

AFO 412 – Returns

412.1 Introduction

Using AFO 412, the return of objects that have been lent is registered. In order to return an item, the borrower does not need to be identified first; identification of the item is sufficient. Items that have been lent to various borrowers at various times can be returned in random order. The system offers the possibility of returns 'without fine'. In AFO 633 ('Modify system statuses'), it can be determined whether or not returns are to be performed without fine and, if so, whether or not the ('cancelled') fine amounts are to be saved with reference to the cash register overviews. returning without fine means that *all* fines will be *automatically* cancelled.

412.2 Return items

After choosing this option an overview screen will be displayed. The number of lines displayed is dependant on a parameter in AFO 481.

No	Item	Title	Due date	Location	Reservator	Fine	Attachr	P	R	Borrower	Balance	Ite	Loan plan remainder
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													
22													
23													
24													
25													

- Enter the barcode of the item being returned.
- Information relating to the item is shown in the **Columns** of the **Returns** screen.

- Respond to any messages and alerts
- Continue to enter barcodes.
- You can enter barcodes for different borrowers, until the maximum number is reached (there are no more rows on the screen).
- Press **Enter**, **Esc** or the **Back** icon to commit the transactions to disk.

If any fines are due to be paid you may be transferred automatically to the Accept Payments screen.

If items have been returned for more than one borrower, the [Returns: Accept Payments](#) screen shows details for each borrower.

Columns on the screen

Item: Item barcode

Title: Title of the bibliographic record

Due date: Date the item was due to be returned

Location: the location where the item must be returned to or sent to for a reservation

Reservation: an X indicates there is a reservation for the item

Fine: the amount due in fines

Attachments: number of attachments for the item

Permission slip: indicates whether a permission slip was required to borrow the item

Reservation fee: any outstanding reservation fee

Borrower: name of the borrower the item was on loan to

Balance: any outstanding money owing.

Items on loan: number of items on loan to the borrower. This decreases as you return more items.

Loan plan remainder: This contains information related to the Loan Plan functionality. See the separate documentation on [Loan Plan](#) for more information.

Options on the screen

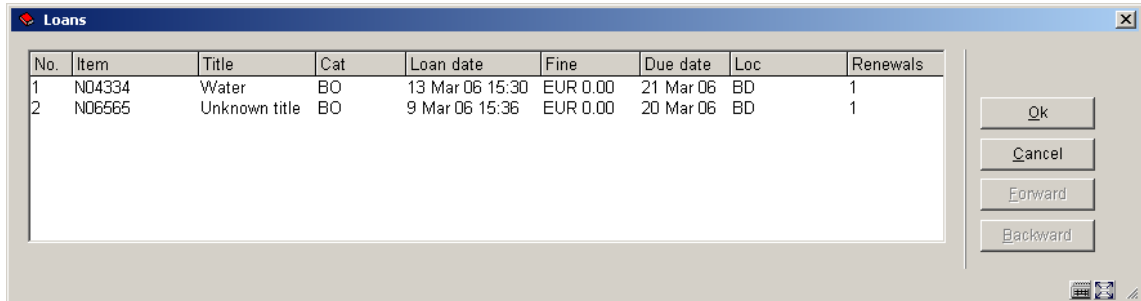
Renewals: This option takes you directly to AFO 413.

Place reservations: This option takes you directly to AFO 421.

Borrower maintenance: This option takes you directly to AFO 431.

Loans: This option takes you directly to AFO 411.

