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# **Software Requirements Specification**

**for the**

## **Global Requirements**

**of an**

## **Integrated Library System**

Version 2.0 final

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January 28, 2009

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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	11/17/08	Initial Draft	1.0 draft
Lucien Kress	1/28/09	Revisions, Final	2.0 final

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the global requirements of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

This SRS includes only those requirements that were judged to span two or more modules of an ILS. There are separate SRS documents for requirements that are primarily related to one module. The modules for which separate SRS documents exist include: Acquisitions and Serials; Cataloging and Processing; Circulation; Outreach; Interlibrary Loan; Management Tools; Web Services and OPAC; System Interfaces; and System Administration.

Most of the requirements in this document originated from work in a specific module; as additional work revealed that a requirement applied to multiple modules, the requirement was moved into the Global category. The initial source of the requirement is included in the text of requirement, for auditing purposes.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The ILS will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The Global Requirements support all aspects of the Integrated Library System. Specifically, the Global Requirements support the following modules:

- Acquisitions and Serials Management
- Cataloging and Processing
- Circulation
- Outreach
- Interlibrary Loan
- Management Tools
- Web Services and Online Public Access Catalog
- System Interfaces
- System Administration

The current specification presupposes the general functionality of an ILS and specifies only those requirements that are considered to be global to the system. Requirements that are primarily or specifically related to an individual module can be found in separate SRS documents.

Moreover, the current specification is focused on functional characteristics. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

### 1.3 Intended Audience

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

### 1.4 Document Conventions

The SRS includes requirements. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current workflow in use at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

### 1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Staff	Staff include managers, librarians, library technicians, library assistants, and library pages who are involved in designing and providing services for the Library.
System Administrators Managers	System Administrators include staff with responsibility for managing servers, databases, applications, services, ports, and APIs related to the ILS. Managers include management staff who oversee Library processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the design and implementation of Library services.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

### 1.6 Operating Environment

- OE-1: Global Requirements support the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.
- OE-2: The processes and functions described here shall operate on a Linux or Solaris server.

- OE-3: The processes and functions described here shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, the processes and functions described here shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-5: The processes and functions described here shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## **1.7 Design and Implementation Constraints**

- CO-1: The processes and functions described here shall use a fully relational database back-end.
- CO-2: The processes and functions described here shall produce standards-compliant HTML.
- CO-3: The processes and functions described here shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for authority records, bibliographic records, order records, item records, hold/request records, and other records maintained or accessed by the processes and functions described here.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including bibliographic record import and export, validation of bibliographic records against internal and external authority sources, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: The processes and functions described here are part of an enterprise-level Library Automation System.
- AS-2: The processes and functions described here are consolidated at a central location, and accept input and provide services to multiple locations.
- DE-1: The processes and functions described here rely on the data structures and functionality of an enterprise-level Library Automation System, including Acquisitions, Cataloging, and Circulation modules.
- DE-2: The processes and functions described here interface with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. USMARC21, EDIFACT).
- DE-3: The processes and functions described here interact with a patron interface, also known as an Online Public Access Catalog (OPAC).

## 2. System Requirements

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Category: Global Requirements: General

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**Req ID:** 6512                      **Source:** ITS                      **Priority:** 3  
**Name:** **SQL-based database**  
**Description:** System runs on a fully relational, SQL-based database system. Ability to run SQL queries against any table in the database. Ability to access database as an ODBC source. All data tables and data storage are fully accessible.

**Related Reqs:** 2456 2475                      **Related Process**

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**Req ID:** 2492                      **Source:** ACQ                      **Priority:** 2  
**Name:** **individual and shared staff login accounts**  
**Description:** Support for individual and shared staff login accounts; access to modules is granted by use of "roles" or "privileges" that allow each account to access as many (or as few) modules as needed. Individual logins allow user-level preferences and audit trail.

**Related Reqs:** 5514                      **Related Process**

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**Req ID:** 5616                      **Source:** MGT                      **Priority:** 3  
**Name:** **streamlined staff login**  
**Description:** The system supports (but does not require) streamlined staff login methods, for example staff member swipes a card to log into a terminal.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5408                      **Source:** CIR                      **Priority:** 3  
**Name:** **patron-selected username**  
**Description:** System provides option for patron to select a username and password, which can then be used to access OPAC, self check-out station, online databases, public PC booking system, and other electronic resources. In every case where patron authentication occurs, patrons can enter either a patron barcode or a username, and a password, and the system will handle authentication transparently.

**Related Reqs:**                      **Related Process**

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<b>Req ID:</b>	1959	<b>Source:</b>	CIR	<b>Priority:</b>	2
<b>Name:</b>	<b>patron password (PIN)</b>				
<b>Description:</b>	Patron passwords are alphanumeric; numeric-only passwords are allowed. Library may set minimum and maximum limits on password length.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

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<b>Req ID:</b>	2039	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>patron pin override</b>				
<b>Description:</b>	Staff are able to assist patrons with functions that require a PIN. System provides a way to authenticate a patron PIN from the staff interface. System provides the possibility for patrons of specified patron type (e.g. Outreach patrons) to have a second PIN, visible to staff. Staff can reset PINs.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

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<b>Req ID:</b>	7010	<b>Source:</b>	WEB	<b>Priority:</b>	3
<b>Name:</b>	<b>staff access to patron functions</b>				
<b>Description:</b>	Staff can perform actions on behalf of patrons, such as placing holds, checking availability, etc., without logging out of staff accounts or changing current view. For example, from a search results screen, staff can select one or more items and place a hold for a specific patron, without leaving the current window. In cases where the action requires displaying additional information, a new window is opened and the staff person returns to the original window when done.				
	<b>Related Reqs:</b>	5264	<b>Related Process</b>		

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<b>Req ID:</b>	5615	<b>Source:</b>	MGT	<b>Priority:</b>	3
<b>Name:</b>	<b>real-time processing</b>				
<b>Description:</b>	The system provides real-time processing. For example: pull lists are up to date at time of viewing or printing; system supports live shelf reading and weeding.				
	<b>Related Reqs:</b>		<b>Related Process</b>		



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**Req ID:** 2154

**Source:** ACQ

**Priority:** 3

**Name:** transactions post in real time

**Description:** All transactions post in real time: including purchase orders, invoices, fund balances, vendor balances, vendor statistics and history, etc.

**Related Reqs:**

**Related Process** INV011

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**Category:** Global Requirements: Interfaces
 

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<b>Req ID:</b> 6026	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> transactional communication		
<b>Description:</b> System supports transactional communication with external services, for example providing APIs to read and update patron records, bibliographic records, item records, etc.		
<b>Related Reqs:</b> 2438 1636		<b>Related Process</b>
<b>Req ID:</b> 1636	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> SIP2 and NCIP2 support		
<b>Description:</b> System supports SIP2 and NCIP2 for interfacing with external applications. Support standard SIP2 and NCIP2 messages, and provide capacity for adding additional messages as formats evolves.		
<b>Related Reqs:</b> 6026		<b>Related Process</b>
<b>Req ID:</b> 6123	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> SIP2 emulator support		
<b>Description:</b> System supports 3M SIP2 emulator.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2438	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> patron API		
<b>Description:</b> System provides a well-documented Patron API, for interfacing with external applications. System receives either a username, a barcode or a record number, and optionally either a PIN or a password. System returns an error code and patron information, if available. Error codes include: valid patron (no PIN or password provided), valid patron and valid PIN or password; valid patron and invalid PIN or password; invalid patron. Patron information includes at least: patron username, patron barcode, patron record number, patron type, name, address, phone, birthdate, creation date, last updated date, last use date, last electronic use date, expiration date, account balance, number of items checked out, number of items on hold, blocks, collections blocks.		
<b>Related Reqs:</b> 6026		<b>Related Process</b>

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<b>Req ID:</b> 7219	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> OpenURL support		
<b>Description:</b> System supports OpenURL (ANSI Z39.88).		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 5010	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> integration with automated materials handling system		
<b>Description:</b> Full integration with Automated Materials Handling System (AMH) via SIP2/NCIP2, including ability to change all status types to checked-in status. Materials handling via SIP should result in exactly the same results as manual processes. SIP2 messages currently used by AMH include 09, 10, 11, 12, 17, 18, 63, and 64.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 1716	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> MARC import/export		
<b>Description:</b> MARC bibliographic and authority records can be imported and exported, singly and in batch, all fields or selected fields, to and from vendors including OCLC. Imported records can overlay existing short or full bibliographic records. Imported batches can be maintained and manipulated as selection lists (see REQ-3004).		
<b>Related Reqs:</b> 3004	<b>Related Process</b> CAT180	

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**Category:** Global Requirements: Business Rules

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**Req ID:** 5278                      **Source:** CIR                      **Priority:** 3**Name:** suppression rules**Description:** System provides customizable 'Rules of Suppression' that specify whether patrons and staff can view authority, bibliographic, order, and item records in staff and public (OPAC) interfaces. Records may be visible to specific workgroups only; to all staff and patrons at specific locations; or to all staff and all patrons. (See REQ-5057 for related requirements on loan rules, and REQ-5190 for related requirements on holdability.)**Related Reqs:** 5057 5190 580                      **Related Process** CAT180

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**Req ID:** 5190                      **Source:** CIR                      **Priority:** 3**Name:** requesting rules**Description:** System allows creation and modification of requesting rules that determine whether a patron can place a hold on an item. Requesting rules may evaluate patron type, current number of holds, current patron account balance, item type, item status, owning location code, and other criteria. For example, requesting rules may prohibit patrons from placing holds on on-order CD titles, but allow patrons to place holds on other on-order titles. Requesting rules also specify whether staff with specific privileges or roles can override specific criteria. (See REQ-5057 re loan rules, REQ-5278 re visibility.)**Related Reqs:** 5057 5278                      **Related Process** HOL-011

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**Req ID:** 5057

**Source:** CIR

**Priority:** 3

**Name:** loan rules

**Description:** System allows creation and modification of loan rules that allow or disallow check-out of items, calculate loan periods, and determine renewal limits. Loan rules may evaluate patron type, current number of items checked out, current patron account balance, item type, item status, owning location code, check-out location code, and other criteria. For example, loan rules may prohibit patrons from checking out items with an unavailable status, e.g. an item with a triggered hold for another patron or an item that is already checked out to another patron. Loan rules can access check-out location open/closed schedule in calculating due date. Loan rules also specify whether a specific criteria may be overridden by staff with specific privileges or roles. (Also see REQ-5190 re requesting rules.)

**Related Reqs:** 5190

**Related Process:** HOL-131

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 Category: Global Requirements: Data Characteristics
 

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<b>Req ID:</b> 5323	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> field and record sharing		
<b>Description:</b> Ability for multiple staff members and patrons to simultaneously access and update patron and item records, including on staff check-in and check-out terminals, on self check-out stations, through SIP2/NCIP2 and similar protocols and APIs, and in OPAC. Depending on assigned privileges, staff can view all patron and item fields; patrons can access only selected fields. Record changes are applied in a reasonable way, with prompts to warn when a record has been changed since it was displayed.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 6513	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> record lock management		
<b>Description:</b> For any patron record or item record, staff can identify where it is in use (location, user, date and time placed).		
<b>Related Reqs:</b> 6501 7302		<b>Related Process</b>
<b>Req ID:</b> 5399	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> date format		
<b>Description:</b> Date format is set in system parameters, and used consistently throughout system.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2275	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> item location codes in separate fields		
<b>Description:</b> Provide separate fields for branch identification, reading level (e.g. adult, juvenile) and shelving location (e.g. fiction, DVD).		
<b>Related Reqs:</b> 2274		<b>Related Process</b>

<b>Req ID:</b> 2204	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> unlimited number of temporary record sets		
<b>Description:</b> Unlimited number of temporary record sets (aka buckets, query result sets, selection lists, etc.). Record sets can be the basis for batch field updates or for deleting original records; can be used as a limiting scope for subsequent queries; and can be exported.		
<b>Related Reqs:</b> 1712		<b>Related Process</b>
<b>Req ID:</b> 2143	<b>Source:</b> SER	<b>Priority:</b> 2
<b>Name:</b> unlimited items per bibliographic record		
<b>Description:</b> Ability to add unlimited items to a single bibliographic record. For example, this is important for magazine titles that may comprise thousands of items per year.		
<b>Related Reqs:</b> 2279, 2280, 55		<b>Related Process</b>
<b>Req ID:</b> 1633	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> batch delete		
<b>Description:</b> Ability to run mass deletions without significantly impacting system performance.		
<b>Related Reqs:</b> 5540		<b>Related Process</b>
<b>Req ID:</b> 5540	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> delete and restore records		
<b>Description:</b> Ability to delete all record types singly or via batch processing, with capability to recover or restore deleted data.		
<b>Related Reqs:</b> 1633		<b>Related Process</b>
<b>Req ID:</b> 4102	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> barcodes		
<b>Description:</b> The system must read and support barcodes as follows: <ol style="list-style-type: none"> <li>1) Read 8, 10, and 14 digit barcodes.</li> <li>2) Support single and multiple barcodes.</li> <li>3) Assign sequential barcodes to a number of items.</li> <li>4) Support replacement barcodes.</li> <li>5) Transfer one or more barcodes between bibliographic records.</li> </ol>		
<b>Related Reqs:</b>		<b>Related Process</b> REC030

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<b>Req ID:</b> 5411	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> barcodes must be unique		
<b>Description:</b> Item record barcodes and patron record barcodes must be unique. Alert staff when duplicate barcodes are entered, and prevent assignment of duplicate barcodes. (However, see REQ-5536 for the case of item records without barcodes.)		
<b>Related Reqs:</b> 5536	<b>Related Process</b>	

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<b>Req ID:</b> 5328	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> data validation		
<b>Description:</b> Ability to specify default value, data validation, automatic formatting, and required status for any field.		
<b>Related Reqs:</b>	<b>Related Process</b>	



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**Category:** Global Requirements: Queries and Reports
 

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<b>Req ID:</b> 1726	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> indexing		
<b>Description:</b> Provide capability to create unlimited separate indexes for any data field.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2202	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> flexible queries and reports		
<b>Description:</b> All queries and reports include the ability to sort, filter, and limit on any variable or fixed field or subfield in any record type (bibliographic, item, order, authority). Ability to search for records that fall within a range of values. Ability to save customized queries and output criteria for future use. Ability to retrieve last X queries to repeat search and/or save query permanently.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5624	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> query tool		
<b>Description:</b> System provides a user-friendly interface for designing queries against all record types. Staff can select fields to query; select values from picklist of possible values; select regular expressions from drop-down menu, and use a full range of Boolean operators. Administrators control staff access to tables and fields.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2306	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> wildcard searches		
<b>Description:</b> System supports wildcard searches and substring searches in all fields (including 'number' fields, e.g. isbn, upc, etc.).		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010

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<b>Req ID:</b> 3018	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> NOT searches		
<b>Description:</b> Ability to search for records that do not match a search variable (e.g. NOT youth).		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010

