



Innovative Customer Support



Batch Checkin: Managing Long Billed Items FAQ

We have a lot of items that have been billed for quite some time. Is there a way to remove these from our database without losing the bill?

Yes. Batch Checkin is designed for library staff to manage long billed items. This function is used to check in an item while leaving the bill on the patron's record. Library staff most frequently use this function to check in long overdue items that they do not expect to be returned. The [Batch Checkin process \(102457\)](#) is described in detail in the *Innovative Guide & Reference*.

When an item is checked in using the batch checkin method, how do fines and fines paid information display in the patron's record?

The patron record fines display includes information on the item charge, processing fee (if any), and billing fee (if any). For example:

 A screenshot of a software window titled "Detailed Fine Display". The window contains the following information:

Name:	Dunford, Penelope
Patron Barcode:	21517000304616
Invoice:	412233
Type:	Replacement
Call Number:	793 KOHL Main Library Stacks
Author:	Kohl, Marguerite
Title:	Games for grownups : the key to successful home entertainment with unique, handy charts, [by] Marguerite Kohl, Frederica Young, with illustrations by Phillip Miller
Item Barcode:	3 1517 00017 9578
Date Assessed:	08-31-04 03:04PM
Date Checked Out:	12-31-97 08:46AM
Date Due:	02-10-98 01:00AM
Item Charge:	<input type="text" value="\$15.00"/>
Processing Fee:	<input type="text" value="\$5.00"/>
Billing Fee:	<input type="text" value="\$5.00"/>
Total:	\$25.00

 At the bottom of the window are four buttons: "Adjust", "OK", "Print", and "Cancel".

Once the fine is paid, the Fines Paid file display includes the invoice number, charge type, description, amount due, amount paid, and date paid for each line item. For example:

Fines Paid					
Payments Made By Dunford, Penelope (Total Paid = \$25.00)					
Invoice	Charge Type	Description	Amount Due	Amount Paid	Date Paid
412233	Replacement	Games for grow...	\$25.00	\$25.00	08-31-2004

Buttons: Print, View Fine, View Item, Close

Staff can also see the detailed fines paid entry:

Paid Fine Detail	
Payments Made By Dunford, Penelope	
Detail	Balance
Invoice: 412233	Item Charge: \$15.00
Charge Type: Replacement	Processing Fee: \$5.00
Call Number: 793 KOHL Main Library Stacks	Billing Fee: \$5.00
Author: Kohl, Marguerite	Total: \$25.00
Barcode: 3 1517 00017 9578	Previous Paid: -\$0.00
Description: Games for grownups : the key to successful home entertainment with unique, handy c	Amount Paid: -\$25.00
Charge Location: libst	Amount Due: \$0.00
Terminal: 200	
Checkout Date: 12-31-1997	
Due Date: 02-10-1998	
Assessed Date: 08-31-2004	
Date Paid: 08-31-2004	
Payment Status: Full Payment	

Buttons: Print, Close

What happens if we delete the batch checked in item?

When an item is deleted from the system after using batch checkin (before payment is accepted), the barcode is removed from the fines and fines paid displays and replaced with an informational message. For example:

Detailed Fine Display [X]

Name: Brown, Mel
 Patron Barcode: 21294001704315
 Invoice: 417990
 Type: Replacement
 System Message: Record i10003381 deleted on 08-31-2004
 Title: American horrors : essays on the modern American horror film / edited by Gregory A
 Date Assessed: 06-11-03 10:50AM
 Date Checked Out: 04-21-03 01:45PM
 Date Due: 04-27-03

Item Charge:
 Processing Fee:
 Billing Fee:
 Total: \$22.00

Additionally, when an item is deleted from the system after using batch checkin, the following fields are not retained in the full view of fines and fines paid displays on the patron's record: Author, Item Location, Call number (including volume and copy number); however, the summary display of fines and fines paid information includes the item location for unpaid or partially paid fines.

For example, in the display below, the title "American Horrors : Essays on the Modern American Horror Film" is a batch checked-in item. The summary display shows the item's location : "libst".

Millennium Circulation · Innovative Lib - CSD SILVER

File Edit View Go Tools Admin Help

Circulation Desk

Millennium

Circulation Desk

Check In

Search / Holds

Clear Holdshelf

View Holds

Transfer Paged L...

