
WB Change Backward / Forward - Analytics

- **Article Type:** Q&A
 - **Product:** Alma
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Question

Can you explain what the "WB Change Backward" and "WB Change Forward" fields in the Loan table of Fulfillment Subject Area measure?

The descriptions in the documentation describe it as a change to the workbench due date by a circulation desk operator, but we are unclear what this means.

Answer

The term "workbench" (or "WB") simply refers to the Patron Services menu accessed via Fulfillment > Manage Patron Services after entering a patron number; this menu allows circulation staff persons with the correct roles and permissions to adjust loan information when needed. The Loans tab of the Patron Services menu displays active loans; each loan will display row action menu option "Change Due Date" for users with the roles/permissions to change due dates.

In this circumstance the above Analytics fields ("WB Change Backward" and "WB Change Forward") quantify whether a due date was updated in the Patron Services menu to occur before or after the original due date.

Category: Alma Analytics - Alma

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