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<b>Req ID:</b> 1704	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> search results: display		
<b>Description:</b> Ability to customize all search result display screens, including selection of fields to display and sorting/limiting options. Ability to set preferred default displays defined by individual user logons with ability to further customize and change settings as needed.		
<b>Related Reqs:</b> 2271 2272 227		<b>Related Process</b> CAT010

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<b>Req ID:</b> 5382	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> search results: sorting		
<b>Description:</b> Ability to sort by any column in any list (search results, etc.).		
<b>Related Reqs:</b> 1704		<b>Related Process</b>

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<b>Req ID:</b> 5511	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> index browsing		
<b>Description:</b> On indexed fields, provide ability to perform an exact search with truncation, and browse related index alphabetically. Accessible to staff and patrons.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010

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<b>Req ID:</b> 2205	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> return to search results		
<b>Description:</b> After searching for a record, ability to return to intermediate results (e.g. 'Back' or 'Return to List').		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010

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<b>Req ID:</b> 2322	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> run reports during business hours		
<b>Description:</b> Ability to run reports anytime during the day without impacting staff productivity.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5617	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> reports permissions		
<b>Description:</b> System provides fine-grained permissions to allow or disallow staff to run specific reports, and/or to run ad hoc reports on specific sets of data.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2197	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> report format and output		
<b>Description:</b> Ability to fully customize layout and appearance of reports. Ability to display, print, email, or save report to standard formats including CSV and Excel, as well as to customizable formats.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2439	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> multiple print output options		
<b>Description:</b> Ability to print to a file on the server, ftp , email, or printer from any part of the application. When applicable, the ability to select record fields and control order of fields when printing.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category: Global Requirements: User Interface**

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<b>Req ID:</b> 7011	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> search: interface		
<b>Description:</b> Search interfaces should be consistent for staff and patrons, with similar look-and-feel even when staff interfaces include additional options or features not available to patrons.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2091	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> login information display		
<b>Description:</b> Show login identification at top of screen.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 6124	<b>Source:</b> INT	<b>Priority:</b> 2
<b>Name:</b> suppress patron name		
<b>Description:</b> Ability to suppress patron name on all displays, on a per-system or per-patron basis. Patron may select option to display or mask patron name through patron account settings.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2490	<b>Source:</b> ACQ	<b>Priority:</b> 1
<b>Name:</b> menu options require permissions		
<b>Description:</b> Menu options require credentials/authorization. Menu options without correct credentials are greyed out.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5182	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> customizable views		
<b>Description:</b> Ability to create and edit views (i.e. custom layouts) to hide fields, tabs, and command buttons that should not be used. Visible fields can be sized and ordered. Views can be assigned to users individually or via user groups or roles.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 1731	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> tabbing		
<b>Description:</b> Ability to tab through fields while creating and editing all record types (e.g. bibliographic, item, order, patron, etc.).		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5525	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> URLs are clickable		
<b>Description:</b> URLs in bibliographic and item records are clickable, and launch in a new web-browser window when clicked.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

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<b>Req ID:</b> 2276	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> view and edit multiple records		
<b>Description:</b> Ability to view two or more records simultaneously, aligned either horizontally or vertically. Ability to copy and paste between records.		
<b>Related Reqs:</b> 1733		<b>Related Process</b> CAT030

---

<b>Req ID:</b> 5313	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> copy and paste		
<b>Description:</b> All screens support copy and paste.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2220	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> keyboard macros and shortcuts		
<b>Description:</b> System supports administrator-programmable and user-programmable macros and/or keyboard shortcuts. Shortcut keys may be assigned to macros (e.g. 'Insert Field') or to text strings. Macros are centrally managed on server, can be imported from and exported to individual users, and can be restricted for use and/or editing through centrally-managed permissions.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 1703	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> custom toolbars		
<b>Description:</b> Staff can create a customized toolbar of icons used for editing and cataloging functions, such as Insert Row, Delete Row.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 5216	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron error messages		
<b>Description:</b> Patron error messages are specific and unambiguous. For example, if a hold request is unsuccessful, the error message should say why (hold limit reached, no available copies, etc.).		
<b>Related Reqs:</b> 1652 7220	<b>Related Process</b>	

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# **Software Requirements Specification**

**for the**

## **Acquisitions Module**

**of an**

# **Integrated Library System**

**Version 1.3 final**

**Prepared by Lori Ayre and Lucien Kress  
Galecia Group  
March 7, 2008**

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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	1/31/08	Initial Draft	1.0 draft
Lucien Kress	2/29/08	Second Draft	1.1 draft
Lucien Kress	3/05/08	Corrections by Lori Ayre	1.2 draft
Lucien Kress	3/07/08	Corrections by Angelina Benedetti	1.3 final

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the Acquisitions Module of an Integrated Library System (ILS).

This SRS identifies requirements for an Acquisitions Module, currently under development as part of the Evergreen Library Automation System (<http://open-ils.org/>). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The Acquisitions Module will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The Acquisitions Module facilitates the selection, ordering, receiving, processing, and invoicing of print and non-print materials at the King County Library System. Specifically, the Acquisitions Module supports the following activities, among others:

- Identifying existing materials that require additional copies or licenses to satisfy demand
- Identifying subject categories and formats of materials that require additional titles to satisfy demand
- Accepting new materials requests from library staff, patrons, and vendors
- Managing, reviewing, locating, and pricing items for possible acquisition
- Ordering items from a variety of vendors
- Receiving, processing, and distributing new materials
- Obtaining or creating bibliographic and item records
- Processing and payment of invoices
- Identifying materials for deletion and discarding

The acquisition and management of serials and periodicals is a special subcategory of Acquisitions and is included in the scope of this SRS.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to Acquisitions activities. Later versions of this SRS will be expanded to include additional modules. Requirements for the Circulation (or Inventory Management) module are currently under development.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

## **1.4 Document Conventions**

The SRS includes requirements, process flowcharts, and use cases. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to Acquisitions processes at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

Use cases are included for some of the most frequently performed activities. They are intended to supplement the requirements and highlight activities that offer a great potential for increased efficiency and ease of use. Again, they should be considered to be contextual rather than prescriptive.

Because Serials Acquisition and Management are key, unique elements of a successful Library Acquisitions process, requirements related to Serials are included in a separate category.

## **1.5 User Classes and Characteristics**

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Acquisitions Staff	Acquisitions Staff include managers, librarians, library technicians, and library pages who select, order, unpack, receive, process, catalog, and invoice materials.
Acquisitions Managers	Acquisitions Managers include management staff who oversee the Acquisitions processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the Acquisitions processes and receive materials from the Acquisitions processes.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

## **1.6 Operating Environment**

- OE-1: The Acquisitions Module supports the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.
- OE-2: The Acquisitions Module shall operate on a Linux or Solaris server.
- OE-3: The Acquisitions Module shall be accessible through a web-browser or a Windows-compatible client.

- OE-4: If web-browser based, the Acquisition Module shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.1.1 and later).
- OE-5: The Acquisition Module shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## **1.7 Design and Implementation Constraints**

- CO-1: The Acquisitions Module shall use a fully relational database back-end.
- CO-2: The Acquisitions Module shall produce standards-compliant HTML.
- CO-3: The Acquisitions Module shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for patron records, bibliographic records, order records, invoice records, item records, hold/request records, and other records maintained or accessed by the Acquisitions Module.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including patron and staff requests, sending and receiving of EDIFACT files, claim cycles, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: The Acquisitions Module is part of an enterprise-level Library Automation System.
- AS-2: Acquisitions processes are centralized at a single location, and accept input and provide services to multiple locations.
- DE-1: The Acquisitions Module relies on the data structures and functionality of an enterprise-level Library Automation System, including a Circulation (or Inventory Management) module.
- DE-2: The Acquisitions Module interfaces with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. EDIFACT).
- DE-3: The Acquisitions module interacts with a patron interface, also known as an Online Public Access Catalog (OPAC), accepting input (e.g. patron materials requests) and providing output (e.g. on-order information and status, holds information, patron request status, etc.)

## 2. System Requirements

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### Category: General System Requirements

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<b>Req ID:</b>	4001	<b>Source:</b>	ACQ	<b>Priority:</b>	3
<b>Name:</b>	<b>support centralized and distributed acquisitions processes</b>				
<b>Description:</b>	King County Library has 43 branches and one collection. Every aspect of Acquisitions requires support for distributed information gathering and input, and centralized decision making and processing. This includes the selection process, receiving and processing of print and media items, cataloging, and all aspects of serials management.				
<b>Related Reqs:</b>		<b>Related Process</b>			
<b>Req ID:</b>	2492	<b>Source:</b>	ACQ	<b>Priority:</b>	2
<b>Name:</b>	<b>individual and shared staff login accounts</b>				
<b>Description:</b>	Support for individual and shared staff login accounts; access to modules is granted by use of "roles" or "privileges" that allow each account to access as many (or as few) modules as needed. Individual logins allow user-level preferences and audit trail.				
<b>Related Reqs:</b>	5514	<b>Related Process</b>			
<b>Req ID:</b>	2220	<b>Source:</b>	ACQ	<b>Priority:</b>	3
<b>Name:</b>	<b>keyboard macros and shortcuts</b>				
<b>Description:</b>	System supports administrator-programmable and user-programmable macros and/or keyboard shortcuts. Shortcut keys may be assigned to macros (e.g. 'Insert Field') or to text strings. Macros are centrally managed on server, can be imported from and exported to individual users, and can be restricted for use and/or editing through centrally-managed permissions.				
<b>Related Reqs:</b>		<b>Related Process</b>			
<b>Req ID:</b>	2306	<b>Source:</b>	ACQ	<b>Priority:</b>	3
<b>Name:</b>	<b>wildcard searches</b>				
<b>Description:</b>	System supports wildcard searches and substring searches in all fields (including 'number' fields, e.g. isbn, upc, etc.).				
<b>Related Reqs:</b>		<b>Related Process</b>	CAT010		

---

<b>Req ID:</b> 3018	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> NOT searches		
<b>Description:</b> Ability to search for records that do not match a search variable (e.g. NOT youth).		
<b>Related Reqs:</b>	<b>Related Process</b> CAT010	

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<b>Req ID:</b> 2205	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> return to search results		
<b>Description:</b> After searching for a record, ability to return to intermediate results (e.g. 'Back' or 'Return to List').		
<b>Related Reqs:</b>	<b>Related Process</b> CAT010	

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<b>Req ID:</b> 2204	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> unlimited number of temporary record sets		
<b>Description:</b> Unlimited number of temporary record sets (aka buckets, query result sets, selection lists, etc.). Record sets can be the basis for batch field updates or for deleting original records; can be used as a limiting scope for subsequent queries; and can be exported.		
<b>Related Reqs:</b> 1712	<b>Related Process</b>	

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**Category: Financial & Legal Requirements**


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**Req ID:** 2208                      **Source:** ACQ                      **Priority:** 3  
**Name:** auditor requirements  
**Description:** Software must facilitate validation of ordering, receiving, and invoicing processes using validated data, to satisfy auditor requirements.

**Related Reqs:**                      **Related Process**

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**Req ID:** 2154                      **Source:** ACQ                      **Priority:** 3  
**Name:** transactions post in real time  
**Description:** All transactions post in real time: including purchase orders, invoices, fund balances, vendor balances, vendor statistics and history, etc.

**Related Reqs:**                      **Related Process** INV011

---

**Req ID:** 4201                      **Source:** ACQ                      **Priority:** 3  
**Name:** fund attributes  
**Description:** The system supports an unlimited number of funds. Funds can be grouped into multiple hierarchies. Multiple funds can be used in a single order. Fund balances are visible to selectors and updated in real time. The system triggers an alert when fund balances go below a configurable level. Money can be transferred between funds with appropriate privileges. Inactive funds can be deleted with appropriate privileges.

**Related Reqs:**                      **Related Process** SEL080

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**Req ID:** 2155                      **Source:** ACQ                      **Priority:** 2  
**Name:** manage multiple fiscal years  
**Description:** Ability to encumber and disencumber funds in multiple fiscal years.

**Related Reqs:** 2159                      **Related Process**

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**Req ID:** 2159                      **Source:** ACQ                      **Priority:** 2  
**Name:** year-end fiscal turnover process  
**Description:** Year-end fiscal turnover process that closes out funds and transfers encumbered amounts into new fiscal year.

**Related Reqs:** 2155                      **Related Process**

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**Category:** Selection Requirements

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**Req ID:** 3004                      **Source:** ACQ                      **Priority:** 3**Name:** selection list attributes

**Description:** Selection lists are collections of bibliographic records (short or full) that temporarily store titles being considered for purchase. Selection lists can be shared between acquisitions staff and can be made visible to other staff members for collaborative input. Selection list privileges can be granted to individuals or groups. Selection lists can be queried by selector, list, format, etc. Ability to create order records from selected items on selection list. Additional (desireable but not mandatory) attributes: add notes to selection list; link items on selection list to appropriate fund(s), if assigned, and view fund(s) balances from selection list; ability to show similar and related titles from ILS and/or vendor catalogs; ability to create new selection lists from selected items on existing selection list. Note that a single selection list and even a single item may be linked to several funds.

**Related Reqs:** 4304**Related Process** SEL061

---

**Req ID:** 2122                      **Source:** ACQ                      **Priority:** 3**Name:** automatic distribution formulas

**Description:** Ability to create an unlimited number of distribution formulas and create distribution formula templates based on different library and collection criteria. Ability to apply a distribution formula to an order record. Ability to track use of distribution formulas.

**Related Reqs:** 2188**Related Process** SEL091

---

**Req ID:** 3101                      **Source:** ACQ                      **Priority:** 3**Name:** patron purchase requests

**Description:** Patron requests are collected through website (or, less preferably, through a separate webform); patron information is authenticated against ILS; requested items are checked for existence in the collection; owned items are flagged for communication to patron; unowned items directly populate a selection list (see REQ-3004) in the ILS so that retyping is unnecessary. Additionally, information on which vendors have the requested titles would be helpful at the review stage. Ability to manage patron requests throughout the selection and ordering process and generate patron notifications (see REQ-3102).

