

Fines and Fees

Configuration

How are fines and fees managed in Alma?

Alma's TOU policies allow the library to determine the fines and fees policies that are applied to the use of library resources.

This includes overdue fines and lost item fees, among others. Overdue fines are assessed and registered when the item is returned or renewed. Fines can be calculated by the hour or day; parameters also allow for defining if the fine runs when the Library is closed, or only during open hours. Separate fine policies may be defined for recalled items.

All details of the patron's transactions relating to fines and fees are stored in the patron record. From the patron record, an authorized staff user can manually add or waive library fines and fees.

Automatic Generation of Fines and Fees

Alma supports both automatically generated charges, and manually added charges.

Automatically generated charges are set in the Terms of Use (TOU) configuration. Each TOU policy will have definitions related to fines and fees for the policy – e.g.:

- A renewal fee
- A lost item replacement fee
- A lost item fine
- An overdue fine, maximum fine, etc.

7	Lost Item Fine	Lost Item Fine - 10 (Fining \$10 for losing an item)
8	Lost Item Replacement Fee	Lost Item Replacement Fee 50 (Fee for replacement)
9	Lost Item Replacement Fee Refund Ratio	90 per cent of lost item cost is returned
0	Maximum Fine	Maximum Fine 40 (Maximum fine = 40 units. D)
1	Overdue Fine	Fines for 4 week loans - 0.50 per open day (Fines)

A configuration table (User Management Configuration > Patron Charges > Fines/Fees Behavior) in Alma allows for configuring the parameters of a fine or fee related to various activities in the library – e.g., overdue fine, registration fee, notification fee, lost item charge, etc. In this table it is possible to define if:

- A fine/fee can be waived;
- It can be created manually, or is automatically generated by the system;
- It can be refunded;
- The fine/fee is on the level of the library or the institution.

Fine/Fee type	Waivable?	Manual creation?	Refundable?	Fine/Fee owner	VAT Percentage	
1	Carrel Fee	True	True	True	Institution	0
2	Carrel Fee	True	True	True	Library	0
3	Case Rent	True	True	True	Library	0
4	Claim return	True	True	True	Library	0
5	Credit	False	True	True	Library	0
6	CUSTOMER	False	False	False	Library	0
7	CUSTOMER	False	False	False	Library	0
8	CUSTOMER	False	False	False	Library	0
9	CUSTOMER	False	False	False	Library	0
10	CUSTOMER	False	False	False	Library	0

Loans are checked at the time of return to see if they are overdue. If a loan is found to be overdue, overdue policies are consulted to correctly calculate the fine.

Fining policies may be set per days or hours and per open time or calendar dates. Fines may be controlled by a minimum and maximum fine policy.

Also, grace time policies which allow additional time past an item's due date or time, may prevent the generation of a fine even when an item is overdue.

Overdue fines can be calculated based on several different parameters – e.g. only open days or all days overdue:

- No Overdue Fine (Default Value for overdue fine)
- Overdue Fine for All Hours (An overdue fine is calculate
- Overdue Fine for Open Days (An overdue fine is calculat
- Overdue Fine for Open hours (An overdue fine is calcula
- Overdue Fine for Open Hours (An overdue fine is calculk
- Overdue Fines (Overdue fine for Open days)

The institution can define if a circulation desk can accept payment of fines and fees (e.g., at a busy short loan desk, staff might not want to have to deal with fine and fee payments).

Payment modes (cash, credit card) may be configured per desk. Payment is for a defined sum, and if the patron pays a partial sum, the payment is spread across the debit lines - paying off the oldest transactions first.

How are fines calculated?

Overdue fines are assessed and registered when the item is returned, according the library-defined policies and Terms of Use described in our response to question #1 in this section. Fines can be calculated by the hour or day; parameters also allow for defining if the fine runs when the library is closed, or only during open hours. Separate fine policies may also be defined for recalled items. As seen in the screenshot below, overdue fines can be calculated based on several different parameters:

- No Overdue Fine (Default Value for overdue fine)
- Overdue Fine for All Hours (An overdue fine is calculate
- Overdue Fine for Open Days (An overdue fine is calculat
- Overdue Fine for Open hours (An overdue fine is calcula
- Overdue Fine for Open Hours (An overdue fine is calcula
- Overdue Fines (Overdue fine for Open days)

Calendar management in Alma enables the library to configure the hours during which it is open or closed. Configuration of open and closed hours has ramifications for fulfillment services such as loans and requests. The operating hours that are defined at the institution level are applicable to the libraries within the institution, unless separate records are defined at the library level. The institution/library may also define fixed dates in the calendar, such as End of Term, End of Summer, End of Year, and so forth.