List items on loan: You can display all the items a borrower currently has on loan in a popup window:

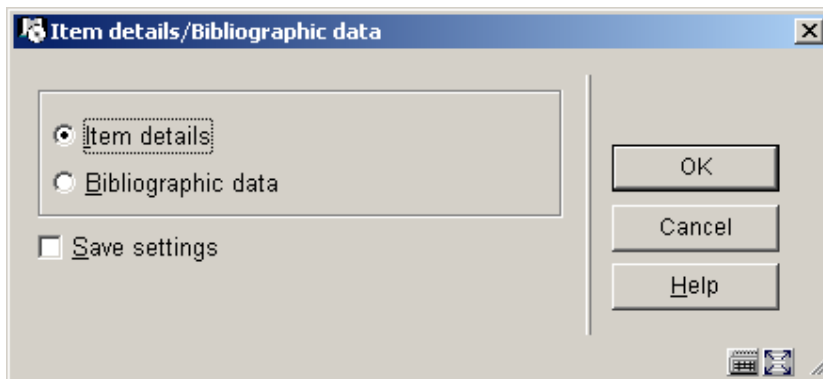


The screenshot shows a window titled "Loans" with a table of loan records. The table has the following columns: No., Item, Title, Cat, Loan date, Fine, Due date, Loc, and Renewals. There are two rows of data.

No.	Item	Title	Cat	Loan date	Fine	Due date	Loc	Renewals
1	N04334	Water	BO	13 Mar 06 15:30	EUR 0.00	21 Mar 06	BD	1
2	N06565	Unknown title	BO	9 Mar 06 15:36	EUR 0.00	20 Mar 06	BD	1

On the right side of the window, there are four buttons: "Ok", "Cancel", "Forward", and "Backward".

This form shows the item barcode, title, item category, loan date, fines currently due, due date location of the loan and the number of times renewed. You can select a line for additional information. The system will then prompt you:



The screenshot shows a dialog box titled "Item details/Bibliographic data". It has two radio buttons: "Item details" (which is selected) and "Bibliographic data". There is also a checkbox labeled "Save settings" which is currently unchecked. On the right side, there are three buttons: "OK", "Cancel", and "Help".

If you choose **Item details** a brief list of information (barcode, title, shelfmark, number of overdues) is shown. If you choose **Bibliographic data** the bibliographic record of the selected item will be displayed in read-only mode.

Accept payments: When you lend an item that incurs charges this is indicated in the **Loan fee** column of the **Loans** screen. You can pay the charge by clicking this icon on the toolbar. See the Help for AFO 414 for more information.

Delete transaction no.: Once you have issued an item BUT BEFORE YOU COMMIT THE TRANSACTION, you can delete the transaction. Select an item that has been lent and then this option to delete the loan. In the 'Title' field, this is indicated with the message "... deleted!"

Cumulative loan slip: print a cumulative loan slip for these loans and items the borrower already has on loan

Export items to savelist This option is not valid here.

Modify due date: This option is not valid here.

Switch to item information: The system displays the [Item detail](#) screen for the last returned item. This shows the full item record. See the Help for AFO 423 for more information.

Note

You cannot select for which item you want to display item information, the system automatically switches to AFO 423 for the last item in the list. If you delete the last transaction, the system will switch to AFO 423 for the item before that.

Fines calculation: This option can be used to change the date and/or time that the item was returned. You can only use this option to *backdate* the return date. See section 412.2.1 for more information.

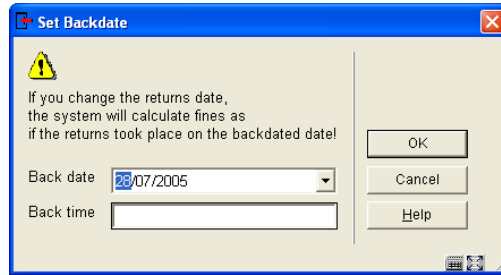
Modify deposits: This option is only relevant if your system uses the deposits functionality. See the Help for AFO 417 and 431 for more information.

412.2.1 Option “Set backdate”

This option can be used to change the date and/or time that the item was returned. You can only use this option to *backdate* the return date.

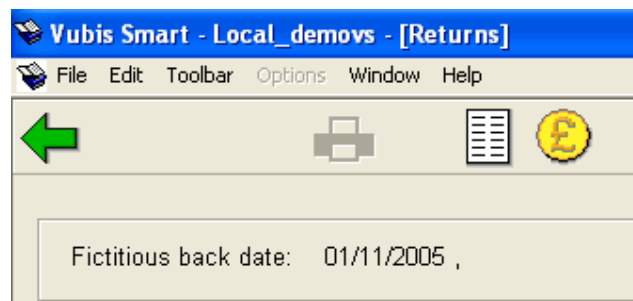
This option can be used, for example, if items are returned to a Book drop and can not be processed by library staff until the following day.

