policy Statement
Each library should pull holds at least once each day the library is open. It is permissible that holds be pulled only on days that a library receives courier, as long as the pulls are done prior to the courier's arrival those days.

The holds queue regenerates every 4 hours: 7:50am, 11:50am, 3:50pm, 7:50pm, 11:50pm, and 3:50am.

Holds must be pulled *and* filled prior to the next queue regeneration to prevent overlap. For example, if you run the holds queue at 8am, all holds must be pulled, checked in and transferred/confirmed prior to 11:50am to avoid conflicts with other libraries that have the item.

Items that cannot be found must be marked missing. If your item is the only one on the record, the library of the requesting patron must be notified.

3. RETURNING HOLDS

1. Policy Statement
    Holds not picked up by the patron within five days should be moved on.

2. Procedures
    1. The hold for the patron that did not pick up the item must be deleted.
    2. The item must then be checked in.
       -If the item has more holds, print slip/transfer/confirm and send the item onward
       -If the item does not have holds, return it to its home library

4. ITEMS LOST IN TRANSIT

1. Policy Statement
    Items lost in transit to and from your library must be investigated and accounted for.

2. Procedures
    1. Find problems using the transfers-to-receive report weekly
    2. Check your shelves for the item
    3. If not found, have the borrowing/lending/owning library check their shelves
    4. Determine responsibility for replacing the item
    5. Request reimbursement or request to be billed by the owning library

3. Responsibility for Replacement
    As soon as an item departs a lending library, it becomes the responsibility of the borrowing library. If the item never arrives at the borrowing library, or never finds its way back to the lending library, the borrowing library is responsible for replacing the item either via reimbursement or materials replacement claim.

4. CATALOGING

1. SUPPORT

1. Policy Statement
    All cataloging-related issues should be directed to the SEKLS cataloging staff.

    Cataloging staff are available to perform specialty cataloging tasks such as original records that are not owned by other libraries.

    Additional policies and practices concerning cataloging within the SEKnFind consortium can be found in the online cataloging manual.

5. REPORTS

1. WEEKLY REPORTS

1. Policy Statement
    The following reports should be run and worked on weekly:
    - o   Transfers-to-Receive
    - o   Custom Local Availability Only (if the status is used at your location)

2. MONTHLY REPORTS

1. Policy Statement
    An email will be sent at the start of each month with useful reports for keeping various parts of the catalog clean.

3. CUSTOM REPORTS

1. Policy Statement
    Many reports are listed in the reports module under More > Reports > Use saved. For help locating a report or to have a report written, please contact Wendy Sheedy or Jason Robb.

6. ADMINISTRATION

1. STAFF PERMISSIONS

1. Policy Statement
    For smaller libraries (one or two staff members), SEKLS will set up staff permissions. In these cases, please notify Jason Robb of personnel changes so that permissions can be removed and assigned as necessary.

    For larger libraries, the library director or person designated by the director will set up staff permissions. We ask directors to observe the following limitations:
    - No one but the director or the person designated by the director should be able to set permissions for staff.
    - No one should be given superlibrarian status.
    - No one but the director should be given the permission of "parameters".
    - No system preferences should be changed.
    - The "edit_catalogue" permission should only be granted after Kim Burns has trained.

2. CALENDAR SETUP

1. Policy Statement
    Each library will define its own calendar of closings each year.

    Proper and timely calendar setup ensures that:
    A. Fines will not accrue on days the library is closed.
    B. The holds queue will not generate on days the library is closed.
    C. Items will not come due on days the library is closed.

3. OVERDUE NOTICE SETUP

1. Policy Statement

Each library will write and define triggers for their own overdue notices. Up to three notices can be created per library. Overdue notices have the ability to restrict patron accounts when sent.

4. PURCHASE SUGGESTION MANAGEMENT

1. Policy Statement
   Each library will manage its own purchase suggestions at least once a week.

5. TAG/COMMENT MODERATION

1. Policy Statement
   Tags and comments will be moderated by SEKLS staff.

6. PATRONS PENDING MODIFICATION

1. Policy Statement
   Patrons are able to request modifications to their account information via the OPAC. Staff at the home library of the patron requesting modification will approve or deny the changes.

7. POSTING NEWS ITEMS

1. Policy Statement

   Only the director or designated staff persons will be allowed to post news items, this requires a special permission setting.

   News items of local interest may be posted at *your library* on the OPAC, staff client, or both. This might include storytimes, book discussion groups, and other events aimed at your library's individual community.

   Postings of general interest may be displayed at *all libraries* on the OPAC, staff client, or both. Annual book sales, Kansas Humanities Council speakers, author appearances, or other non-recurring events that may have a wider appeal beyond your community can be posted to *all libraries*.

   Roger Carswell will monitor news posts and adjust where they display if the audience is deemed inappropriate.

7. SUPPORT

1. REPORTING PROBLEMS

1. Policy Statement
   Issues and bugs should be directed to Jason Robb.

   All contact with ByWater Solutions will be made through Jason Robb.