**Related Reqs:** 3102 3004 430**Related Process** PAT000



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<b>Req ID:</b> 3102	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> patron request processing		
<b>Description:</b> Patron request status is tracked in patron account; patrons receive notices (by email and by account messages) when item is ordered or rejected, and when item is received.		
<b>Related Reqs:</b> 3101 5706		<b>Related Process</b> PAT120

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<b>Req ID:</b> 2166	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> batch isbn/upc lookup		
<b>Description:</b> Batch ISBN/UPC search.		
<b>Related Reqs:</b> 4302		<b>Related Process</b>

---

<b>Req ID:</b> 4304	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> order records include selection history		
<b>Description:</b> Order records include a field showing the history of decisions made with regard to selection or rejection. This history is accessible in selection lists and through queries and reports.		
<b>Related Reqs:</b> 3004		<b>Related Process</b>

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**Category: Ordering Requirements**


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<b>Req ID:</b>	3012	<b>Source:</b>	ACQ	<b>Priority:</b>	3
<b>Name:</b>	automated claiming				
<b>Description:</b>	Automated claiming system for all types of materials (including serials). Characteristics include: configurable default claim cycle for unreceived items (e.g. six months); ability to configure specific claim cycles for some vendors; electronic claiming for vendors who support it; facilitation of a manual claiming process; ability to force a claim outside of the defined claim cycle; ability to 'claim again'.				
<b>Related Reqs:</b>	<b>Related Process</b> ORD101				
<b>Req ID:</b>	2221	<b>Source:</b>	ACQ	<b>Priority:</b>	3
<b>Name:</b>	order templates				
<b>Description:</b>	Order templates predefine specific field values in order record; templates can be created by each technician and can be shared between technicians; unlimited number of templates per technician. Templates may be applied to all ordering interfaces including Serials.				
<b>Related Reqs:</b>	<b>Related Process</b> ORD040				
<b>Req ID:</b>	2185	<b>Source:</b>	ACQ	<b>Priority:</b>	3
<b>Name:</b>	delete order record				
<b>Description:</b>	Ability to delete order record with appropriate privileges.				
<b>Related Reqs:</b>	<b>Related Process</b> ORD081				
<b>Req ID:</b>	2177	<b>Source:</b>	ACQ	<b>Priority:</b>	1
<b>Name:</b>	review groups of orders				
<b>Description:</b>	Ability to review a group of orders together before ordering.				
<b>Related Reqs:</b>	<b>Related Process</b> ORD060				
<b>Req ID:</b>	3020	<b>Source:</b>	ACQ	<b>Priority:</b>	1
<b>Name:</b>	count number of items in order file				
<b>Description:</b>	Ability to count the number of items being sent in any one order file.				
<b>Related Reqs:</b>	<b>Related Process</b> ORD060				

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<b>Req ID:</b> 3015	<b>Source:</b> ACQ	<b>Priority:</b> 1
<b>Name:</b> order status notes		
<b>Description:</b> Ability to store order status notes in the order record; e.g. if order status is 'canceled' we need to be able to store a reason like 'unrecognizable isbn' or 'title has been postponed'.		
<b>Related Reqs:</b>		<b>Related Process</b> ORD081

---

<b>Req ID:</b> 2178	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> search open orders		
<b>Description:</b> Ability to search orders by multiple criteria, e.g. open/closed, vendor, selector, date ordered, date arrived, title, format, etc.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 2172	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> order history log		
<b>Description:</b> Order records include change history, including date and staff person making the change.		
<b>Related Reqs:</b> 2108		<b>Related Process</b>

---

<b>Req ID:</b> 2235	<b>Source:</b> ACQ	<b>Priority:</b> 1
<b>Name:</b> track submitted orders vs. acknowledgements		
<b>Description:</b> Track submitted orders vs. received acknowledgements. Automated record keeping of files sent, ack files received, invoice files received, in sequential order by date.		
<b>Related Reqs:</b>		<b>Related Process</b> ORD070

---

<b>Req ID:</b> 2175	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> purchase order printout is fully customizable		
<b>Description:</b> Purchase order printout is fully customizable, including ability to break up a single order into separate purchase orders.		
<b>Related Reqs:</b>		<b>Related Process</b> ORD040

---

**Req ID:** 2187

**Source:** ACQ

**Priority:** 2

**Name:** prepaid material orders

**Description:** Flag prepaid orders so that invoice is handled correctly.

**Related Reqs:**

**Related Process** ORD040

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**Category: Vendor Interface Requirements**

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<b>Req ID:</b> 2151	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> edifact standards enabled		
<b>Description:</b> Edifact standards enabled; easy ability to FTP orders directly to vendors and receive acknowledgements and status reports from vendors. See related requirements REQ-2112, REQ-2113.		
<b>Related Reqs:</b> 2112 2113		<b>Related Process</b> ORD060
<hr/>		
<b>Req ID:</b> 2183	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> vendor interface		
<b>Description:</b> Ability to interface directly with vendor databases; ability to initiate vendor searches directly from ILS; shared interface for all vendors; shared selection lists (see REQ-3004) with items from multiple vendors; ability to query a list of items against selected vendors or all vendors; ability to de-duplicate between multiple vendor lists and between vendor lists and ILS; ability to configure and save vendor login credentials in ILS user account. (Note: current major vendors include Baker & Taylor, Ingram, Midwest Tape, EBSCO.)		
<b>Related Reqs:</b> 3004		<b>Related Process</b> SEL020
<hr/>		
<b>Req ID:</b> 2110	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> batch send orders to vendors		
<b>Description:</b> Ability to send batches of orders to vendors, including orders for multiple accounts.		
<b>Related Reqs:</b>		<b>Related Process</b> ORD060
<hr/>		
<b>Req ID:</b> 2112	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> edifact ack files		
<b>Description:</b> Ability to receive EDIFACT acknowledgement (ACK) files from vendors. ACK files contain order status information. ACK should link to original purchase order and highlight any discrepancies. All information available in acknowledgement files should be visible in ILS.		
<b>Related Reqs:</b> 2151		<b>Related Process</b> ORD070

---

<b>Req ID:</b> 2113	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> edifact further status files		
<b>Description:</b> Ability to receive EDIFACT 'further status' reports (aka order status information) from vendors who support this.		
<b>Related Reqs:</b> 2151		<b>Related Process</b> ORD090

---

<b>Req ID:</b> 2249	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> flag vendors who require pre-payment		
<b>Description:</b> Ability to 'flag' vendor records for vendors who require pre-payment of purchase orders, to aid in selection of vendors during pre-order phase.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 2248	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> flag vendors no longer used		
<b>Description:</b> Ability to 'flag' vendors who we no longer use, but whose records need to be kept for vendor history.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 2188	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> vendor 'one-click' support		
<b>Description:</b> Support for vendor 'one-click' systems that allow easy download of vendor marc records; create bibliographic records and item records in catalog; accept data in 9XX tags to create order records and purchase order; encumber proper funds; accept vendor record identification in the marc file; accept isbn search in a url string so that isbn lookup features work.		
<b>Related Reqs:</b> 2122, 2190		<b>Related Process</b> ORD034

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<b>Req ID:</b> 2190	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> enhanced vendor content		
<b>Description:</b> Ability to accept enhanced opac content from vendors, e.g. jacket images, full-text reviews, tags, read-alike suggestions, etc. System will support LibraryThing, ChiliFresh, Content Café, LiveChat, and others vendors.		
<b>Related Reqs:</b> 2188 7108		<b>Related Process</b>

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**Category: Receiving Requirements**

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<b>Req ID:</b> 2120	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> materials receiving/cataloging process		
<b>Description:</b> All staff involved in receiving/cataloging workflow should be able to process information from the same interface. (E.g. selecting, ordering, unpacking, receiving/cataloging, invoicing, etc.).		
<b>Related Reqs:</b> 2108		<b>Related Process</b>
<hr/>		
<b>Req ID:</b> 4010	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> receiving new item generates item records		
<b>Description:</b> New items are received into the system by scanning a barcode. Item records are created based on order record fields (e.g. item destination).		
<b>Related Reqs:</b>		<b>Related Process</b> REC030
<hr/>		
<b>Req ID:</b> 2495	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> transfer records between bibliographic records		
<b>Description:</b> Ability to transfer item records, order records, and holds from one bibliographic record to another (e.g. when duplicate records are merged).		
<b>Related Reqs:</b> 2282		<b>Related Process</b> CAT030
<hr/>		
<b>Req ID:</b> 3011	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> item receipt worksheet		
<b>Description:</b> Generate a worksheet from order record for each title received. Include author, title, call number, order date, number of copies, distribution instructions, and processing notes. Include space for adding date received and name of receiver. Ability to customize worksheet as needed.		
<b>Related Reqs:</b>		<b>Related Process</b> REC005

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<b>Req ID:</b> 2284	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> receive partial orders		
<b>Description:</b> Ability to update order records at receiving stage; ability to receive partial orders and unreceive orders; order record is updated automatically when balance of partial order is received.		
<b>Related Reqs:</b>	<b>Related Process</b> REC030	

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<b>Req ID:</b> 2108	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> add order comments during receiving and cataloging		
<b>Description:</b> Ability to flag orders or add notes during the receiving and cataloging process; e.g. 'show to selector before receiving'.		
<b>Related Reqs:</b> 2120 2172	<b>Related Process</b> REC040	



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**Category: Cataloging Requirements**

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<b>Req ID:</b> 1716	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> MARC import/export		
<b>Description:</b> MARC bibliographic and authority records can be imported and exported, singly and in batch, all fields or selected fields, to and from vendors including OCLC. Imported records can overlay existing short or full bibliographic records. Imported batches can be maintained and manipulated as selection lists (see REQ-3004).		
<b>Related Reqs:</b> 3004		<b>Related Process</b> CAT180
<hr/>		
<b>Req ID:</b> 1720	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> OCLC Connexion interface		
<b>Description:</b> Full compatibility with OCLC Connexion for searching bibliographic and authority records, creating and editing bibliographic records, and importing records to system (with or without overlaying) via OCLC's Gateway Interface.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT110
<hr/>		
<b>Req ID:</b> 2233	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> short bibliographic records		
<b>Description:</b> Ability to create and store bibliographic record templates to facilitate the creation of 'short' bibliographic records for ordering purposes. Ability to overlay short bibliographic records with full MARC records, matching on system-generated record numbers.		
<b>Related Reqs:</b> 4302		<b>Related Process</b> ORD036
<hr/>		
<b>Req ID:</b> 4302	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> short bibliographic record utility		
<b>Description:</b> Utility to facilitate searching for full bibliographic records and create temporary 'short' bibliographic records if no full records are found. Utility will search the current holdings for similar and related titles. If no record is found, or if found records are not selected, utility will allow quick creation of short bibliographic record.		
<b>Related Reqs:</b> 2162 2166 223		<b>Related Process</b>

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**Req ID:** 1721

**Source:** CAP

**Priority:** 1

**Name:** multiple volume sets

**Description:** Ability to organize and control multiple copies of multi-volume sets and serials holdings, facilitating circulation either individually or as a group, as defined by the bibliographic record.

**Related Reqs:** 2218

**Related Process**

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**Category: Processing Requirements**

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<b>Req ID:</b> 4101	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> spine labels		
<b>Description:</b> Ability to create, format, and print spine labels, including: create a spine label based on item call number by default; modify spine label without altering item call number; print spine labels individually or queue to print in batch; spine labels have at least 6 lines of 16 characters per line at arial 10 bold. Ability to change font style, boldness, and font size as needed; change text alignment to center vertically and/or horizontally; change text orientation to horizontal or vertical on a line-by-line basis. Ability to print multiple copies of individual labels. Ability to create, save, modify, and use label templates.		
<b>Related Reqs:</b> 2255 2256		<b>Related Process</b> PRO030
<b>Req ID:</b> 4102	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> barcodes		
<b>Description:</b> The system must read and support barcodes as follows: 1) Read 8, 10, and 14 digit barcodes. 2) Support single and multiple barcodes. 3) Assign sequential barcodes to a number of items. 4) Support replacement barcodes. 5) Transfer one or more barcodes between bibliographic records.		
<b>Related Reqs:</b>		<b>Related Process</b> REC030
<b>Req ID:</b> 2255	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> printer compatibility		
<b>Description:</b> Compatible with Zebra Z4M thermal transfer printers (for printing spine labels).		
<b>Related Reqs:</b> 2256 4101		<b>Related Process</b> PRO030
<b>Req ID:</b> 2126	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> destination libraries for partial orders		
<b>Description:</b> Ability to manually select libraries to receive items when partial orders are received, or when items come in multiple deliveries. Especially important for incomplete shipments of serials.		
<b>Related Reqs:</b>		<b>Related Process</b> REC030

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**Category: Invoicing Requirements**


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<b>Req ID:</b> 2292	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> invoice module allows multiple users		
<b>Description:</b> Simultaneous access to invoice interface.		
<b>Related Reqs:</b>		<b>Related Process</b> INV000
<b>Req ID:</b> 2121	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> keep all orders in ACQ module		
<b>Description:</b> Ability to do both regular and 'x-type' invoicing. (X-type invoicing refers to invoices without a purchase order number, e.g. direct charges to a fund.). Includes regular orders, pre-paid orders, standing orders, direct charges, etc.		
<b>Related Reqs:</b>		<b>Related Process</b> INV000
<b>Req ID:</b> 2152	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> electronic receiving and invoicing		
<b>Description:</b> Support electronic receiving and invoicing as follows: ability to receive electronic packing slips and invoices by purchase order or invoice number; ability to edit number of copies, amount due, freight and service charges, and tax; ability to delete line items; ability to recalculate total amounts; ability to authorize payment within ILS.		
<b>Related Reqs:</b>		<b>Related Process</b> INV020
<b>Req ID:</b> 2293	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> invoice fields		
<b>Description:</b> Date, invoice number, invoice type, shipping vendor name, billing vendor (may be different than shipping vendor), purchase order number, title, author, number of copies ordered, number of copies paid or received, number of copies available for payment, number of copies being paid for, amount, notes (minimum 60 spaces), invoice subtotal, freight charge, service charge, tax, invoice total, vendor order was placed with.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b>	2297	<b>Source:</b>	ACQ	<b>Priority:</b>	3
<b>Name:</b>	invoice vouchers				
<b>Description:</b>	Print list of invoices paid since last run; include all user-entered information; page break between invoices; fund accounts appended to end of each invoice.				
<b>Related Reqs:</b>	<b>Related Process</b> INV081				

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<b>Req ID:</b>	2300	<b>Source:</b>	ACQ	<b>Priority:</b>	2
<b>Name:</b>	invoicing and receiving information in order record				
<b>Description:</b>	Invoice payment information and receiving information should be inserted into order record at time of payment: date received, packing slip number, full/partial shipment status, invoice number, invoice date, paid date, amount paid, note field.				
<b>Related Reqs:</b>	<b>Related Process</b> INV170				

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<b>Req ID:</b>	2299	<b>Source:</b>	ACQ	<b>Priority:</b>	2
<b>Name:</b>	invoice/vendor links				
<b>Description:</b>	Ability to search invoices by invoice number or vendor name; invoices records include links to vendors, and vendor records include links to invoice history.				
<b>Related Reqs:</b>	<b>Related Process</b> INV000				

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<b>Req ID:</b>	2294	<b>Source:</b>	ACQ	<b>Priority:</b>	2
<b>Name:</b>	invoice already paid				
<b>Description:</b>	When invoice number and vendor name are entered, notify if there are existing payments. Allow additional payments if balance is non-zero. Require change to invoice line items and/or additional charges before allowing payment on zero-balance invoice.				
<b>Related Reqs:</b>	<b>Related Process</b> INV120				

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<b>Req ID:</b>	2303	<b>Source:</b>	ACQ	<b>Priority:</b>	2
<b>Name:</b>	partial invoice payments				
<b>Description:</b>	Partial payments change invoice status to 'partial'; remaining balance is visible; encumbered balance remains encumbered.				
<b>Related Reqs:</b>	2284	<b>Related Process</b>			INV170

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**Req ID:** 2302

**Source:** ACQ

**Priority:** 2

**Name:** reopen closed invoice

**Description:** Ability to reopen a closed invoice.

**Related Reqs:**

**Related Process** INV170

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**Category: Serials Requirements**

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**Req ID:** 2309                      **Source:** SER                      **Priority:** 3

**Name:** serials holdings records

**Description:** A serials holdings record holds bibliographic and holdings information for serials subscriptions. A holdings record includes a summary of holdings statement field, including library locations that can be edited and reordered in any order. Serials holdings record notes can be sorted in reverse chronological order.