The following form is displayed:



- Enter a date in the **Back date** field or select a date using the calendar from the drop-down box.
- Enter a time in the **Back time** field
- Click **OK**

The Header pane of the returns screen displays the new return date:



All items returned now will be deemed to have been returned on that date.

Note

You cannot change the date an item was returned after it has been entered in the Returns screen – you must select this option *before* you return the items.

- To continue Returns with the current date you must click the **Set backdate** icon again and select **Today** from the calendar in the drop-down box of the **Back date** field.

See also section 412.3.

412.2.2 Item barcode scanned

Once you have selected an item, the system can react in one of the following ways:

- The system displays an error message
 - This means that the return of the item cannot be registered (without further processing). Depending on the error message, the message may be overruled. In other words: the item can be returned anyway. In an appendix to this section, a list with possible error messages is given along with an indication of whether or not these can be overruled.

- The system displays an information screen, with one or more of the following messages:
 - **Message per borrower category:**
This is a message generated based on AFO 482 'Circulation parameter control: borrower administration' for a borrower category. The message is displayed if a borrower is selected that is included in a borrower category for which a message has been defined. In AFO 622 ('Other parameter control') a parameter can be defined that makes it possible to perform a number of options in the borrower administration within the circulation module. If your system has been set up in this manner, the system will display the message and offer the option of deleting the message.

 - **Manual return requests:**
If a manual request for return was issued for the item being returned, behind the message 'return request made by: ' the system will display the name of the staff member who issued the request.

 - **Note on item level:**
If a note is linked to the item, an information screen will display the note. This note is entered on the item level in AFO 423 ('Item control'). This note is displayed during loans or returns. Then the item is lent and the system will request the next item.

 - **Receipt of membership fee :**
In AFO 481 – Main Circulation parameters – Circulation workflow – Borrowers a parameter can be defined that makes it possible to perform a number of options in the borrower administration within the return function. If your system has been defined in this manner, the system will display this request if a membership fee is due. The working method is the same as that for the option 'Receipt of membership fee' within AFO 431; please see the description of this AFO for more information.

 - **Reservations:**
If a reservation has been received for the item being returned, after the message 'reservation request submitted by: ' the system will display the name of the borrower who submitted a reservation. When items for which reservations have been submitted are returned, the system will display the location where the reservation was received, if this is not the same as the location where the item is being returned.

- Titles of (ready) reserved items:

If items for which a reservation has been made are ready for the borrower, the system will display a list of the relevant items.

- Variable message for a borrower:

These are messages that can be defined per borrower record (in AFO 431 'Borrower administration').

When you close an information screen, the system will request the next item.

- The system requests the next item.

If the system has no special messages pertaining to the item entered, entries are automatically made in the columns 'Title' and 'Due date' for this item. Then the system will offer you the possibility of selecting the next item.

When all items to be returned have been entered, select the '**OK**' option to close this returns session. If the borrower (still) needs to pay and the system is set up in this manner, the system will switch to the registration of cash receipts. When you select this option, the overview screen for AFO 414 'Cash register receipts registration' will be displayed. How this screen works is explained in the description for the relevant AFO.

After you close the screen 'Registration of cash receipts', the system will return to the start screen for AFO 412 ('Returns').

412.3 Fine calculation

The calculation of fines is dependent on the following factors:

- the amount of the fine;
- the period over which the fine is to be calculated;
- the exemption period.

Simply explained, the fine is calculated based on the following formula:

Due date – return date – exemption – Closing dates / Period * Amount

Example

*An item that was due on 9 March is returned on 12 March. For each day, a fine of 10 pence is charged. 11 March is included in the table of closing dates. There is no exemption period.
Fine = 12 – 9 – 0 – 1 / 1 * 10 = 20*

The general principle described above is also affected by a number of additional parameters, which are explained briefly below. For more information, see the explanation of AFO 481 – Main Circulation parameters – Fines - Miscellaneous.