Full Calendar Apply Changes Add Record

Inherited	Record type	Description	Valid from	Valid to	From hour	To hour	Recurrance	Recurrance Type	Day of week	Status
1	✓ Exception	Graduation	09/28/2...	09/28/2...	00:00	23:59	No	-	-	Closed
2	✓ Exception	Thanksgiving-US	11/24/2...	11/24/2...	00:00	23:59	No	-	-	Closed
3	✓ Exception	Christmas and New Years Holidays	12/19/2...	01/03/2...	00:00	23:59	No	-	-	Closed
4	Standard opening hours	Open 09:00-21:00	04/29/2...	04/29/2...	09:00	21:00	Yes	-	Thursd...	Open
5	Standard opening hours	Open 09:00-21:00	04/29/2...	04/29/2...	09:00	21:00	Yes	-	Friday	Open
6	Standard opening hours	Open 09:00-14:00	04/29/2...	04/29/2...	09:00	14:00	Yes	-	Saturday	Open
7	Standard opening hours	Open 09:00-20:00	04/29/2...	04/29/2...	09:00	20:00	Yes	-	Tuesday	Open

Does Alma allow for blocking patron activity based on the amount of fines accrued?

Alma supports the ability of the Library to determine various thresholds for Library activity by patrons, beyond which the patron may be blocked from further transactions until the outstanding activities have been resolved. This applies both to limits on Library fines and fees, as well as other limits that may apply for lost items, etc.

A configuration parameter can be used to activate fines/fees anonymization. Anonymizing fines/fees will detach any closed (that is, fully paid or waived) fine/fee from the user record of the patron who owed it. Statistical patron information, such as User Group and User Statistics, will remain on the fine/fee record and be fully reportable in Analytics.

< Fulfillment Jobs Configuration

Fines\Fees Notifications Job

Status Active Inactive Schedule **On**

Anonymization Job

Status Active Inactive

Anonymize item loans [Loan Anonymization Rules](#)

Anonymize fines and fees

Anonymize resource sharing requests

Schedule **On the 10 of every month at 05** ▼

Can the library charge the patron for fine notifications?

A library may configure the Fines and Fees Notification Profile to charge a handling fee to patrons for sending a fines and fees notification letter. The Fines/Fees Notification Profile has a check box, Create Notification Fee. When this check box is selected, the Notification Fee Amount field is also displayed.