**Related Reqs:**                      **Related Process** SER233

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**Req ID:** 2319                      **Source:** SER                      **Priority:** 3

**Name:** serials check-in system

**Description:** ILS includes a system to receive and process periodical titles. The system records the frequency and number of issues in a "check-in table". It should allow an unlimited number of issues per title. When issues arrive, they are checked into the system in a batch process that minimizes the need for repetitive typing. If the number of issues differs from expectation, the system shows the discrepancy and facilitates the claiming process (see REQ-3012). Issues can be transferred from title to another.

**Related Reqs:** 3012                      **Related Process** SER234

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**Req ID:** 4303                      **Source:** SER                      **Priority:** 3

**Name:** serials holdings record display in opac

**Description:** Information from the serials holdings record can be displayed in the OPAC in a customizable, user-friendly way. Specifically, summary holdings statement is easily browsable, issues are listed in reverse chronological order, and patron can easily place holds on first available copy.

**Related Reqs:** 2309 2311                      **Related Process**

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**Req ID:** 2147                      **Source:** SER                      **Priority:** 2

**Name:** view serials subscription information

**Description:** Ability to view subscription information for all libraries, by title, by call number range, by publication date, etc.

**Related Reqs:**                      **Related Process** SER130

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<b>Req ID:</b> 2242	<b>Source:</b> SER	<b>Priority:</b> 1
<b>Name:</b> periodical ceases publication		
<b>Description:</b> Automatic processing of periodicals that cease publication. Close MARC record via 008, 260, 362 fields; add notes to check-in record; delete unreceived issues from check-in system. (May be handled through a macro, see REQ-2220.)		
<b>Related Reqs:</b> 2220		<b>Related Process</b> SER340

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<b>Req ID:</b> 2315	<b>Source:</b> SER	<b>Priority:</b> 2
<b>Name:</b> multiple serial issue types		
<b>Description:</b> Ability to specify when adding a regular issue, supplemental issue, index issue, etc. Ability to specify additional types of issues to picklist.		
<b>Related Reqs:</b>		<b>Related Process</b> SER240

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<b>Req ID:</b> 2311	<b>Source:</b> SER	<b>Priority:</b> 2
<b>Name:</b> date display format		
<b>Description:</b> Ability to format date display in serials records, e.g. 'Mon YYYY' or 'YYYY MON'.		
<b>Related Reqs:</b> 4303		<b>Related Process</b> SER233

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<b>Req ID:</b> 2141	<b>Source:</b> CIR	<b>Priority:</b> 1
<b>Name:</b> move magazines from shelf to circulate		
<b>Description:</b> Receiving new issue causes previous issue to go automatically into holdable status. (May be handled through a macro, see REQ-2220.)		
<b>Related Reqs:</b> 2220		<b>Related Process</b> SER280



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**Category: Inventory & Record Maintenance Requirements**


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<b>Req ID:</b> 2275	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> item location codes in separate fields		
<b>Description:</b> Provide separate fields for branch identification, reading level (e.g. adult, juvenile) and shelving location (e.g. fiction, DVD).		
<b>Related Reqs:</b> 2274		<b>Related Process</b>
<b>Req ID:</b> 5190	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> requesting rules		
<b>Description:</b> System allows creation and modification of requesting rules that determine whether a patron can place a hold on an item. Requesting rules may evaluate patron type, current number of holds, current patron account balance, item type, item status, owning location code, and other criteria. For example, requesting rules may prohibit patrons from placing holds on on-order CD titles, but allow patrons to place holds on other on-order titles. Requesting rules also specify whether staff with specific privileges or roles can override specific criteria. (See REQ-5057 re loan rules, REQ-5278 re visibility.)		
<b>Related Reqs:</b> 5057 5278		<b>Related Process</b> HOL-011
<b>Req ID:</b> 2160	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> holds on on-order titles		
<b>Description:</b> Ability to place holds on titles with status on-order. (Note REQ-5190 re rules of requesting, REQ-5278 re visibility of title records.)		
<b>Related Reqs:</b> 5190 5278		<b>Related Process</b>
<b>Req ID:</b> 5255	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> transfer holds between bibliographic records		
<b>Description:</b> Ability to transfer holds from one bibliographic record to another, singly or in batch, sorting by date of original hold request.		
<b>Related Reqs:</b> 5253		<b>Related Process</b>

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<b>Req ID:</b> 2184	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> view copies, holds, and check-out status		
<b>Description:</b> Ability to see number of copies, check-out status, and number of holds all on one screen. (Staff interface and patron interface.)		
<b>Related Reqs:</b>		<b>Related Process</b> SEL005

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<b>Req ID:</b> 1803	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> hold first available copy		
<b>Description:</b> Allow staff and patrons to place holds on first available copies of materials, including first available copies of specific magazine issues or specific volumes in a multi-volume set.		
<b>Related Reqs:</b> 5268		<b>Related Process</b>

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<b>Req ID:</b> 1802	<b>Source:</b> CIR	<b>Priority:</b> 1
<b>Name:</b> hold 'any copy'		
<b>Description:</b> Allow patrons to choose 'any copy' on titles with volumes, if patron does not have volume preference.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2143	<b>Source:</b> SER	<b>Priority:</b> 2
<b>Name:</b> unlimited items per bibliographic record		
<b>Description:</b> Ability to add unlimited items to a single bibliographic record. For example, this is important for magazine titles that may comprise thousands of items per year.		
<b>Related Reqs:</b> 2279, 2280, 55		<b>Related Process</b>

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<b>Req ID:</b> 3005	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> item records, flags		
<b>Description:</b> Ability to flag item and order records for various purposes: to generate alerts to specified staff when new item arrives, e.g. 'weed old versions of this title'; to generate alerts to specified staff when an item is checked in, e.g. 'return this item for weeding'; to force routing to Preston Service Center when an item is checked in; etc.		
<b>Related Reqs:</b>		<b>Related Process</b>

<b>Req ID:</b> 2318	<b>Source:</b> SER	<b>Priority:</b> 2
<b>Name:</b> print routing slip		
<b>Description:</b> Ability to flag an item to print a routing slip at next check in. Especially for routing periodicals to specific staff members. Routing slip should print on check in. Include title, check in date, staff name, and department.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2520	<b>Source:</b> ACQ	<b>Priority:</b> 1
<b>Name:</b> item records, last copy flag		
<b>Description:</b> Item record gets a flag when it is the last copy in the system. Ability to trigger processing based on this flag.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5280	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item records, deleting		
<b>Description:</b> Ability to delete individual or batch of records, with sufficient privileges. Deleted item records remain accessible for reporting and research purposes.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2522	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> item records, location history		
<b>Description:</b> Track location history for items; at a minimum, show last and current location.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5253	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> merge bibliographic records		
<b>Description:</b> Ability to merge bibliographic records, combining their holds queues in order of request date.		
<b>Related Reqs:</b> 5255		<b>Related Process</b>

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**Req ID:** 3001

**Source:** ACQ

**Priority:** 1

**Name:** item routing

**Description:** Ability to mark item records for routing to specific location. Item record includes a message specifying reason for routing. Item remains unavailable for circulation until item is rerouted to home location.

**Related Reqs:** 3005

**Related Process**

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**Category: Reporting Requirements**

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**Req ID:** 2131                      **Source:** ACQ                      **Priority:** 3

**Name:** purchase alert query

**Description:** Purchase alert query (aka holds ratio report, holds alert report) compares holds to items and flags titles that need more copies. Ability to include in-print/out-of-print status from bibliographic record (see REQ-3014). Ability to add query results directly to selection lists, singly or in batch. Ability to create order records directly from query results.

**Related Reqs:** 3014

**Related Process** SEL005

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**Req ID:** 2202                      **Source:** ACQ                      **Priority:** 3

**Name:** flexible queries and reports

**Description:** All queries and reports include the ability to sort, filter, and limit on any variable or fixed field or subfield in any record type (bibliographic, item, order, authority). Ability to search for records that fall within a range of values. Ability to save customized queries and output criteria for future use. Ability to retrieve last X queries to repeat search and/or save query permanently.

**Related Reqs:**

**Related Process**

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**Req ID:** 2197                      **Source:** ACQ                      **Priority:** 2

**Name:** report format and output

**Description:** Ability to fully customize layout and appearance of reports. Ability to display, print, email, or save report to standard formats including CSV and Excel, as well as to customizable formats.

**Related Reqs:**

**Related Process**

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**Req ID:** 4301                      **Source:** ACQ                      **Priority:** 2

**Name:** report definitions / descriptions

**Description:** Circulation: Monthly and year-to-date circulation per branch, per format, and per age group.  
Community Study: Turnover of various collections at a branch, compared with systemwide turnover.  
Cost Per Fund Report: amount spent per fund, including average discount and average cost.  
Dusty Report: items that haven't circulated within a designated period of time.  
Floating Collection Distribution: circulation location for floating collections.  
Floating Collection Circulation: percentage of floating collection that is currently circulating.  
Fund Reports: appropriation, encumbrances, expenditures, % encumbered, % expended, number of items paid for, and average cost per item.  
Naked Bibs Report: bibliographic records that don't have other records attached to them.  
No Copies Report: items paid for during opening day collection process, for which there is no copy record.  
Only Copy Report: titles at a branch that are owned only by that branch.  
Opening Day Collection Planning Sorts: number of items within specific collections at a branch undergoing remodeling or rebuilding.  
Opening Day Collection Purchase List: recent records of specific collections, excluding titles located at a specific branch or branches.  
Purchase Alert Report: compares number of viable copies and number of holds against a set of ideal ratios based on format.  
Recall Reports: recall and discard old editions of titles when new editions have arrived.  
Reference List: list of titles entered into database but not immediately ordered.  
Selection lists with holds: pre-order items carrying holds.  
Size of Collection Report: size of collection by branch, format, call number range, etc.  
Spent for Location Report: Amount spent per month per location.  
Spot Check Report: titles purchased with Opening Day Collections fund.  
Systemwide Collections Report: loss rate, average age, number of nonviable copies, turnover of viable copies, etc., per collection and location.  
Systemwide Collections Turnover Report: number and circulation of viable copies in various collections based on call number range and format.  
Transactions Sent to Vendor: all transactions that have been sent to a vendor.  
Turnover Report: Number and circulation of titles by branch, format,

call number range, publication date range, etc.

Unordered Item Holds Report: unordered items carrying holds.

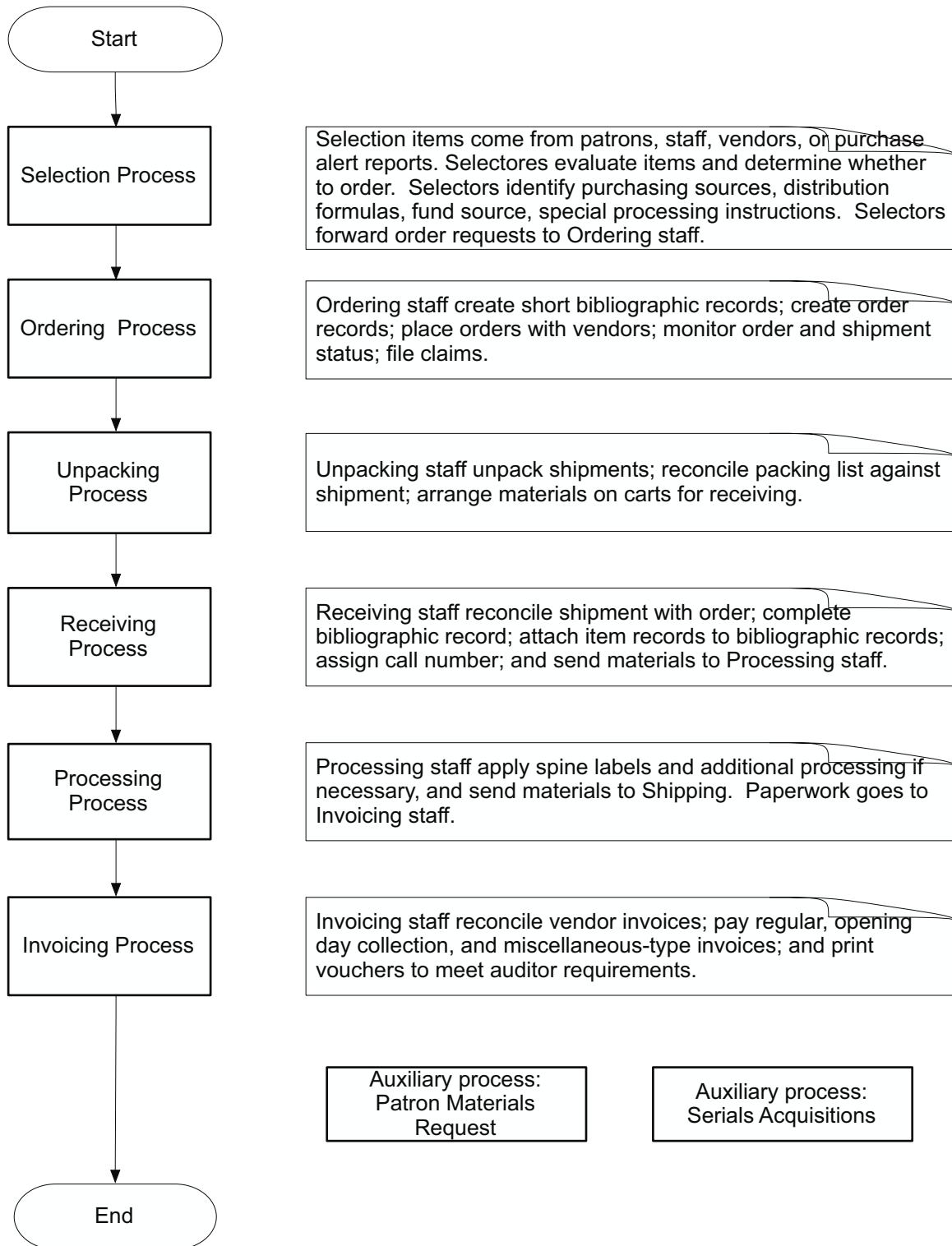
Vendor Report: order fill rate, average order fill time, number of vendor cancellations, number of KCLS cancellations, etc.

Other miscellaneous reports: zipcode, current borrower, permanently encumbered order records, titles with holds but no viable copies, etc.

