**2024-2025 ILS EVALUATION CHECKLISTS – CIRCULATION/PATRONS/STAFF HOLDS**

**CIRC1 CHECKOUT**

* Demonstrate accessing a patron record by a variety of methods Including barcode, name, borrower number
* Demonstrate the screen shown if patron doesn't exist in database after searching
* Display information search results for various searches. What fields are displayed?  Can we select which fields are displayed in the search results screen/list?
* Select a patron record and Check out items with varying loan periods to the patron
* Select a patron record and Show the time stamp of when items were checked out
* Demonstrate how to specify a non-default due date before checking items out to the patron
* At Check-out, Demonstrate the creation of a Fast Add bibliographic record  when scanning an item barcode that is not found
* Can the set-up for Fast Add Bibliographic records require automatic suppression from the OPAC?
* Display the checkout receipt. Are there other size printing options (like full sheet?)
* Demonstrate printing a list of ALL items that a patron has checked out in 1. receipt size and 2. full page size
* Can the checkout receipt include the date or issue of a periodical (serial)? For example, the receipt should show that the patron has checked out the mm/yyyy issue of a magazine.
* Demonstrate placing holds for the patron from the checkout screen
* Display all reasons why a hold is blocked when staff or patron attempt to place a hold: item type doesn’t allow hold, patron owes over 20.00, patron at max hold limit, etc.
* Demonstrate changing the default pickup location and select a different pickup location for a patron hold
* Demonstrate batch changing all of the pickup locations for a patron's holds
* Demonstrate transactional messages at checkout and renewal. Including patron blocked, item on hold for another patron, item already checked out, is this a renewal?, etc.
* Show that an item with active item-level holds will disallow renewals for the current issue
* Demonstrate that an item with active bib level holds (title level holds) will ALLOW renewals, if there are an equal or greater number of items with an Available status to fill the number of Active Holds
* Demonstrate that an item with INACTIVE bib level holds (title level holds) will ALLOW renewals on checked out or overdue items
* Demonstrate that all items checked out and all of the patron's holds are easily viewable or accessible from the patron's Checkout screen or their record via a hyperlink to the item record(s).

**CIRC2 CHECKIN**

* Demonstrate that patrons are charged overdue fines based on checkout agency. Not owning agency or patron's home agency
* Demonstrate renewing some of the overdue items, and that the patron is charged the appropriate fines at the point of renewal. (System setting that allows this option to charge OD fines at renewal).
* Demonstrate that when overdue items are checked in using Normal Checkin, the patron is charged appropriate fines
* Demonstrate the time stamp of when the items were checked in
* Demonstrate that a patron can be (if certain parameters are set) charged overdue fines back to the last due date when a Lost or Claims Returned item is checked in
* Demonstrate that when a Claims Returned item is checked in, staff are given the option to waive any overdue fines
* Demonstrate using a "Forgive fines" or "Exempt"  Checkin option to check in some overdue items, and confirm that the patron is not charged overdue fines
* Demonstrate backdating Checkin options: Dropbox, ability to set an older date for check in, etc.). Confirm that fines are reduced or eliminated based on the length of backdating.
* Demonstrate transactional messages at Checkin
* Demonstrate how staff are flagged when a Fast Add item is checked in. What kind of pop-up warns staff to send the item to Technical Services for review/entry into the database?
* Demonstrate the Option to delete Fast Add entries upon Checkin.
* Demonstrate the Checkin message when an item is checked in and is trapped to fill a hold at your location
* Demonstrate the Checkin message when an item is checked in and is trapped to fill a hold at another location. Show how the hold is confirmed
* Demonstrate the Checkin message when an item is checked in, there are no active holds and sent in transit to the owning library
* Demonstrate the Checkin message when an item is checked in, there are no active holds and is to be re-shelved at your location
* Demonstrate how transit/Delivery checkins are done
* Demonstrate how transfers and holds are confirmed
* Do you have a Damaged check-in option? If yes, demonstrate how this works and how charges are applied to the patron’s record.
* Demonstrate that the patron records of Lost items checked in are easily accessible from the Checkin screen via hyperlink to the patron records.