< Fines/Fees Notification Profile Record Cancel Save

Name * **Profile 1**

Description

Amount for user * **10** **Maximum**

User Group **Faculty** x

Skip Patrons With Loans

Only Active Patrons

Fines/Fees Owner **Main Library** x

Fines/Fees Types

Fines/Fees Created **0** **After** Days ago

Create Notification Fee

Notification Fee Amount * **1.00** **USD**

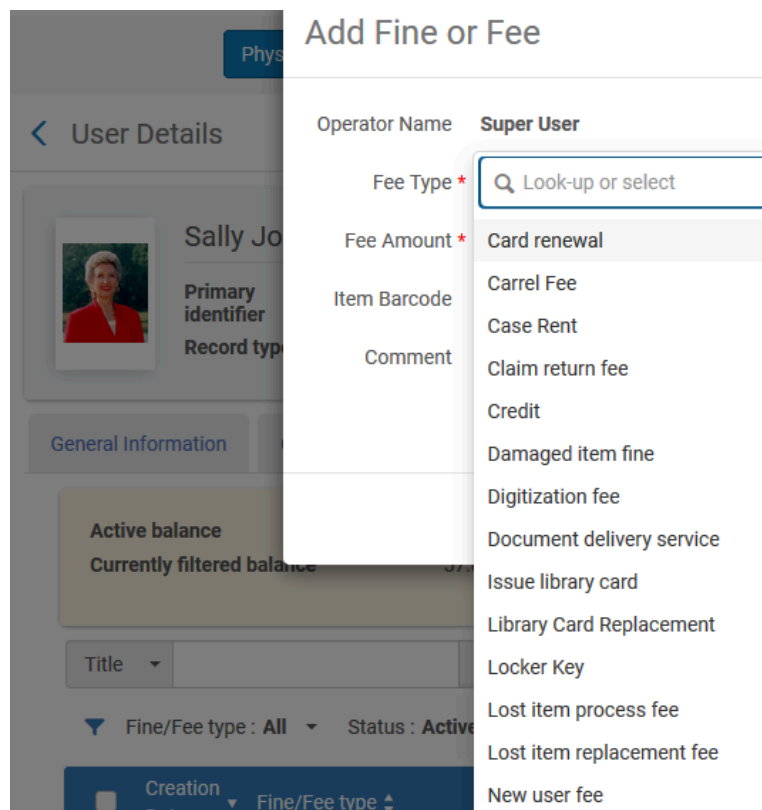
Letter send format * **Both**

Printer **Main Library - Main Library Printer**

General

Can a fine be added manually?

From the patron record, an authorized operator can manually add a fine or a fee (for those transactions that were defined as 'manual'), as seen in the example below:



What details are recorded for each fine or fee?

Each Fine or Fee is listed with:

- Fine/Fee Type (such as Overdue Fine)
- Creation Date
- Status (Active, Closed, In Dispute)
- Status Date
- Comment (if added)
- The Fee Owner (Institution or Library)
- Title (if fine is related to a loan/request)
- Item Barcode (if applicable)
- Original Amount
- Remaining Balance (different to the original amount after partial payment)

Can fines and fees be filtered or sorted by library?

You can filter by **fee owner** in order to see only the fines under an individual library's responsibility. The filter is available in the **Fines/Fees** tab of User Details and the User Fines and Fees window when selecting a specific fine to pay in Manage

Patron Services:

The screenshot shows the 'User Details' page for 'Implementer, Ex Libris'. It displays account information and a table of fines and fees. The table has columns for Creation Date, Fine/Fee type, Status, Fee Owner, Title, Item Barcode, Original Amount, and Remaining Balance. Two rows are visible: one for 'The black rose' (50059) and one for 'Taking root to fly: ten articles on functional anatomy / by Irene Dowd' (18197). A red box highlights the 'Fee Owner' column, which has a dropdown menu open showing 'All', 'Main Library', and 'Science Library'.

How is payment handled?

Circulation desk operators can view and receive payments for patron fines and fees. Within the patron services page staff users can opt for the **Pay** link. The Payment Details dialog box appears. Within the dialog box staff users can enter payments for either all fines or specific fines. Furthermore it is possible to:

- Chose a payment method (cash, credit card, online... - depending on institutional payment methods and integrations)
- Add the change to the user's account (the change is retained as credit for future fines and fees)
- Fully or partially pay the amount
- Enter a transaction ID
- Add a comment

Payment Details

Operator name **Super User**

All fines Specific fines

User balance **3.00 USD**

Payment method **Cash**

Add change to balance

Payment amount **3.00** USD

Transaction ID

Comment

Does Alma retain a history of fines?

All details of the patron's transactions relating to fines and fees are stored in the patron record.

Active balance	57.00 USD	Disputed balance	-	Transferred balance	-
Currently filtered balance	57.00 USD	Currently filtered disputed balance	0.00 USD		

1 - 9 of 9

Fine/Fee type: All Status: Active

Creation Date	Fine/Fee type	Status	Status Date	Comment	Fee Owner	Title	Item Barcode	Original Amount	Remaining Balance
09/03/2...	Other	Active	09/03/2...	3rd warning - Overdue	Medical Library	-	-	2.00 USD	2.00 USD
09/03/2...	Other	Active	09/03/2...	3rd warning - Overdue	Main Library	-	-	2.00 USD	2.00 USD
06/03/2...	Other	Active	06/03/2...	Overdue summary letter	Alma University	-	-	5.00 USD	5.00 USD
09/18/2...	Other	Active	09/18/2...	1st warning - Overdue	Medical Library	-	-	1.00 USD	1.00 USD
09/18/2...	Other	Active	09/18/2...	1st warning - Overdue	Main Library	-	-	1.00 USD	1.00 USD
09/18/2...	Recalled Overdue fine	Active	09/18/2...	Recall late return fine	Main Library	-	-	40.00	40.00

Detailed information such as creation date, fine/fee type, status, fee owner (institution or library), title and amount is also stored in the patron record, and is retained after the fine has been paid. Below, the screen reflects payment of the charges and a zero remaining balance:

Fine/Fee type: All Status: All

Creation Date	Fine/Fee type	Status	Status Date	Comment	Fee Owner	Title	Item Barcode	Original Amount	Remaining Balance
09/03/2...	Other	Closed	06/15/2...	3rd warning - Overdue	Medical Library	-	-	2.00 USD	0.00 USD
09/03/2...	Other	Closed	06/15/2...	3rd warning - Overdue	Main Library	-	-	2.00 USD	0.00 USD
06/03/2...	Other	Closed	06/15/2...	Overdue summary letter	Alma University	-	-	5.00 USD	0.00 USD
09/18/2...	Other	Closed	06/15/2...	1st warning - Overdue	Medical Library	-	-	1.00 USD	0.00 USD

Is data about the operator receiving fine payment recorded?

