

Reminder fees – minimal set for hebis

# Major changes

* Several options for the reminder section in the overdue policy have been excluded (consideration of grace periods and closing days)
* The reminder interval is fixed to “days”. There are no more than five reminders.
* Patron blocking options in the overdue policy are not necessary. Patron blocks will be realized using global condition from Settings > Users > Patron blocks.
* Reminders will always have a fee. Standard patron notices are sufficient to handle reminders exempt from charges.
* Aggregation of triggers and actions for the reminder process.
* The logic to prevent renewing of reminded items will be part of our discovery connector.
* The data-model of the loan record needs no modification in the backend (<https://issues.folio.org/browse/CIRC-1599>). The fee/fine records created by the reminder fee process already contain the information required for displaying it in the UI and for handling the reminder process.

# Reminder fee section in overdue policies

The overdue policies need an additional section to define “Reminder fees”. It needs a table to define reminder sequences up to a maximum of five sequences. In each row the following elements are necessary:

* Sequence [not editable number]: starting in the first row with 1, the second row 2,…
* Interval in days [required]: accepts a positive integer
* After [not editable]: in the first row fixed text “Overdue”, following rows fixed text “previous reminder”
* Fee [required]: accepts a number with two decimals
* Notice method [required]: Dropdown menu with two options “Email” and “Mail”
* Notice template [required]: Dropdown menu including all Patron notice templates from Settings>Circulation>Patron notices templates
* Actions: trash can icon for deletion and + icon for adding (up to the 5th row)

All variables have to be filled with values as described / selected from the dropdown menus before the policy can be successfully saved. Existing overdue policies should be editable. After editing the reminder fee section it should be checked with the same mechanism like a new rule before they can be saved successfully.

# Process to bill reminder fee

## Prerequisite

* “Reminder fees” have to be added to the Settings>Users>Fee/fine: Manual charges table as a "hidden" automated Fee/Fine Type

## Reminder schedule

The process runs nightly and once per day. It creates the appropriate reminders for overdue items if an overdue policy with an active reminder fee section is in effect. If a service point is closed for a whole day the process does not create reminders on this day for the service point.

## First reminder

*Trigger*

1. Consider all loans with a duedate in the past and the itemstatus “checkedout”.
2. The loan has no fee/fine record with the fee/fine type “reminder fees”.
3. (current date) – (due date) ≥ (interval of the first sequence from reminder section in overdue policy) + (grace period from loan policy)

Example: (7.2.2023) – (5.2.2023) ≥ (1 day) + (1day) => reminder is created

*Actions*

* Create Fee/Fine Record with hidden automated Fee/Fine Type Reminder fee and the following other fields
  + Action date (and time) set to system date/time
  + Action set to Reminder fee
  + Amount and Balance set to Fee (from Overdue Fine Policy first sequence)
  + Transaction information blank
  + Source set to "System"
  + Additional information set to "STAFF: Mahnung/Reminder #1"
* Write a record to the CIRCULATION LOG as follows
  + User barcode = Barcode of patron billed
  + Item barcode = Barcode of item billed
  + Object = "Fee/Fine"
  + Circ action = "Reminder fee"
  + Date = Date and time of circ action
  + Service point = "System"
  + Source = "-"
  + Description = "Additional information for staff" (e.g. "Mahnung/Reminder #1")
  + Action = "Fee/fine details" link
* Create a notice for the patron with the selected notice template
  + Email: Create the notice as an email for the patron and send it.
  + Mail: Create the notice as a file and send it as attachment to defined central emailadress or upload it to a cloud fileservice like Dropbox/Hessenbox. (Comment: some reminders still need printing and a delivery via snailmail.)

## Followup Reminders

*Trigger*

1. Consider all loans with a duedate in the past and the itemstatus “checkedout”.
2. The loan has at least one fee/fine record with the fee/fine type “reminder fees”. The number of fee/fine records with fee/fine type “reminder fees” + 1 = current reminder sequence
3. The current reminder sequence has to be defined in the reminder policy.
4. (current date) – (action date of previous reminder) ≥ (interval of the current sequence from reminder section in overdue policy)

Example: (7.2.2023) – (30.1.2023) ≥ (7 days) => reminder is created

*Actions*

* Create Fee/Fine Record with hidden automated Fee/Fine Type Reminder fee and the following other fields
  + Action date (and time) set to system date/time
  + Action set to Reminder fee
  + Amount and balance set to Fee (from Overdue Fine Policy current sequence)
  + Transaction information blank
  + Source set to "System"
  + Additional information set to "STAFF: Mahnung/Reminder #<current sequence>"
* Write a record to the CIRCULATION LOG as follows
  + User barcode = Barcode of patron billed an actual cost reminder fee
  + Item barcode = Barcode of item billed an actual cost lost reminder fee
  + Object = "Fee/Fine"
  + Circ action = "Reminder fee"
  + Date = Date and time of circ action
  + Service point = "System"
  + Source = "-"
  + Description = "Additional information for staff" (e.g. "Mahnung/Reminder #<current sequence>")
  + Action = "Fee/fine details" link
* Create a notice for the patron with the selected notice template
  + Email: Create the notice as an email for the patron and send it.
  + Mail: Create the notice as a file and send it as attachment to defined central emailadress or upload it to a cloud fileservice like Dropbox/Hessenbox.

# Loan record view

Display two additional fields in the loan record view

* “Current reminder level” (=> count the number of fee/fine records with fee/fine type “reminder fees” for this loan)
* “Current reminder created” (=>display the newest date of the fee/fine records with fee/fine type “reminder fee” for this loan)

Ruckelshausen, Schulze, Risch (13. Feb 2023)