**CIRC3 FINANCIAL TRANSACTIONS**

* Demonstrate payment of select charges on account only
* Demonstrate how to add a manual invoice/charge to a patron's record
* Demonstrate ability to add a note to a payment entry at the point of applying the payment to the charge
* Show the different types of manual charges
* Demonstrate the ability to add a note or an additional note to the payment entry after the payment is applied
* Demonstrate payment of ALL charges on a patron record
* Demonstrate waiving some charges on a patron's record and adding an explanatory note to the entry
* Demonstrate waiving All charges on a patron's record and adding an explanatory note to the entry
* Demonstrate payment of only one Lost charge among multiple charges
* Demonstrate payment of all Lost charges on a record
* Demonstrate waiving part of a Lost charge and then applying payment to the rest of the charge
* Demonstrate ECommerce functionality. Point out how the online payment is differentiated from other types of payments.
* We do not allow partial payments of Lost item replacement charges. Is there an automatic setting that would prevent this from happening?
* If a patron pays for a Lost item, and it is returned the item charge must be credited back to the patron and apply overdue charges dating back to the original due date. Demonstrate how this works.
* Demonstrate a patron record with a credit balance due to a refund
* Demonstrate how to clear a refund from a patron record
* Demonstrate ability or optional feature that links to POS or Cash register.
* Demonstrate settings that allow each Owning library to decide whether (or not) a refund will be generated when one of their items, that has gone to lost and been paid for by a patron, has been returned and checked in OR Automatic message that, upon check-in of a lost/paid/found item, indicates that the owning library does not give refunds
* Demonstrate the information retained after the payment is processed in the patron account. Does the record retain information on where the fine was originated, where it was paid, the title/barcode information for the item?

**CIRC4 LOST, PROBLEM AND CUSTOM ITEM STATUSES**

* Demonstrate how to create custom problem item or custom item statuses
* Demonstrate/Confirm the types of problem item statuses: Lost
* Demonstrate/Confirm the types of problem item statuses: Missing
* Demonstrate/Confirm the types of problem item statuses: Trace
* Demonstrate/Confirm the types of problem item statuses: Long in Transit
* Demonstrate/Confirm the types of problem item statuses: Damaged
* Demonstrate/Confirm the types of problem item (or payment) statuses: Claims Returned
* Demonstrate/Confirm the types of ~~problem~~ custom item statuses: Part Missing
* Demonstrate/Confirm the types of ~~problem~~ custom item statuses: Display
* Demonstrate/Confirm the types of ~~problem~~ custom item statuses: Defect Reported
* Demonstrate/Confirm the types of ~~problem~~ custom item statuses: Mending
* Demonstrate/Confirm the types of ~~problem~~ custom item statuses: A/V Repair
* Demonstrate or display the setting that causes an overdue item to automatically change to a Lost status
* Demonstrate how to manually convert an overdue item to a Lost status
* What are the messages that display on a patron record when it is sent to collections? For libraries that use a Collection Agency
* What setting are used to block a patron record from in-house use or online use if they have been sent to collections? For libraries that use a Collection Agency

**HOLDS1 HOLDS FOR STAFF (Placing Holds, Book Group, History)**

* Demonstrate that staff can easily place holds on behalf of the patron, from the Patron's Check Out screen.
* Demonstrate the real-time list of patron hold requests on a single bib/title.
* Demonstrate placing a single hold for the patron and selecting a pickup location that is not the location where the hold was placed.
* Demonstrate selecting multiple items from a Search Result and placing holds on all items selected.
* Demonstrate that staff can change the pickup location of a single unfilled hold. (item not in transit or on hold shelf awaiting pickup)
* Demonstrate that staff can change the pickup locations of all unfilled holds. (items not in transit or on hold shelf awaiting pickup)
* Demonstrate where and how holds are suspended: patron record, bib record.
* Demonstrate that staff can suspend one, or several or all holds in a patron record.
* Demonstrate that staff can suspend AND select a Resume date one, or several or all holds in a patron record. Resume On date does not allow staff to select a date in the past
* Demonstrate that staff can opt to suspend the hold at the point of placing the hold.
* Demonstrate that staff can  place copy specific  (item-level) holds on magazine records and on any bibliographic record
* If a patron has an item on the hold shelf and it is nearing the expiration date, is there a way to extend the expiration date for the patron? Occasionally patrons are unable to get to the library to pick up their holds and staff would like to be able to extend the expiration date by a day or two to accommodate the patron.
* Demonstrate how and where the history of patron holds are retained and stored
* Show patron’s Filled holds history (received at pickup location and checked out)
* Show patron’s Expired holds history (items received at the pickup location and expired on or cancelled from the hold shelf without  checkout)
* Show patron’s Cancelled holds history – Is there information that indicates who cancelled the hold? (patron via the Discovery Layer or by staff).
* Demonstrate how staff can place multiple Bibliographic-level holds on the same title, for the same patron record, with one action. For Book Groups - (checkboxes? A field to indicate quantity of holds?)
* Demonstrate that staff have the ability to add a note for book group holds that staff can indicate when the item will be needed/used