Alma records all details related to the payment of fines and fees. This can be viewed from the Fines and fees tab of the patron record by clicking on the amount hypertext link (of closed transactions):

Creation Date	Fine/Fee type	Status	Status Date	Comment	Fee Owner	Title	Item Barcode	Original Amount	Remaining Balance
01/03/...	Credit	Closed	04/19/...	-	Main Library	Il nome della rosa / Umberto Eco.	AU15505	45.00 USD	0.00 USD

Transaction Type	Amount	Reason	Comment	Created By	Accepted By	Transaction Date	Payment Method	Reference	Transaction ID
Payment	-45.00 USD	-	-	MAIN_CIRC - Main Circulation D.	Super User	04/19/2017 11:07	Cash	276924052000...	234020000121

This can also be reported on in Alma Analytics. An example of such a report:

Fines and fees by operator

Transaction Amount	Operator First Name	Operator Last Name	Title
45.00	Alan	Diamond	
10.00			The Catholic Church in Korea.
2.00	Andrew	French	
4.50			A practical handbook of medical chemistry / by John E. Bowman.
5.00			Dikler dan water
2.00			Eisenhower at war, 1943-1945 / by David Eisenhower.
10.00			Harmonica classics [sound recording]
6.00			Hedda Gabler by Henrik Ibsen ; translated by Michael Meyer ; BBC TV [in association] with Time Life Multimedia ; Cedric Messina, produc
1.50			Irish elegies /
13.00			Liquidity and financial institutions in the postwar period.
1.50			Qadesh, mission archéologique à Tell Heli Mend, 1921-1922.
60.00			Recent advances in physiology and bio-chemistry / edited by Leonard Hill ; contributors, Benjamin Moore ... [et al.].
14.00	Barry	Bingham	The Ponder heart ; by Eudora Welty ; drawings by Joe Krush.
97.50	Bettina	Schmid	
13.50			American pastoral / Philip Roth.
3.00			Annalen des Historischen Vereins für den Niederrhein, insbesondere die alte Erdlözese Köln.
4.50			Chronicon Helvetum. (Ungedruckte Neuausg., aufgrund der Originalhandschriften.) Bearb. von Peter Stadler und Bernhard Stettler.
7.50			De gebroeders Leeuwenhart [VIDEO]
18.00			Euclidean quantum gravity /
3.00			Funny girl / Nick Hornby
57.00			Ländlet utom sig : bilder från Sverige = Country beside itself : pictures from Sweden /
7.00			Moskogy
30.00			Money and banking casebook.
7.00			New York Philharmonic [sound recording].
4.50			Sonata in E for trombone and piano.

See also: [...Analytics/Fulfillment](#)

Can the patron see their fines and fees in Primo?

Patrons may access their account details in Primo – this includes information about potential fines for overdue items on the loans section of My Account:

Fine + fees
Current fines balance is 2.50.

1 Resource sharing receive fee Migraine	Debit 2.50 USD Fine date: 08/12/14
--------------------------------------------	---------------------------------------

Can patrons receive notification of fines and fees owing?

Alma allows libraries to setup a series of email and/or SMS notifications to patrons on fines/fees owed, thereby providing improved services in case of delinquent payments by patrons.

You can define the notification frequency according to the amount owed, fine/fee owner, and/or user group. Notifications may also be printed. A sample email is shown below:

Fines\Fees Notification 05/11/2015

User, Admin
2 Ex Libris Avenue
Fourth Floor - Office 123

Book Nook 12345
NY USA

Dear Sir/Madam
We would kindly like to remind you that in Social Work Library you have a debt of **182.00 USD**

Fee Type	Fee Amount	Note
Library Card Replacement	50.00 USD	
Library Card Replacement	55.00 USD	
Library Card Replacement	77.00 USD	

Please settle your account at the earliest opportunity

Sincerely
Circulation Department

Social Work Library

An example of a fine and fee profile with possible parameter configurations:

< Fines/Fees Notification Profile Record

Name *

Description

Amount for user *

User Group

Skip Patrons With Loans

Only Active Patrons

Fines/Fees Owner

Fines/Fees Types

Fines/Fees Created Days ago

Letter send format *

Can fines and fees be exported to a third party system?