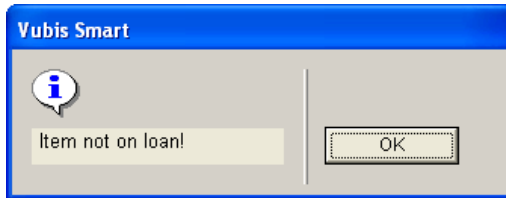
The calculation of fines is also dependent on the following parameters:

- The system offers the possibility of returning 'without fine'. If so desired, it can be decided that temporarily *no fines whatsoever* will be collected. For additional information, see the section about AFO 633 ('Modify system statuses').
- The system has a variety of maximums: per returns session, per item and per combination of a borrower and item category. For more information, see the description of AFO 481 (Main Circulation parameters).

412.4 Messages A brief description of various messages that may be encountered during returns.

- Item not on loan

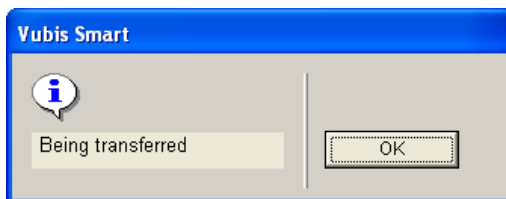
An item that is not on loan displays the following message:



Click **OK** to acknowledge the message

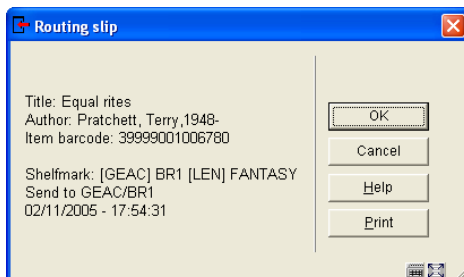
- Wrong location

An item that is returned to the wrong location displays the following message:



Click **OK** to acknowledge the message

If the parameter **AFO 481 Main circulation parameters – Miscellaneous – Circulation workflow – Returns - Warning if returned to a different location** is set to display a warning message then the following message is displayed:

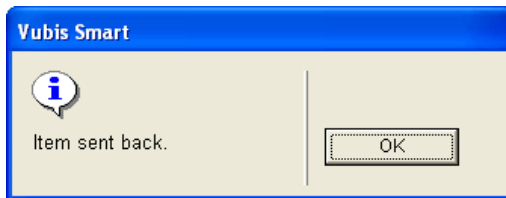


You can click the **Print** button to print the routing slip to insert in the item.

The parameter **AFO 481 Main circulation parameters – Miscellaneous – Circulation workflow – Returns – In transit status for items returned at a different location** determines whether the item is assumed to be returned to the right location, whether you are prompted to put the item into transit, or whether the item goes into transit automatically.

Important: If you click **Cancel** then the system will put the item automatically at its correct location, without being sent in transit.

When you click **OK** the following message displays:

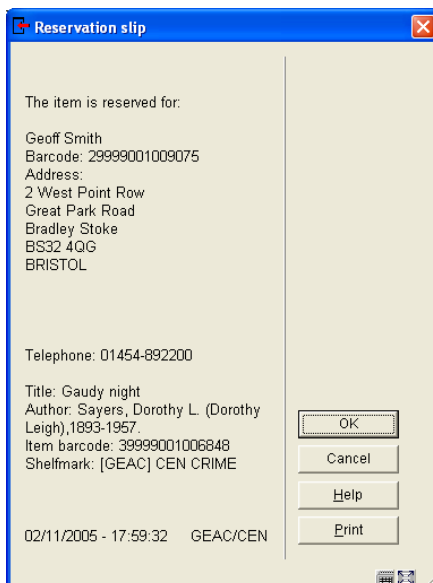


The **Returns** screen will display the location to send the item to in the Location column:

No	Item	Title	Due date	Location	Reserve
1	39999001006780	Equal rites /	23 Nov 2005 23:59	Send to GEAC/BR1	