**HOLDS2 HOLDS SEQUENCE AND SYSTEM PARAMETERS**

* Confirm that we can set a global number of days that items are allowed to wait on the hold shelf before expiring
* Confirm that we can set a maximum number of holds per patron type/category. (for example, Adults have a maximum of 75, Internal patron type has a maximum of 300, Limited Use patron has a max of 2 holds.)
* Confirm that we are able to block STAFF from placing holds (or have a pop-up appear) for a patron if the patron owes over X.XX amount of money.
* Confirm that we can set permissions so that certain STAFF can override a block on placing holds for patrons that owe over X.XX amount of money.
* Reducing Transportation for holds: demonstrate settings. We require functionality that will cause the system to check the CHECK IN LOCATION for active holds to fill before searching for other active holds to fill.  Must provide a setting that will compare the date placed  of the active hold at the pickup location and the date placed of the first active hold in the Holds list and allow us to set a max. number of days before the holds leaves the Check In location to fill the first active hold elsewhere.
* Demonstrate the Holds process that occurs when a Patron or a Staff person places a hold
* Run the pick list for a library. Does pick list show a last seen date for items or if the hold request was passed by another library?
* System starts searching for item first at patron's selected pickup location
* If the item is not available in library, demonstrate the path of libraries (Hold Sequence algorithm) that the search for an available item will take.
* In the Hold sequence algorithm, do you provide the option to set up clusters of libraries (geographical proximity most common clustering) for the system to search in nearby libraries first and then progressively further libraries?
* Once the item is found Available at a library, that request goes on that libraries "Picklist"
* Staff run the pick list, find the item and check it in
* Demonstrate the Hold Found pop-up and transit information (patron name, pickup location)
* Pop-up MUST provide the display of the pickup library NAME and Delivery CODE acronym
* Once the item is received at the pickup library, DEMONSTRATE the pop-up that acknowledges that a Hold was received
* Pop-up MUST provide the PATRON NAME and option for barcode or borrower number AND an option to print a Hold Shelf Slip
* Demonstrate what would print out for a Hold Shelf Slip. (Ability to manage and modify Hold Shelf slip in OTHER section)
* ~~Can Hold Found pop-up for items going in transit generate a routing label for these items (without patron info, just the pickup location). (to eliminate post-its)~~ IS THIS NECESSARY?
* If the item is found but the library is unable to use the item to fill the hold due to condition issues, are there "no-fill" reasons that can be used/applied to explain why the item was not use to fill the hold? Is there the ability to change the item status to Trace, Mending, Part Missing, Damaged, etc. directly from the report screen? Does changing the item status to any status other than Available cause existing hold requests to be removed from a library’s pick list?
* Is item-level substitution available?

**PATRON1 PATRON RECORD CREATION (FIELDS, DEFAULTS, VALIDATION)**

* Add a new patron record and show fields
* Show Codes in patron record
* Show Patron Types/Categories - display Code list. How many can be created, are they shared by entire system?
* Show Field used to indicate legal place of residence - display Code list. How many can be created, are they shared by entire system?
* ~~Show Gender identity field. How is this coded in the record?  Is this a mandatory field in the patron record?  What are the options?~~
* Show that Birthdate field is pre-formatted to mm-dd-yyyy and will accept/convert mm/dd/yyyy entries. Birthdate field will not allow date entries in the future.
* Show Barcode entry by significant digits.  (exclude prefix)
* Show Patron "home" library and/or default pickup location field
* Show Primary Contact fields used to deliver notices. Phone number fields are auto-formatted to xxx-xxx-xxxx.
* Show Patron barcode validation
* Show how to retain previous patron barcode history
* Show Patron borrower number or ID
* Show Patron record expiration field
* Show OPAC login and password fields
* Show Option to enable or disable patron's reading history
* Demonstrate that reading history is set to Opt Out as default when creating a new patron record
* Demonstrate that staff have the ability to turn on/turn off a patron's reading history
* Demonstrate that staff can delete entries from a patron's reading history
* Demonstrate adding a child's record to (from) the Adult record. Copies the address and contact information, messaging preferences and remains linked to the adult record.
* Demonstrate copying an Adult record to create another Adult record. Copies the address and contact information, messaging preferences.
* Demonstrate how a Family or Household software functionality links between all records in a household. What does this functionality display for issues and fines when  the main record is pulled up at Check Out?
* If Family or Household patron records are linked, do all fines owed by all linked records display on one screen/record? (Patron Group)
* If Family or Household patron records are linked, can fines be paid for all linked records from that one screen/record?
* Demonstrate that when patron record is changed from Juvenile to Adult, any link to a guardian/parent record will be automatically deleted; changes display in Patron Edit History.