Alma can update the institutional bursar concerning user fines and fees. A profile may be set to export user fees that exceed a defined threshold to an external bursar system.

The screenshot shows the 'Integration Profile' configuration page for a 'Bursar System'. The page has a breadcrumb trail '< Integration Profile'. Below the title, there is a table with the following data:

Code	BURSAR
Integration Type	Bursar

Below the table are three tabs: 'General Information', 'Actions', and 'Contact Info'. The 'General Information' tab is active. It contains the following fields:

- Code: BURSAR
- Name: Bursar System
- S/FTP Connection Type: SISSubmission
- System (for Ex Libris' informational purposes): Ellucian Banner (SunGard)
- Default:
- Description: Profile for exporting undergrad fines and fees to the Bursar from the Main and Science Libraries

Any number of export profiles of this type may be defined. Profiles may be set to export fees only if they are older than a defined number of days, and/or are owed by defined user types. In addition, the profile may be set to export only specific types of fees:

The screenshot shows the 'Integration Profile' configuration page, specifically the 'EXPORT' section. The page has a breadcrumb trail '< Integration Profile' and three tabs: 'General Information', 'Actions', and 'Contact Info'. The 'General Information' tab is active. The 'EXPORT' section contains the following fields:

- Active: Active Non Active
- Plugin: [Dropdown menu]
- Time before export (Days): 3
- Minimum amount for user: [Text input]
- User identifier type: Barcode
- User groups: Undergraduate Student
- Fine/Fee types to export: Claim return fee, Lost item replacement fee
- Institutional fine/fee: Yes No
- Library fine/fee: Main Library, Science Library
- Output file path: BursarFees

Examples of supported systems can be seen in the screen capture:

Look-up or select

Agresso
Blackbaud
Ellucian Banner (SunGard)
Ellucian Colleague (Datatel)
Ellucian PowerCampus (SunGard)
Homegrown
Jenzabar
Kuali Student
Microsoft Dynamics
Oracle PeopleSoft
Oracle Financial
Other
SAP
Symmetry
Higher One (CASHNet)
TouchNet Cashiering

Once exported to the external bursar system, the fee will be considered closed by the system. In addition, Alma supports a suit of web services that enable managing fees in an integrated manner from external systems. These include:

- getUserCash – Retrieve User Cash
- payFine – Pay User Fine/Fee
- waiveFine – Waive User Fine/Fee
- disputeFine – Dispute User Fine/Fee
- restoreFine – Restore User Fine/Fee

How can a fines and fees report be generated?

The Fines and Fees Report is a downloadable Excel file that includes a report of the fines and fees transactions that have been performed over a 1- to 7-day period.

Create Fines And Fees Report Run now

Create Fines And Fees Report

From date: 06/16/2017	To date: 06/16/2017
Received by library: Main Library	Received by circulation desk: Main Circulation Desk
Transaction types: Payment	Fine owner:
Report receiver: <input type="radio"/> Printer <input checked="" type="radio"/> User	
Printer: Alma University - Remote Storage Printer	User: Anna Allen

This report allows you to specify the following filters:

- Received by library – Filters by the library at which the fine/fees were paid. This filter cannot be used for reporting waive actions.
- Received by circulation desk – If a library is specified, filters by the circulation desk at which the fine/fees were paid. This filter cannot be used for reporting waive actions.
- Transaction types – Filters by the type of transaction:
 - Payment and Waive – includes both payments and waivers
 - Payment – includes only payments
 - Waive – includes only waivers
 - Fine owner – Filters by the owner of the fine/fee, which may or may not be the same location where the fine or fee was paid or waived.

Reports can be sent to a specific user or printer.

In addition, by using the Fines and Fees area, the Design Analytics user is able to create customized reports/dashboards for the Fine and Fees area. The user is able to display the following information:

- A list of all a user's cash transactions
- A list of all the open cash transactions by patron group
- A list of users that have fines and fees with their preferred address, phone, and email information
- A list of all the transaction types and amounts per library

No fines or waiving fines

Can a policy be defined where no fines are accrued for overdue items?

