

STAFF_CHR: Standing Penalties and Group Penalty Thresholds

Erica L. Rohlfs
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Thank You

Thank you for being here with us today. Also, thank you to our families and colleagues who helped make it possible for us to be here together.

Standing Penalties

- Standing Penalties
 - Administration > Local Administration > Standing Penalties
 - Global (consortium-wide) configuration
 - Create alerts and / or blocks on patron accounts
 - Some penalties are automatically applied to patron accounts when certain parameters or thresholds are met to trigger the alerts/blocks
 - Example: PATRON_EXCEEDS_FINES blocks will automatically apply to the patron account, when the patron meets/exceeds the monetary threshold defined in the Group Penalty Threshold interface.
 - Some penalties can be manually applied to patron accounts by staff members
 - Example: STAFF_CHR (Within a patron account > Messages > Apply Penalty / Message > Block)
 - Additional manually applied penalty types can be configured within the Standing Penalties interface

Standing Penalties continued

- Several Standing Penalties exist in Evergreen
- You can create additional Standing Penalties, keeping in mind that the entire consortium will see/share them
 - Depending on your overall goals with the new standing penalty you create (such as associating it with a group penalty threshold or action trigger), you may need to add additional code / scripts to have the penalty perform as expected
- Default Penalties (note: you can develop new penalties by writing code to support them)
 - CIRC - blocks patrons from checking out items
 - HOLD - blocks patrons from placing holds on items
 - RENEW - blocks patrons from renewing items
 - CAPTURE - blocks patrons holds from being captured. When the HOLD block is not applied to the patron account, the patron can place a hold. However, the targeted item will not appear on the (*printed) pull list and will not be captured for the hold if checked in.
 - *I mention printed, because of [pull list: difference between displayed and printed list](#)
 - FULFILL - blocks patrons from checking out items on hold. If the HOLD and CAPTURE blocks are not applied to the patron account, the patron can place a hold, and the item can be captured. When the patron attempts to check out the item, staff will see a message window with the name of the penalty type, FULFILL. Staff must correct the problem with the account or override the penalty to continue the check out.

Standing Penalties continued

- Penalty ID - Evergreen will automatically assign this number once you save the new Standing Penalty
 - IDs with the value of 1xx (and higher) indicates a custom/local standing penalty (not out-of-the-box)
- Name - what Staff will see when Evergreen is alerting them to the reason for the block (such as a CIRC block)
- Label - what Staff will see in the Apply Standing Penalty / Message > “Penalty Type” dropdown (when you create custom standing penalties)
- Block List - define the blocks for this penalty, separated by pipe symbol | (CIRC|HOLD|RENEW)
- Staff Alert - yes /no value - when set to Yes, staff will see a red-text display under patron’s name
- Org Depth - how far out into the consortium the blocks should apply
 - 0 - CONS, 1 - SYS, 2 - BRANCH, 3 - SUBLIBRARY
- Ignore Proximity - If this value is set and the location of the transaction is within the configured proximity to the patron’s home library, and the circ lib of the item is also within the proximity to the patron’s home library, then the penalty will be ignored for the transaction.
 - If set to 0, the penalty will be ignored at the patron’s home branch or sublibrary.
 - If set to 2, the penalty will be ignored in the system, and all of its branches, of the patron’s home branch.
 - If unset (NULL), the penalty will be applied as usual.
 - Based on [Ability to Ignore Certain Standing Penalties Within a Proximity to the Patron's Home Library](#)
 - Example: PATRON_EXCEEDS_FINES, Org Depth 0, Ignore Proximity 2
 - Patron and Item at BR1 will ignore blocks

Group Penalty Thresholds

- Administration > Local Administration > Group Penalty Thresholds
- You can set thresholds, whereupon penalties will automatically apply to patron accounts
 - Group - patron group the threshold will be applied (uses the rule of inheritance)
 - Org Unit - specific organization the threshold applies to (uses the rule of inheritance)
 - Penalty - define the Standing Penalty that the threshold will be applied to
 - Threshold - define the threshold value (numeric)
- Deleting or adjusting Group Penalty Thresholds is not retroactive on patron accounts with existing blocks
- [Changing patron user groups does not force a recalculation of existing group-based circ limit penalties](#)

Patron Messages

- Library Settings
 - Require staff initials for entry/edit of patron notes
 - Require staff initials for entry/edit of patron standing penalties and messages
- Within a patron account > Messages > Apply Penalty / Message
 - 3 default options
 - Note - SILENT_NOTE (Note, no blocks)
 - Alert - ALERT_NOTE (Alerting Note, no blocks)
 - Block - STAFF_CHR (Alerting block on Circ, Hold and Renew)
 - Penalty Type dropdown menu - where you will see locally created standing penalty options
 - Can be archived
- Within a patron account > Edit > Alert Message
 - Creates an alerting note, no blocks
 - Cannot be archived (would need to copy/paste note into Messages if you want to retain)
 - Doesn't require staff initials (if Library Settings set to True)
- Within a patron account > Other > Notes > Add New Note
 - Creates a silent note, no blocks
 - Visual indicator that there is a silent note located next to the patron's name
 - Option to select "Patron Visible?" checkbox - when selected, the note will appear in patron's OPAC account
 - Cannot be archived (would need to copy/paste note into Messages if you want to retain)
- Current development to consolidate patron notes, alerts, and messages
 - The priority of these specifications is to combine all notes, alerts, and messages into one location - this includes the removal of Alert Message in the patron edit interface and introduces "patron visible" to the other message options.
 - Request: Please provide community feedback
 - [wishlist: Consolidate patron notes, alerts, and messages](#)
 - [Consolidate Patron Notes, Alerts, and Messages - Development Specifications](#)

Notifications / Action Triggers

- Administration > Local Administration > Notifications / Action Triggers
- A few hooks defined
 - penalty.PATRON_EXCEEDS_OVERDUE_COUNT
 - penalty.PATRON_EXCEEDS_CHECKOUT_COUNT
 - penalty.PATRON_EXCEEDS_COLLECTIONS_WARNING
 - penalty.PATRON_EXCEEDS_FINES - associated with notification “Fine Limit Exceeded”

Standing Penalty and Group Penalty Threshold Permissions

- ADMIN_GROUP_PENALTY_THRESHOLD
- ADMIN_STANDING_PENALTY
- PATRON_EXCEEDS_CHECKOUT_COUNT.override
- PATRON_EXCEEDS_FINES.override
- PATRON_EXCEEDS_LOST_COUNT.override
- PATRON_EXCEEDS_OVERDUE_COUNT.override
- VIEW_GROUP_PENALTY_THRESHOLD
- VIEW_STANDING_PENALTY

Standing Penalty and Group Penalty Threshold Bugs

- [Allow patron renewal on max fines for some libraries, disallow it for others](#)
- [Overrideable events at checkout should not be hard coded](#)
- [PATRON_EXCEEDS_OVERDUE_COUNT threshold still allows one checkout](#)
- [penalty threshold only applies to bills created by that org unit](#)
- [Standing Penalty - End User Visible Label](#)
- [VIEW_GROUP_PENALTY_THRESHOLDS does not allow viewing of thresholds](#)
- [Web client: Configurable name for status/rowFlair column](#)

Thank You!

Erica L. Rohlfs
Senior Implementation Project Manager
Equinox Open Library Initiative
erica.rohlfs@equinoxOLI.org