**Related Reqs:**

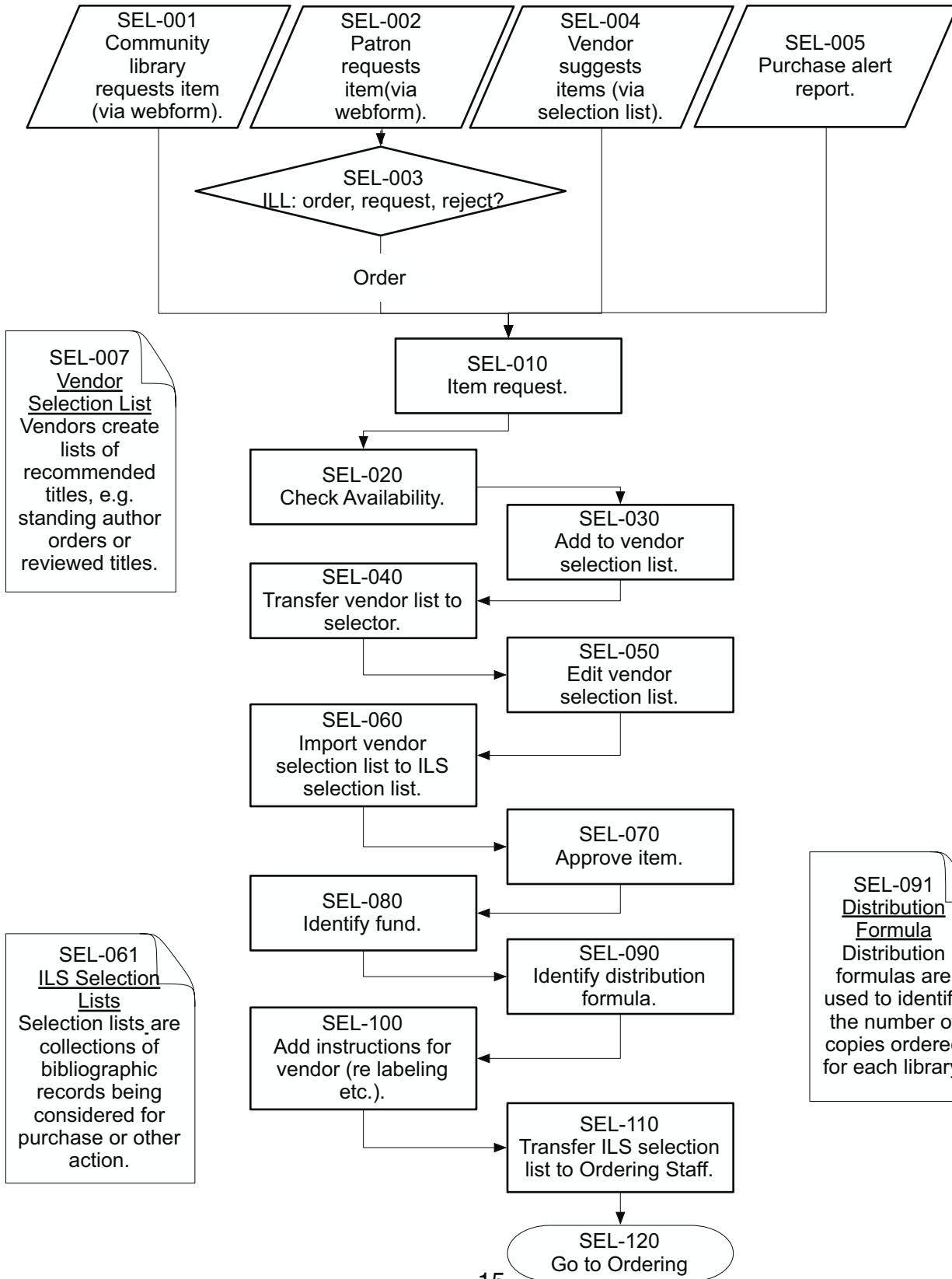
**Related Process**

# Acquisitions Processes - Master Flowchart





# Selection Process

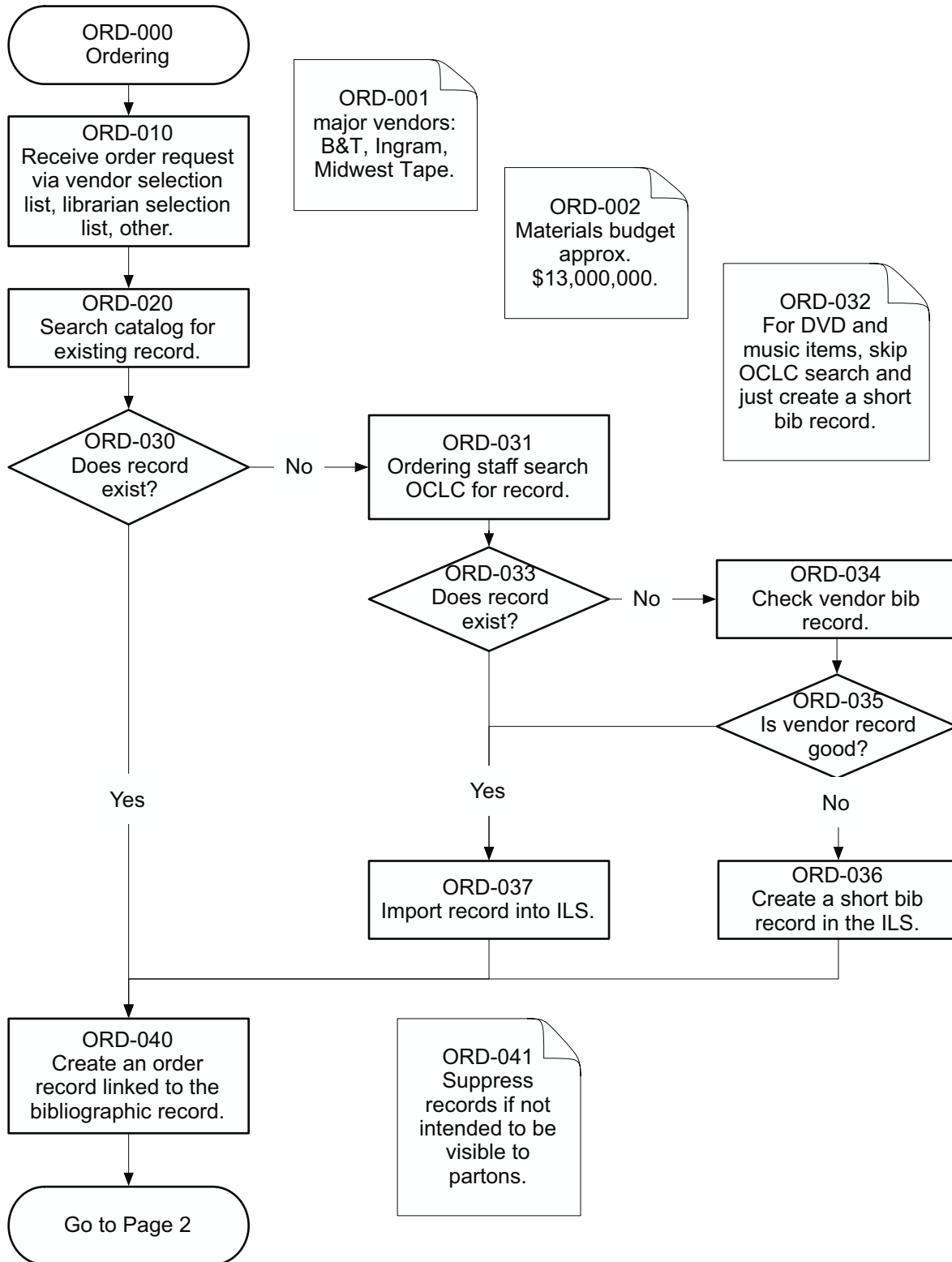


**SEL-007 Vendor Selection List**  
Vendors create lists of recommended titles, e.g. standing author orders or reviewed titles.

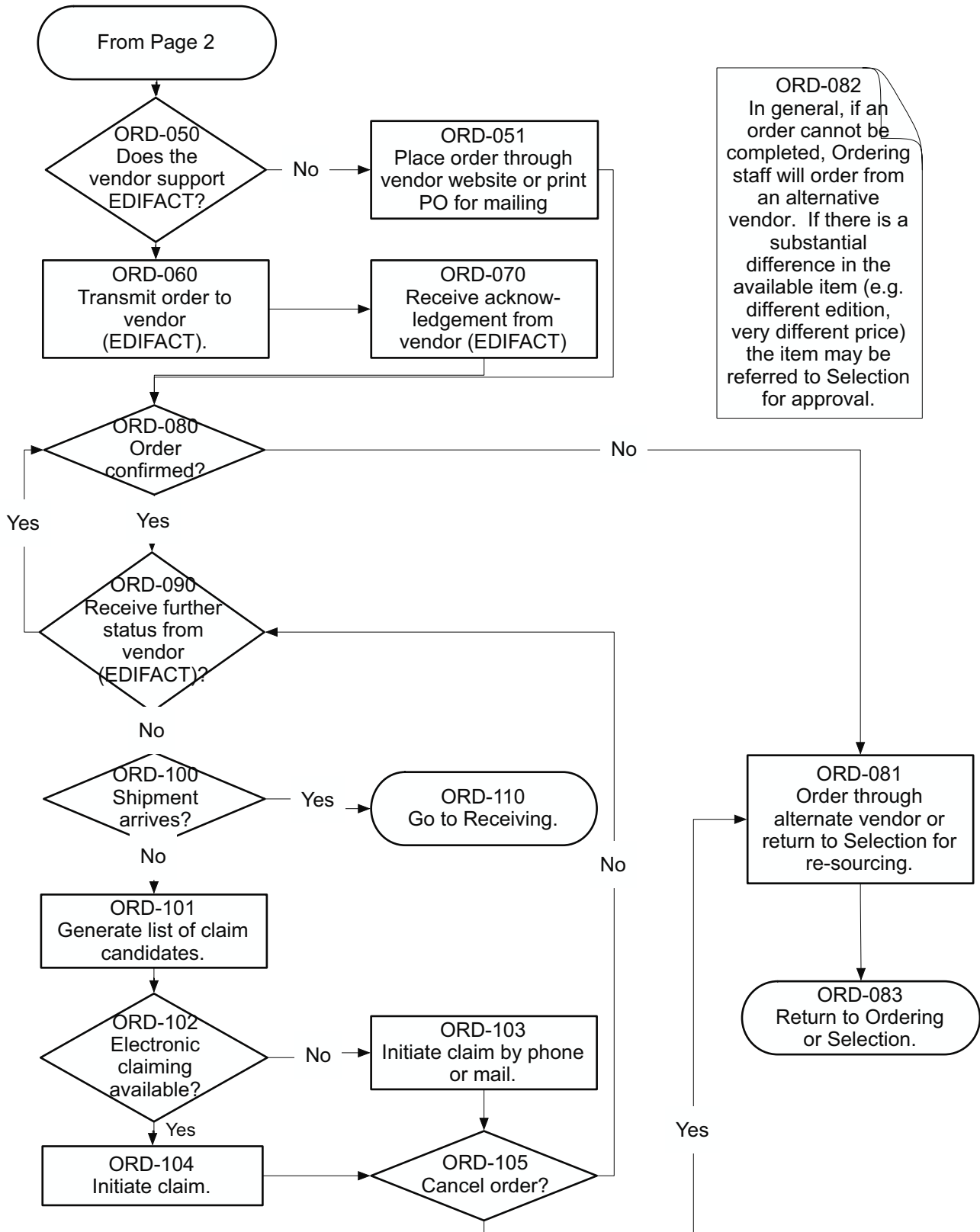
**SEL-061 ILS Selection Lists**  
Selection lists are collections of bibliographic records being considered for purchase or other action.

**SEL-091 Distribution Formula**  
Distribution formulas are used to identify the number of copies ordered for each library.