**PATRON2 PATRON SEARCHING AND EDITING**

* Demonstrate patron record duplication checking. Can the fields that are checked be customized?
* Demonstrate how to merge duplicate patron records
* Demonstrate searching for patrons using a wildcard search. Does the system give you the closest possible matches or return no results?
* Demonstrate search results screen for patron records search. Can we select which fields will display on-screen for the Search Results?
* Show us where the settings for the patron record expiration setting is located. Is this global or per location?
* Demonstrate an expired patron record and the renewal process. How does this work across different patron categories & types?
* Demonstrate how to search for a group of patron records and batch change them. For example, select all of the patrons on a particular street address and change their zip code. Batch borrower editing.
* Demonstrate a crosswalk/link to an outside agency (USPS, Census Bureau) to get address information or confirm the municipality for any given street address
* Demonstrate the following: 1. how the timestamp of an edit to a patron record is tracked, 2. a record of the previous data and the new data in the field, and 3. the staff ID of the person who made the change.  For example,  a staff person asks "Joe Smith" to confirm their phone number.  The number is incorrect.  Staff check the Patron Edit History and realize a staff person at another library recently updated the wrong "Joe Smith" record.
* Is there a statistical field connected to the patron that will list the last time the patron record was edited/updated?
* Is there a statistical field connected to the patron that will list the last time the patron record was used?
* Is there a statistical field connected to the patron that will list the cumulative number of checkouts for this patron?
* Is there a statistical field connected to the patron that will list the cumulative number of holds this patron has placed?
* Is there a statistical field connected to the patron that will list the cumulative number of items that have expired on the hold shelf for this patron?
* Demonstrate how to make certain fields in the patron records be required entry fields
* Demonstrate what happens if staff try to save a record without data in a required field

**PATRON3 PATRON BLOCK OR FLAGS**

* Demonstrate Patron Blocks or Account Flags preventing checkout or placing holds
* Patron Blocks or Account Flags: Gone no Address
* Patron Blocks or Account Flags: Lost Card
* Patron Blocks or Account Flags: Debarred/restricted/Blocked
* Patron Blocks or Account Flags: Exclude from collection agency
* Patron Blocks or Account Flags: Patron has Lost Item
* Patron Blocks or Account Flags: Patron owes more than X.XX amount ....and is blocked from checkout (or placing holds).
* Demonstrate ability to manually place a  block on a patron's record
* Which patron blocks or account flags would affect the patron's use of Web Resources?
* Demonstrate how a message or note created on a patron's Check Out screen or in their Payment History can be stored and accessible to staff for a length of time. For example, we may choose to purge any Notes or Messages with a creation date 2 years older than that purge date.

**PATRON4 NOTICES AND MESSAGING**

* Demonstrate the selection of different delivery options for different types of notices
* Demonstrate that Staff can set up default preferences for notices
* Demonstrate that the patron can select any notification option and update from their OPAC account. How are the changes tracked?
* Demonstrate Notice Option: pre-overdue
* Demonstrate Notice Option: overdue
* Demonstrate Notice Option: hold cancelled
* Demonstrate Notice Option: hold available for pickup
* Demonstrate Notice Option: hold expired on the hold shelf
* Demonstrate Notice Option: billing
* Demonstrate Notice Option: patron record due to expire
* Can staff send email to the patron from the patron record?
* Demonstrate where, in a patron's record, you can see the types of notices, the delivery format of the notices and the content of the notices sent to the patron. Is this contained within the patron record or do staff have to link elsewhere from the patron record to access this information?
* Demonstrate moving messages from patron's checkout screen into a history

**OTHER1 OFFLINE CIRCULATION ~~ISSUES~~**

* Demonstrate your software's  Offline Circulation functionality
* Demonstrate applying payments to a patron's account using Offline Circ
* Demonstrate what happens when a staff person checks out an item on hold to a patron while in Offline Circ.  Demonstrate what happens when staff attempt to check out an item on hold for Patron A to Patron B.  Is checkout blocked?
* Demonstrate how transactions created while offline are uploaded to the main database by library staff
* If your software does not include an Offline Circulation functionality, what third party products do your other customers use?
* ~~SIP2 and/or NCIP Interoperability and requirements.~~
* ~~Which Self Check, RFID, automated materials handling (AMH) vendors does the software interface with?~~