Renew

Key or Scan Item or Patron Barcode

PATR NAME Brown, Mel
 P BARCODE 21294001704315
 ADDRESS 5950 Shellmound Way
 City/State/Zip Emeryville, CA 94608
 PCODE1 -
 PCODE2 e EXCEPTION
 PCODE3 134 Storrs
 P TYPE 1 Patron
 EXP DATE 12-22-2005
 CIP CHECKOUT ?

Check Out (0) | **Checked-Out Items(3)** | Holds(0) | Fines(\$98.00) | Check In (0) | Linked Patrons(0) | Bookings(0) | ILL(0)

Total: \$98.00

Amount selected: \$0.00

All	Status	Title	Location	Amount
<input type="checkbox"/>	Replacement	Outer banks / Anne Rivers Siddons. --	mezza	\$22.00
<input type="checkbox"/>	Replacement	American horrors : essays on the modern American horror fil...	libst	\$22.00
<input type="checkbox"/>	Replacement	One afternoon / by Yumi Heo	child	\$16.00
<input type="checkbox"/>	Replacement	Two bad ants / Chris Van Allsburg. --	child	\$23.00
<input type="checkbox"/>	MANUAL	ANNUAL FEE		\$10.00
<input type="checkbox"/>	MANUAL	COLLECTION AGENCY REPORT CHARGE		\$5.00

For further information review the following sections of the *Innovative Guide & Reference*:

- [Fines Tab \(100026\)](#)
- [Viewing Fines Paid \(106915\)](#)

When I use Batch Checkin to check in a "long billed" item, it shows on the shelf. How do I check in a long billed item and not have it show "on the shelf"?

Batch Checkin performs an actual checkin on a batch of item records, causing these items to appear to be "on the shelf" upon completion. To handle long billed items, many libraries create a special suppression value. Run rapid update on these items prior to running Batch Checkin to insert the special suppression value.

You can request the setup of additional suppression values by contacting the Help Desk.

A typical Batch Checkin work flow is:

1. As often as needed, a staff member creates a review file of items billed more than a certain amount of time. For example:
item status = n and due date within 01/01/1999 and 12/31/1999
2. The staff member inserts a suppression value into the items via rapid update.
3. If your library will need to reference information later about the batch checked in items, Innovative recommends outputting information about the item, patron, and bibliographic records from the records in the review file. Some suggested fields include item barcode, item out date, item due date, item call number (if used), patron name, patron record number, bibliographic title, and bibliographic call number (if used). Your library should include all useful fields. Output the file and import into a third party software product, such as a spreadsheet. Your library then will be able to locate information about the items even after they have been deleted, in the event that a long billed item is located and returned to the library.
4. The staff member checks in the items using Batch Checkin.
5. As often as needed, a staff member creates a review file of items with an LCHKIN date within a specific date range and the special suppression value. For example:
suppression value = r and LCHKIN date within 01/01/2000 and 12/31/2000
6. Staff run a statistical report on the items and then delete items or items with bibs (last copies) in DELETE RECORDS OF ANY TYPE.

Your work flow may vary, depending upon circumstances.



The status 'n' BILLED is a system-generated status, inserted into the item record as the result of a software process (running bills). A status 'n' should only be removed via an appropriate software process, such as a normal checkin of a returned item or a batch checkin of long billed items. Removing an 'n' manually may give unanticipated results. Always be very careful with dealing with system-inserted statuses in items.

We want to delete some old and inactive patron records, some of which have long billed items. How do we do that?

To delete patron records with long billed items, complete the following steps:

1. Create a review file of any long billed items still checked out to these patrons.
2. Batch check in the long-billed items. The bills will be added to the patrons' records.
3. Create a review file of the old and inactive patron records, all of which should now have no items checked out to them.
4. Globally purge the fines owed in these patron records. For more information, see [GLOBALLY purge fines \(102399\)](#) in the *Innovative Guide & Reference*.
5. Verify that the specified patron records have no more checked out items, holds, fines, nor any other outstanding transactions.
6. Delete the patron records. See [Deleting Records \(105543\)](#).

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