# Ordering Process, pg. 1

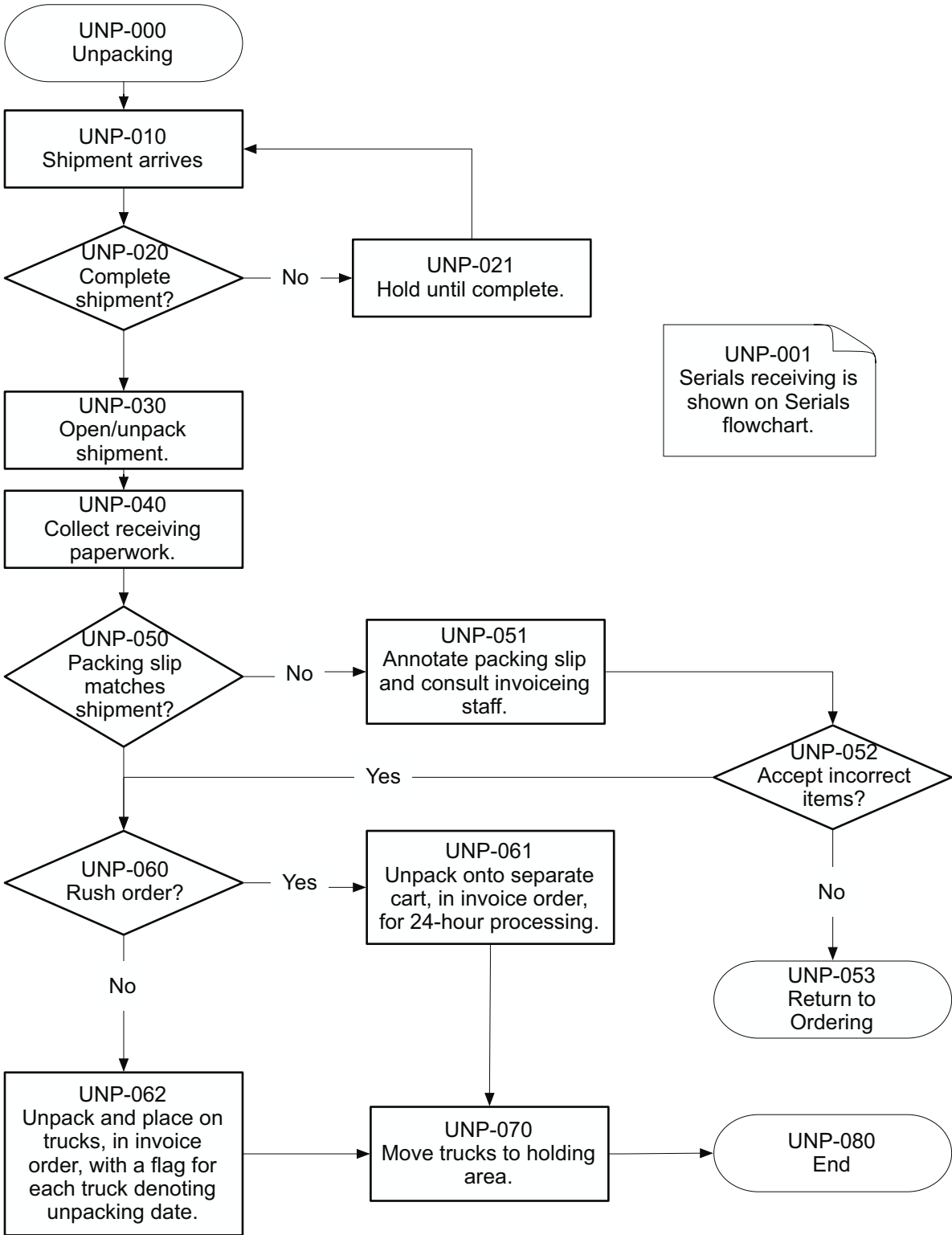


# Ordering Process, pg. 2

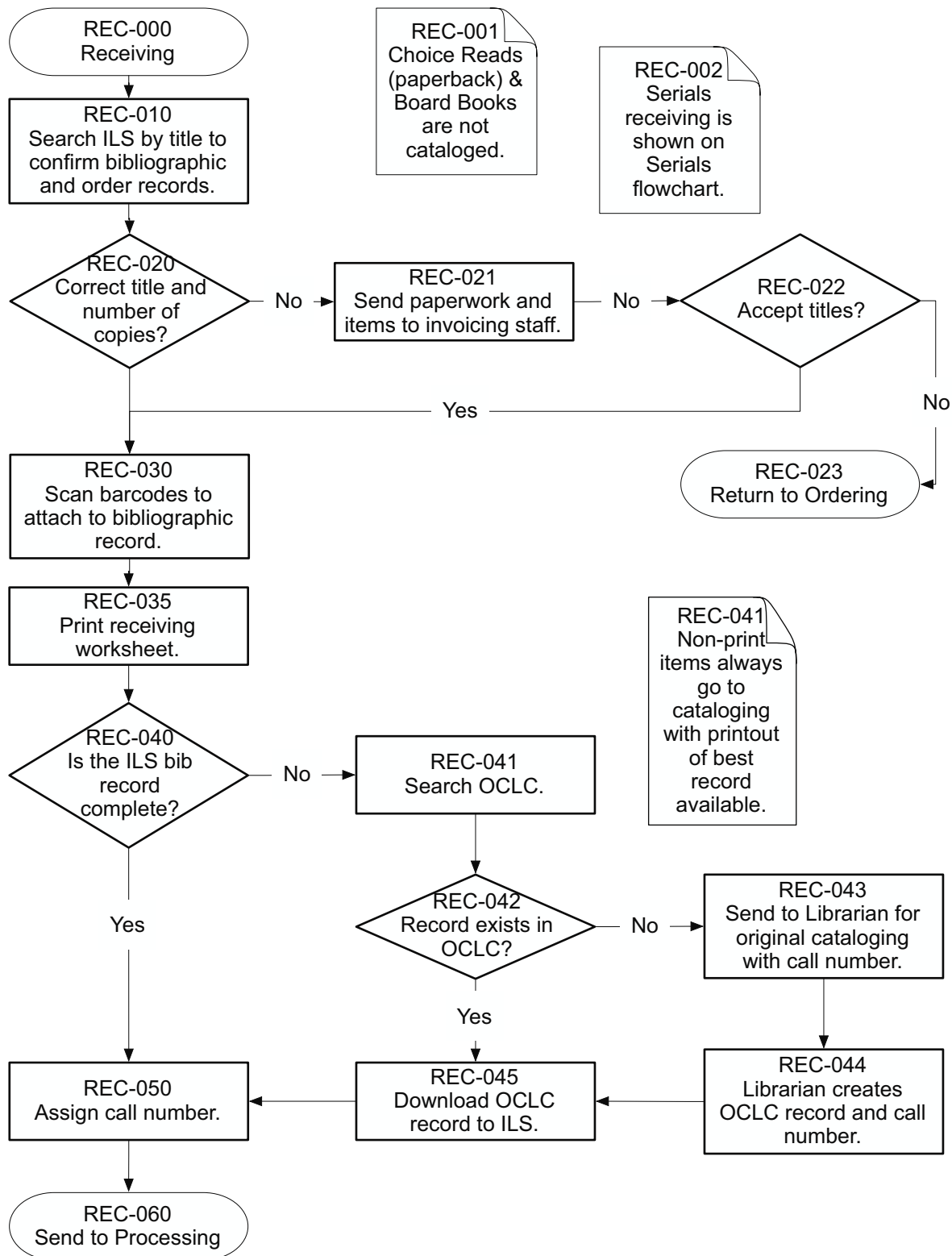


**ORD-082**  
In general, if an order cannot be completed, Ordering staff will order from an alternative vendor. If there is a substantial difference in the available item (e.g. different edition, very different price) the item may be referred to Selection for approval.