Fine assessment is completely configurable by the library. The screenshot below is an example of the option to set a policy of 'no overdue fine' as part of a Terms of Use policy:

Policy Type	Policy Name
Overdue Fine	No Overdue Fine (Default Value for overdue fine)

Can fines be disabled?

Fines are set by fulfilment rules and terms of use. These may be setup to not create fines.

Can fines be waived?

It is possible to dispute or waive a fine. Fines and fees can be waived or disputed on the Fines and Fees tab of the user record. The staff user access the waive or dispute option by click on the Actions button (...), or on the hyperlinked fine amount:

Creath Date	Fine/Fee type	Status	Status Date	Comment	Fee Owner	Title	Item Barcode	Original Amount	Remaini Balance
1 09/20...	Other	Active	09/20...	-	Main Library	-	-	35.00 USD	35.00 USD
2 09/20...	Credit	Active	09/20...	-	Main Library	A picture book of ancient British art / by Stuart Piggott and Glyn E. Daniel.	450-10		

A dialog box opens, and staff can fill in details about why the fine is in dispute (or being waived). Partial waive is also available, and specific debit lines may be disputed or waived.

Waiving Fine/Fee

You are about to waive the following fine

Operator name **Super User**

Fine/Fee type **All**

Fee amount **5.00**

Waiving Reason *

Comment

- Faculty
- Lost item was found
- Other
- Sickness
- Special circumstances
- Technical reasons
- Waived by registrar

An option also allows for waiving more than one line item. This is achieved by clicking on the 'Waive Selected' link.

Does Alma support bulk fine waiving?

The Bulk Fine Waiving option enables you to waive user fines in bulk based on user group, type of fine, and maximum fine.

Bulk Fine Waiving

Run Bulk Fine Waiving

Maximum fine threshold to waive *

User Group:

Waiving Reason:

Exclude users with overdue loans

Waive fines types *

Locker key

Lost item process fee

Lost item replacement fee

New user fee

Notification fee

Other

Overdue Loan notification fine

Overdue fine

Overdue notification fee

Waiving comment

Run bulk fine waiving

After running the job based on the parameters defined, the report output can be viewed:

Job Report Back

Bulk Fine Waiving Job ?

Completed Successfully

Process ID	2970290510000121	Started on	06/15/2017 13:24
Finished on	06/15/2017 13:24	Total run time	5 Seconds
Status	Completed Successfully	Status date	06/15/2017 13:24
Records processed	62	Records with exceptions	0

Job Events Export Events

Fine waived successfully(62)

Failed to waive fine(0)

Clicking the [Fine waived successfully](#) link will display the successful events on the Events Report page;

Events Report

Fine waived successfully

1 - 20 of 62

	User identifier	Fine type	Fine amount
1	001000394180	Overdue fine	20.00
2	001000218381	Overdue fine	11.00
3	001000218381	Overdue fine	11.00
4	10000	Overdue fine	1.00
5	0234	Overdue fine	20.00
6	0234	Overdue fine	20.00
7	0234	Overdue fine	4.00
8	001000217131	Overdue fine	20.00
9	001000078322	Overdue fine	9.00

Privacy

Can fines and fees be anonymized?

A configuration parameter can be used to activate fines/fees anonymization. Anonymizing fines/fees will detach any closed (that is, fully paid or waived) fine/fee from the user record of the patron who owed it. Statistical patron information, such as User Group and User Statistics, will remain on the fine/fee record and be fully reportable in Analytics.

← Fulfillment Jobs Configuration

Fines\Fees Notifications Job

Status Active Inactive Schedule

Anonymization Job

Status Active Inactive

Anonymize item loans [Loan Anonymization Rules](#)

Anonymize fines and fees

Anonymize resource sharing requests

Schedule ▼

How does Alma ensure payment confidentiality?

Alma conforms to FERPA guidelines by providing multi-tier access control based on the security industry's best practices. Such controls consist of (but are not limited to):

- Staff member authentication prior to accessing Alma
- Each staff has privileges and access to data according to his/her role
- Only authorized staff members have access to patron data, to view and edit
- Alma's browser sessions are encrypted using SSL
- Sensitive Patron information is encrypted

Alma maintains an audit trail of access to patron data that has been exported. This information may be used in conjunction with the institution's written approvals by students and/or their parents to track any export of patron's data outside of Alma. In terms of payment standards such as the Payment Card Industry Data Security Standard (PCI-DSS), Alma does not maintain credit card information and as such this regulation does not apply

Total views:

29484