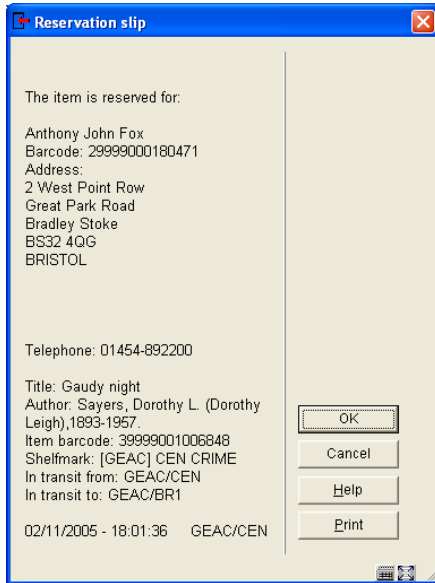
- Return an item that is reserved

If an item can satisfy an open reservation the following message is displayed:



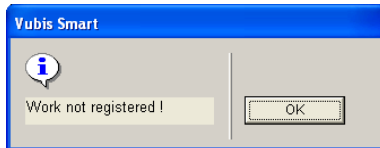
You can click the **Print** button and print the reservation slip to insert into the item.

- If the item is required at another library the system puts the item into transit to the Pickup location.

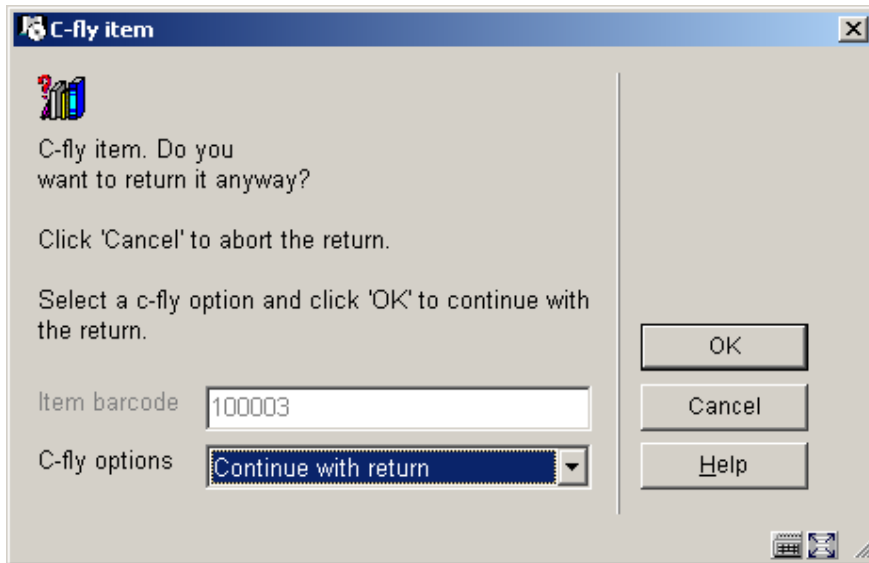


- C-fly items

Depending on your parameters the following messages may be displayed.



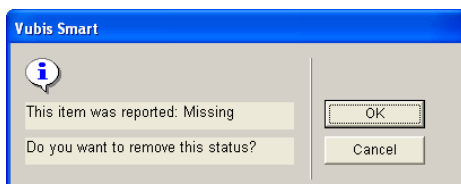
or



See the section on C-fly items for more details.

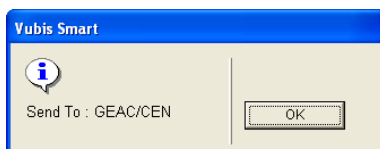
- Missing items

An item with Missing status displays the following message:



Click **OK** to remove the Missing status.

- If the item belongs to another library the following message is displayed:



- **Document control - Change History**

Version	Date	Change description	Author
1.0	unknown	creation	
2.0	August 2006	updates for release 2.4.1 build 17	
3.0	November 2006	changed terminology; replaced old error messages; made some additions (delivered as part of release 2.4.2 build 1 updates)	