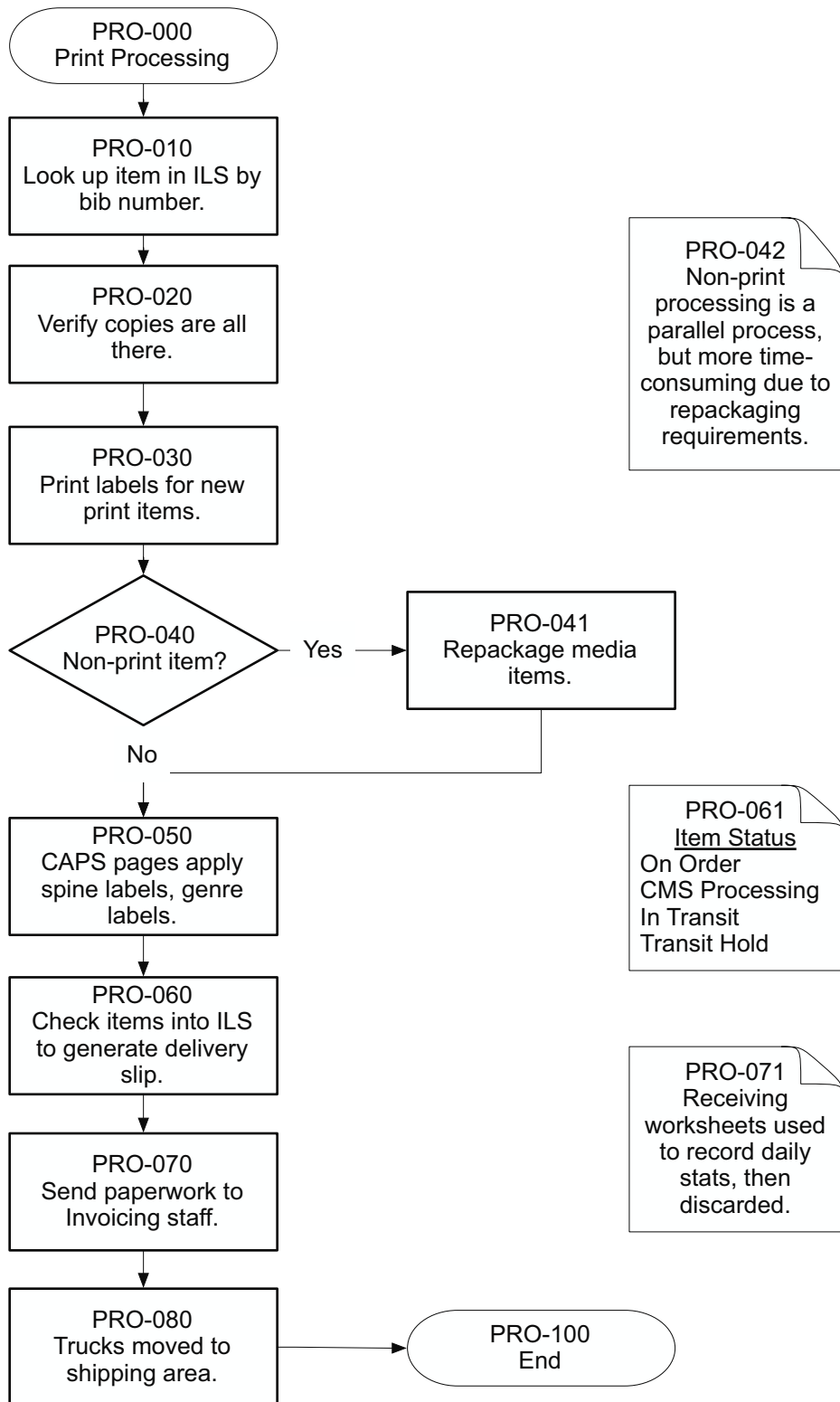
# Unpacking Process



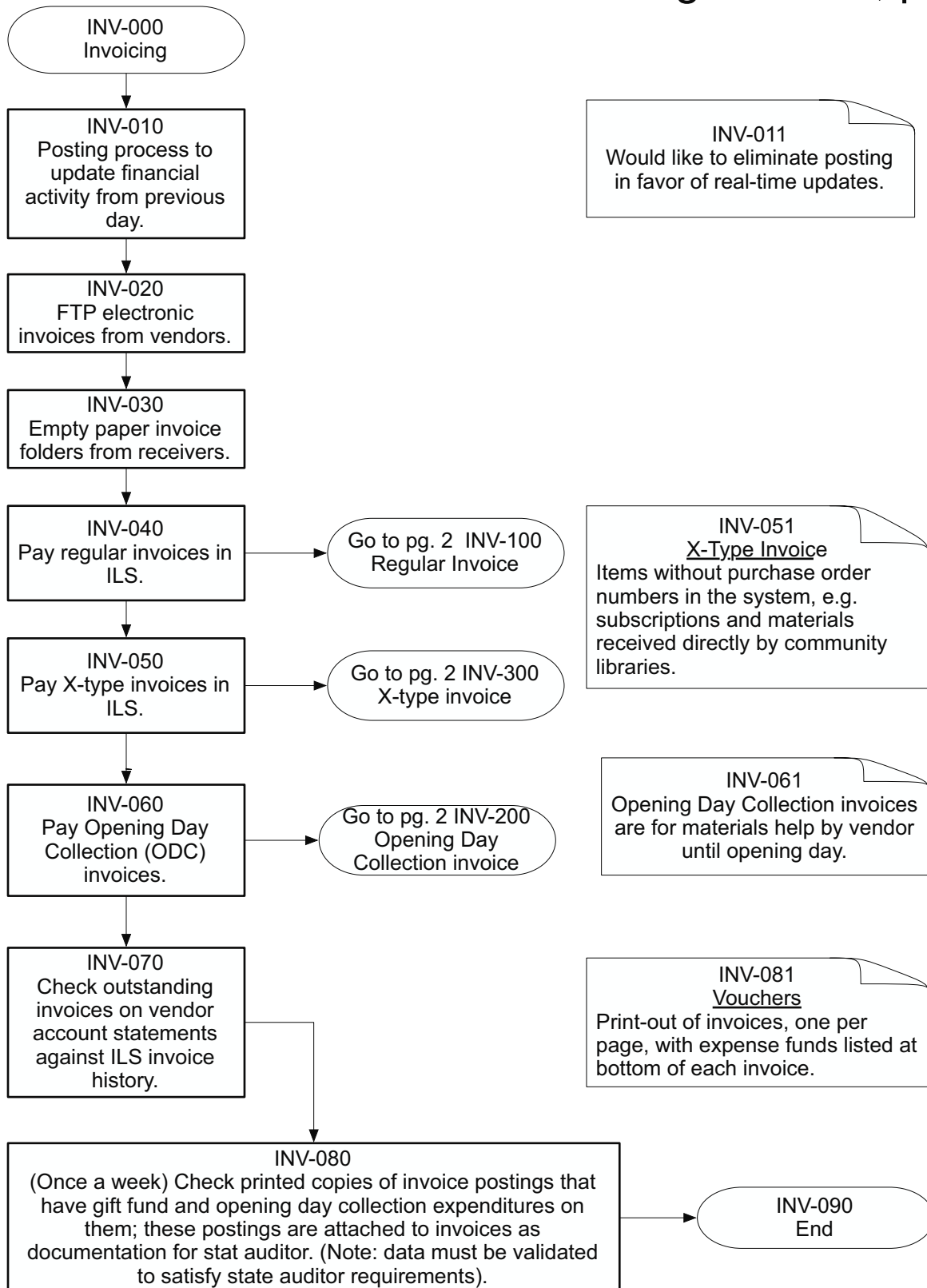
# Receiving Process



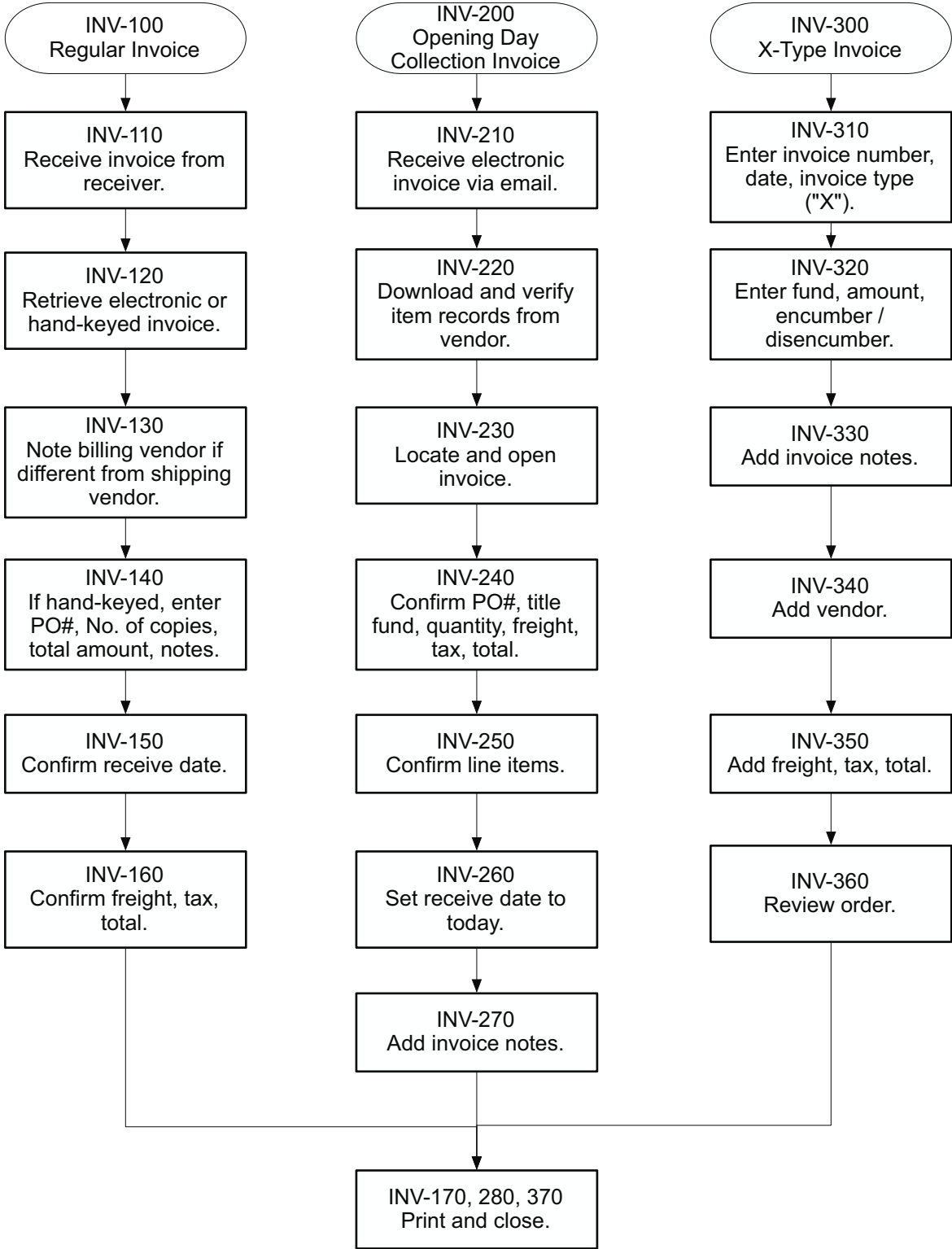
# Processing Process



# Invoicing Process, pg. 1

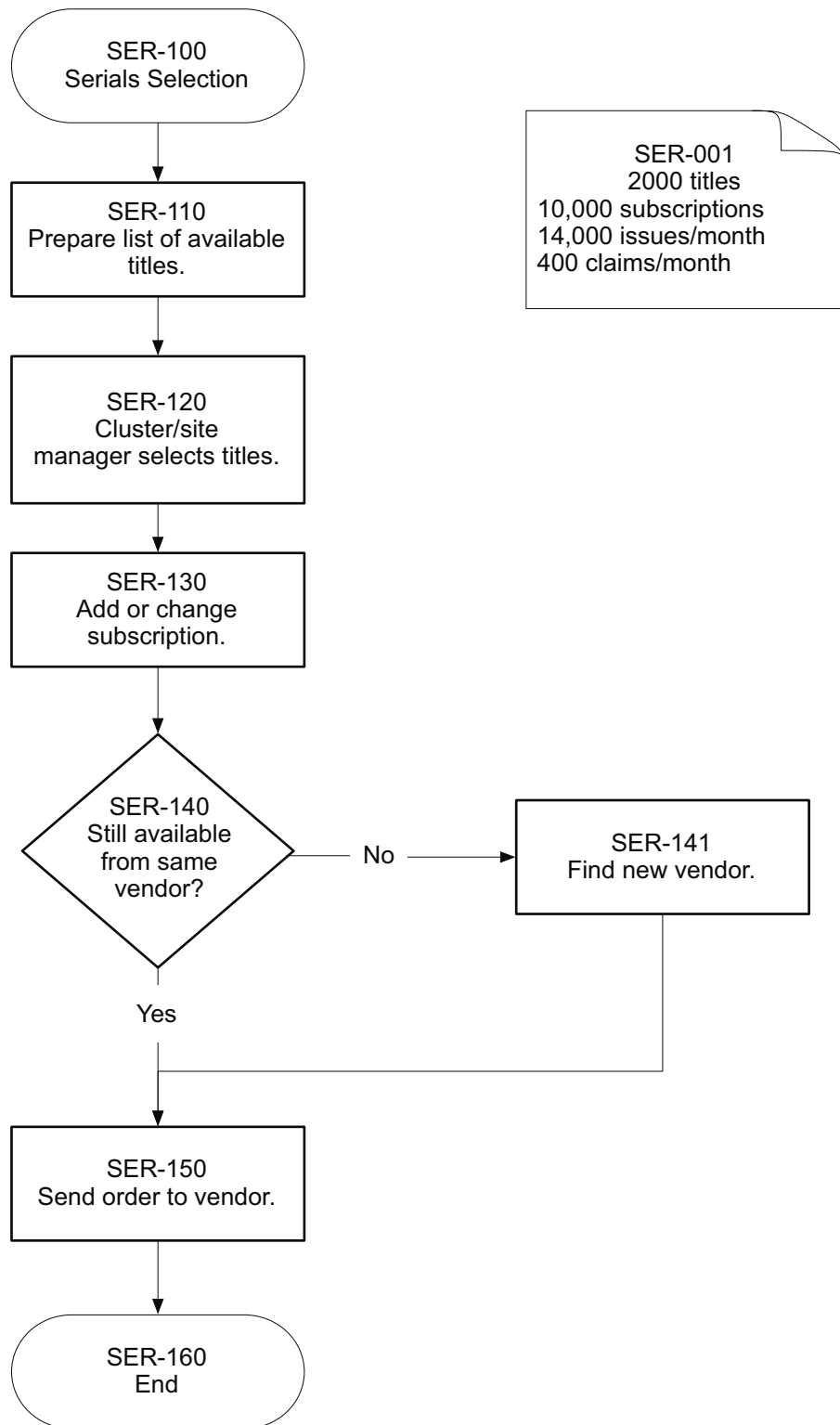


# Invoicing Process, pg. 2

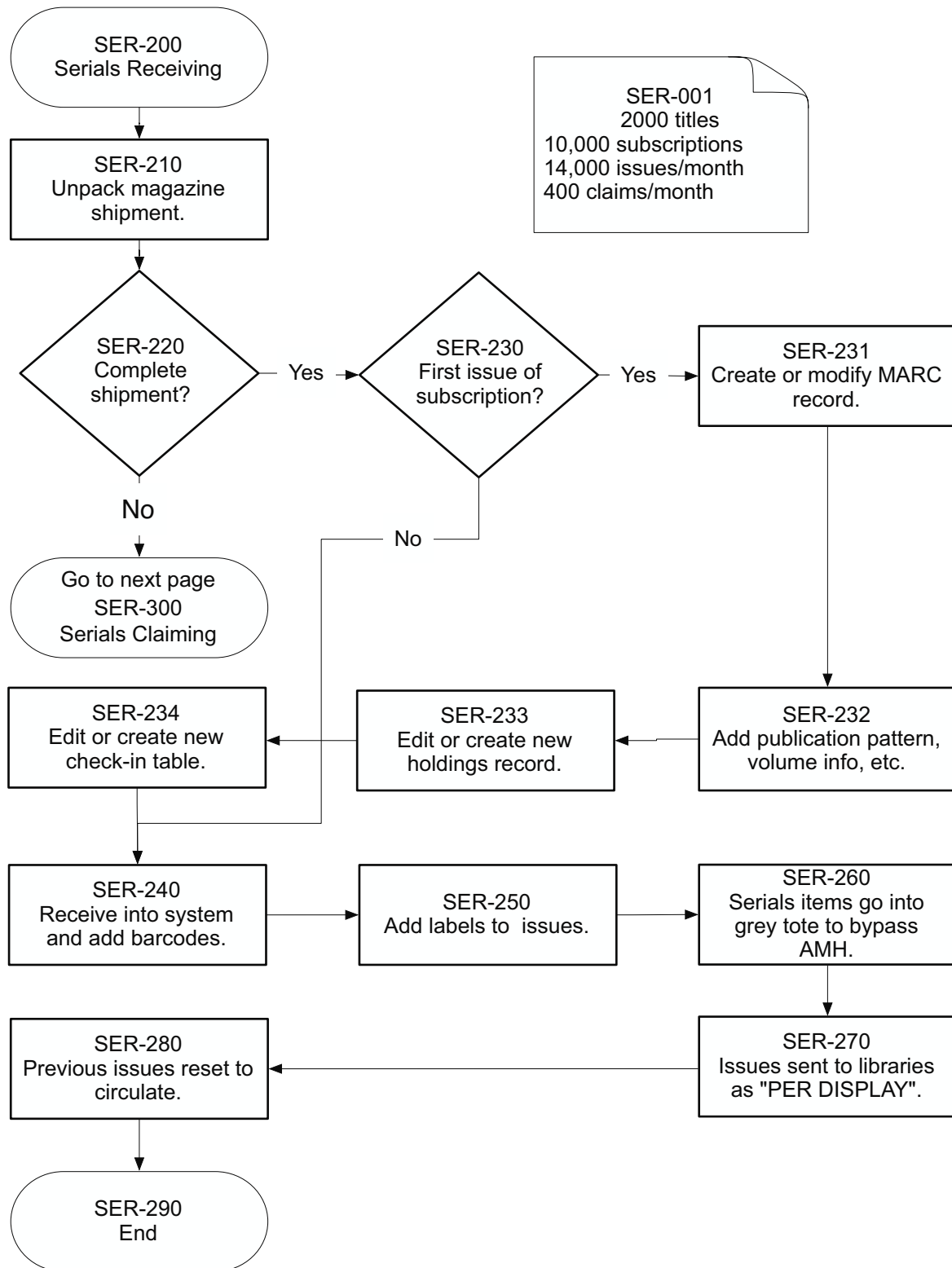




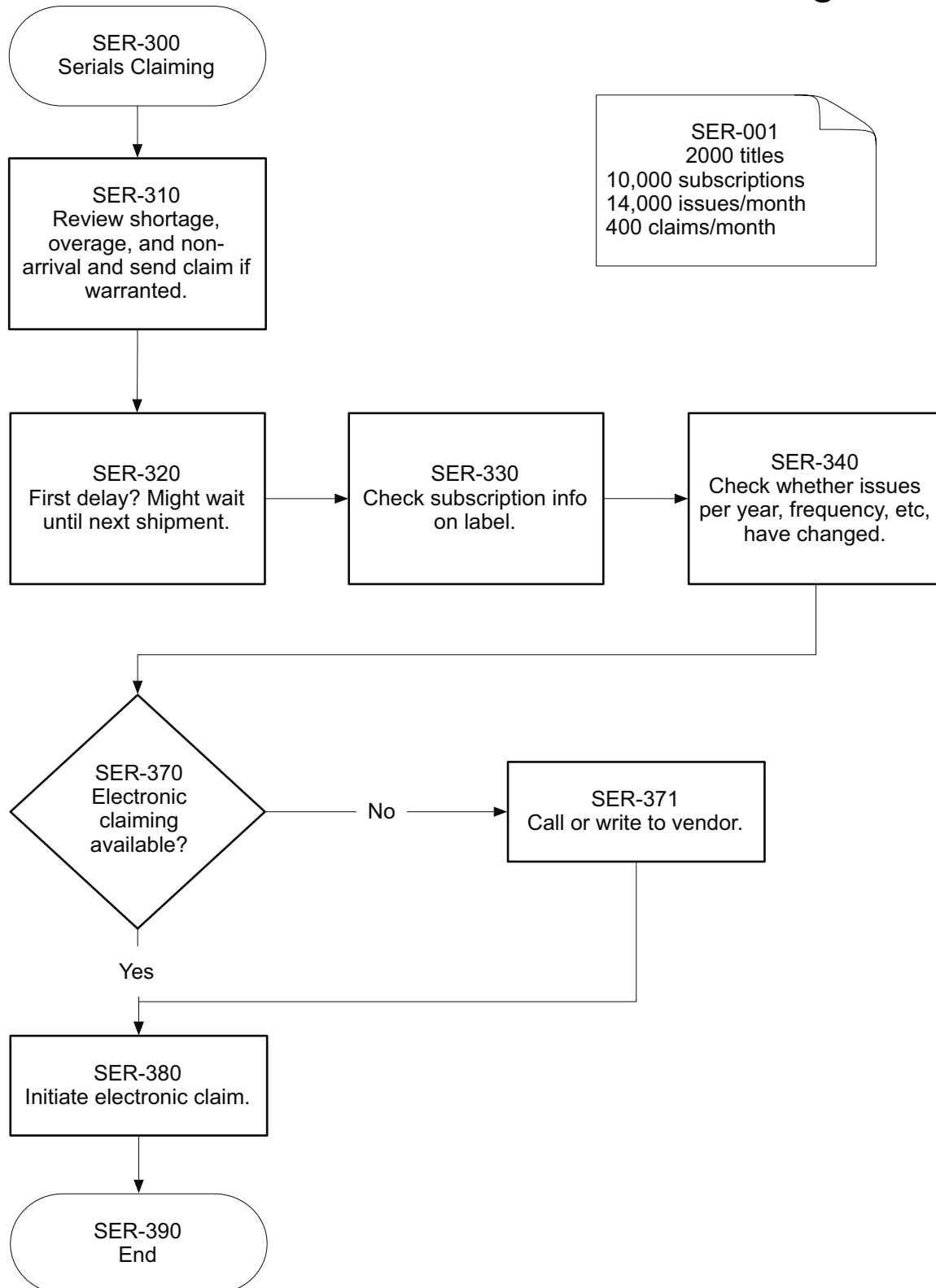
# Serials Selection Process



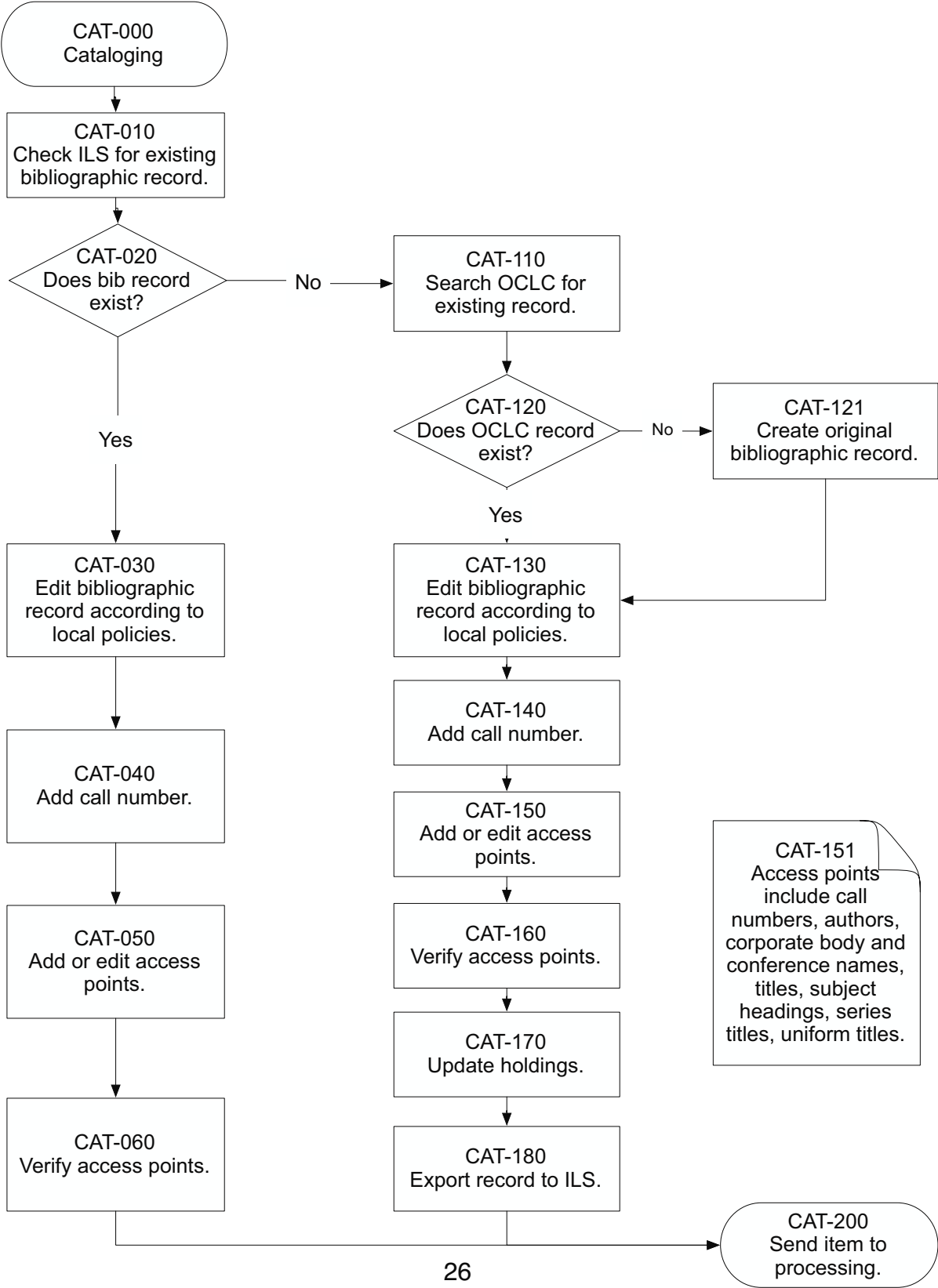
# Serials Receiving Process



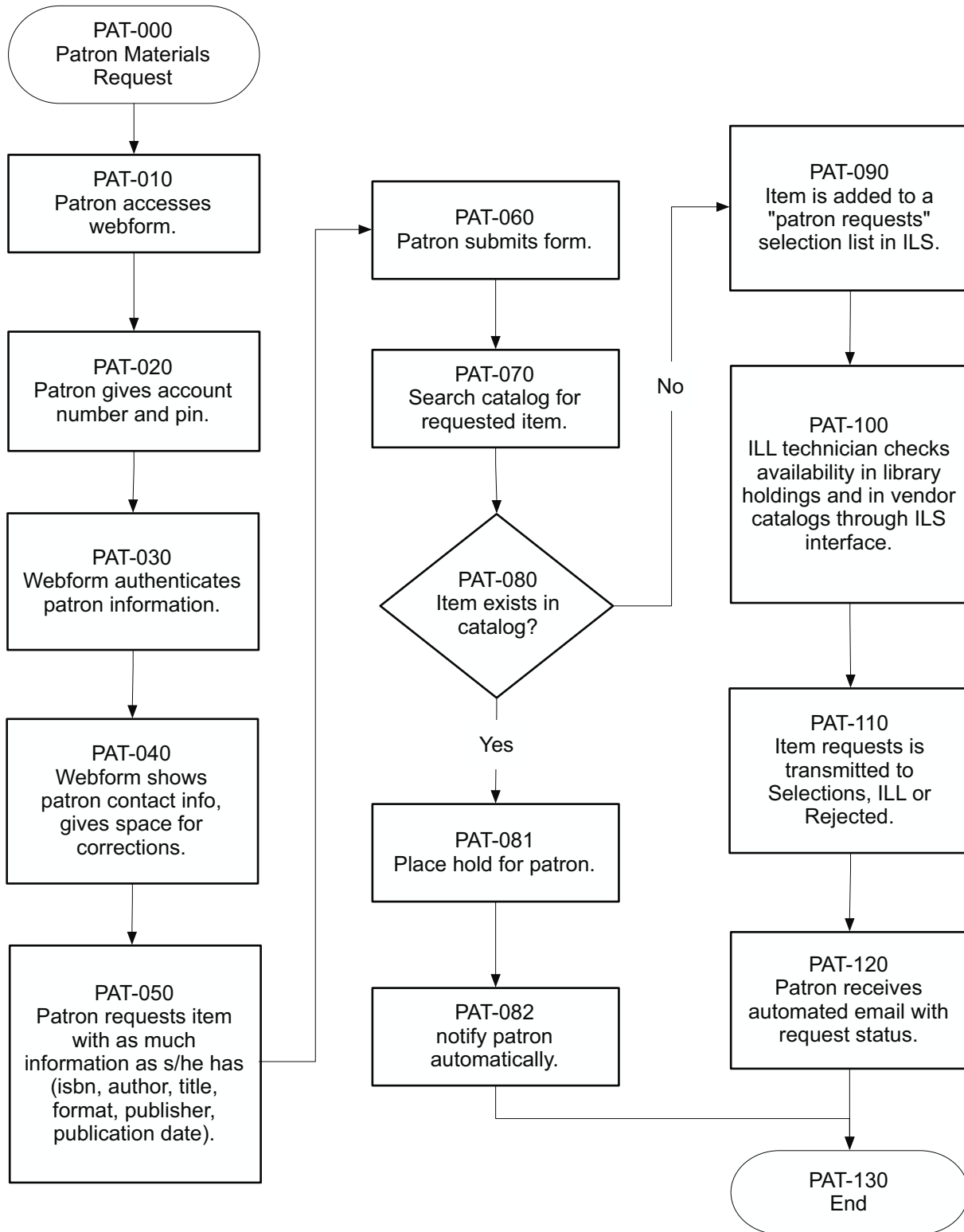
# Serials Claiming Process



# Cataloging Process



# Patron Requests (Proposed)



## 4. Use Cases

### 4.1 Use Case List

We have written use cases for selected, frequently-performed activities. These are included to supplement the requirements, and to highlight places where good software could bring great improvements in efficiency and ease of use. The steps of the use cases should be considered suggestive rather than prescriptive.

<b><i>Primary Actor</i></b>	<b><i>Use Cases</i></b>
Patron	Patron Requests
Library Staff	Broad Search Utility
Library Staff	Simple Search Utility
Library Staff	Delete Item Record
Library Staff	Import Bibliographic Record
Library Staff	Add Item Records
Library Staff	Create and Send Order Record

## 4.2 Patron Requests

Use Case ID:	USE-001		
Use Case Name:	Patron Requests		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	02/29/08	Date Last Updated:	02/29/08

Actors:	Patron
Description:	Patron requests new material for the Library to purchase.
Trigger:	Patron does not find what s/he wants in the Library catalog.
Preconditions:	<ol style="list-style-type: none"> <li>1. Patron is using the Library website.</li> <li>2. Patron finds the materials request web form.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. Patron request is stored in a selection list, along with Patron identification and contact information.</li> <li>2. Patron receives verification that request is being processed.</li> <li>3. ILL staff review selection list and determine whether to request the item through OCLC or refer the item to Acquisitions.</li> <li>4. Patron receives notification of status changes as request is being processed (e.g. “under consideration”, “ordered”, “on hold”).</li> <li>5. Patron can track process in patron account record.</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>1. The web form prompts for Patron identification; Patron types library card number and PIN and submits web form.</li> <li>2. The system authenticates Patron and displays Patron contact information; Patron makes any necessary changes and submits web form.</li> <li>3. The web form prompts for ISBN/ISSN, title, author, format, publisher, year of publication; Patron types as much information as desired and submits web form.</li> <li>4. The system does a broad search (OCLC? Amazon?) for the item and displays likely titles to the Patron; the Patron selects the desired title.</li> <li>5. The system searches the Library catalog for the item; if found, the item is displayed to the Patron with an option to request the item as a hold.</li> <li>6. The system stores the request in a selection list, stores information about the request in the Patron record, displays an acknowledgement page to Patron, and emails an acknowledgement to Patron if an email address is available.</li> </ol>
Alternative Flows and Exceptions:	<ol style="list-style-type: none"> <li>1. If Patron cannot be authenticated, the system provides an option to edit information the patron has already entered, or contact a Librarian.</li> <li>2. If Patron has blocks on his/her account (e.g. excessive fines, too many items on hold, etc.), the system displays a status page and provides an option to contact a Librarian.</li> <li>3. If system cannot find the requested item, the system displays a</li> </ol>

	<p>status page and provides an option to edit information the patron has already entered, or contact a Librarian.</p> <p>4. If Patron abandons the process before it is completed, the system adds a note to the Patron record and deletes any information about the item.</p>
Includes:	This case may use the mechanisms of the search utility described in USE-002.
Priority:	3 (High)
Frequency of Use:	5000 times per month
Business Rules:	Patrons are limited to X outstanding holds at a time; they should not be able to request new material if they are at the holds limit.
Assumptions:	
Notes and Issues:	



### 4.3 Broad Search Utility

Use Case ID:	USE-002		
Use Case Name:	Broad Search Utility		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	02/29/08	Date Last Updated:	02/29/08

Actors:	Library Staff (e.g. Selector, but could be any of a number of roles in the Acquisitions, Cataloging, or Circulation workgroups)
Description:	Selector initiates and completes a search for an item, with a wide range of search term options and search targets.
Trigger:	Selector needs to locate information about an item.
Preconditions:	None
Postconditions:	<ol style="list-style-type: none"> <li>Selector has a search result that can be saved to a bibliographic record or selection list, copied into the Windows clipboard, printed, or abandoned.</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>Selector clicks a “Broad Search Utility” button (actual text to be determined).</li> <li>System displays a search form, providing fields for ISBN/ISSN, title, author, format, publisher, date of publication, and keywords. Options are preselected according to the Selector’s preference settings, or default to those selected in the last search. Selector types as much information as desired.</li> <li>System displays checkboxes to search local catalog, OCLC, Amazon, and selected vendors. Options are preselected according to the Selector’s preference settings, or default to those selected in the last search. (Vendors can be added to search configuration as APIs become available.) Selector selects desired search targets and submits search form.</li> <li>System provides search results in a list that can be sorted by any column; search results include all searchable fields as well as additional configurable fields, such as cover art, table of contents link, similar titles links, etc. Selector selects items from search results via checkbox and clicks “Limit to Selected Items” (actual text to be determined).</li> <li>System displays selected items only and provides options to save results into a bibliographic record or selection list, copy items to Windows clipboard, print items, or abandon search.</li> </ol>
Alternative Flows and Exceptions:	<ol style="list-style-type: none"> <li>If system does not find any search results, it displays a status page and provides options to broaden search and add additional search targets or to abandon search.</li> </ol>
Includes:	
Priority:	3 (High)
Frequency of Use:	50 times per day

Business Rules:	
Assumptions:	<ol style="list-style-type: none"><li>1. This utility is heavily dependent on the existence and quality of a vendor's API.</li><li>2. The system must support adding additional search targets through a user-friendly interface, as vendors develop new or improved APIs.</li><li>3. Saving a search result to a selection list creates a (possibly incomplete) bibliographic record by default.</li></ol>
Notes and Issues:	

## 4.4 Simple Search Utility

Use Case ID:	USE-003		
Use Case Name:	Simple Search Utility		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	02/29/08	Date Last Updated:	02/29/08

Actors:	Library Staff (e.g. Selector, but could be any of a number of roles in the Acquisitions, Cataloging, or Circulation workgroups)
Description:	Selector initiates and completes a search for an item, with a “simple”, no-frills interface.
Trigger:	Selector needs to locate information about an item for which Selector has ISBN, ISSN, or title (i.e. a “known item”).
Preconditions:	None
Postconditions:	<ol style="list-style-type: none"> <li>Selector has a search result that can be saved to a bibliographic record or selection list, copied into the Windows clipboard, printed, or abandoned.</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>Selector clicks a “Quick Search” button (actual text to be determined).</li> <li>System displays a search form, providing a single field for ISBN, ISSN, or title. Selector types full or partial search term.</li> <li>System displays checkboxes to search local catalog, OCLC, Amazon, and selected vendors. Options are preselected according to the Selector’s preference settings, or default to those selected in the last search. (Vendors can be added to search configuration as APIs become available.) Selector selects desired search targets and submits search form.</li> <li>System provides search results in a list that can be sorted by any column; search results include all searchable fields as well as additional configurable fields, such as cover art, table of contents link, similar titles links, etc. Selector selects items from search results via checkbox and clicks “Limit to Selected Items” (actual text to be determined).</li> <li>System displays selected items only and provides options to save results into a bibliographic record or selection list, copy items to Windows clipboard, print items, or abandon search.</li> </ol>
Alternative Flows and Exceptions:	<ol style="list-style-type: none"> <li>If system does not find any search results, it displays a status page and provides options to broaden search and add additional search targets or to abandon search.</li> </ol>
Includes:	
Priority:	3 (High)
Frequency of Use:	100+ times per day
Business Rules:	
Assumptions:	<ol style="list-style-type: none"> <li>The system must support adding additional search targets through a user-friendly interface, as vendors develop new or improved APIs.</li> </ol>

	2. Saving a search result to a selection list creates a (possibly incomplete) bibliographic record by default.
Notes and Issues:	

## 4.5 Delete Item Record

Use Case ID:	USE-004		
Use Case Name:	Delete Item Record		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	02/29/08	Date Last Updated:	02/29/08

Actors:	Library Staff (e.g. Library Technician II, but could be any of a number of roles in the Acquisitions or Cataloging workgroups)
Description:	Technician deletes item record(s) from a bibliographic record.
Trigger:	One or more item records need to be deleted.
Preconditions:	1. Technician has the necessary privileges to delete item records.
Postconditions:	1. Item record has been deleted. 2. If it was the last item record on a bibliographic record, Technician received visual alert. 3. Bibliographic record remains unaffected.
Normal Flow:	1. Technician clicks the "Delete Item Record" button. 2. System displays dialog box with a prompt to scan or type item barcode, or click Cancel button to abort. Technician scans barcode. 3. System adds item to deletion queue, and redisplay dialog box with a prompt to scan or type another item barcode, or click Cancel button to abort, or click Submit button to finish and delete item records. Technician scans additional barcodes until finished, then clicks Submit. 4. System displays a prompt, "Are you sure you want to delete these item records?"; Technician clicks "Yes". Note: this prompt can be disabled per user or per session. 5. System deletes item records and records deletion statistics (date/time, user, item) to a log file.
Alternative Flows and Exceptions:	1. If there are no more item records attached to the current bibliographic record, the system displays a dialog box, "Last item for this title; are you sure you want to delete it?" Technician clicks "Yes" or "No". 2. If last item is deleted, system adds "naked" bibliographic record to a selection list for later review and possible deletion.
Includes:	
Priority:	3 (High)
Frequency of Use:	1000-5000 times per day
Business Rules:	
Assumptions:	
Notes and Issues:	System may require different privileges to delete bibliographic records than to delete item records. Do we want the ability for a non-privileged user to mark a bibliographic record for deletion (but require a privileged user to actually delete it)?

## 4.6 Import Bibliographic Record

Use Case ID:	USE-005		
Use Case Name:	Import Bibliographic Record		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	02/29/08	Date Last Updated:	02/29/08

Actors:	Library Staff (e.g. Library Technician II, but could be any of a number of roles in the Acquisitions or Cataloging workgroups)
Description:	Technician imports a bibliographic record from OCLC or another vendor.
Trigger:	A bibliographic record needs to be imported.
Preconditions:	<ol style="list-style-type: none"> <li>1. Technician has the necessary privileges to create bibliographic records.</li> <li>2. Technician has the necessary privileges to access records in a vendor's database.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. A new bibliographic record exists.</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>1. Technician searches for an item using the process described in USE-002.</li> <li>2. The system displays search results; if a matching item already exists in the Library catalog (e.g. a short bib record), Technician may select it to update it with a new record. Technician also selects the desired vendor record and clicks "Save Bibliographic Record".</li> <li>3. If a local catalog result is selected, system prompts "Overlay existing record?" Technician clicks "Yes".</li> <li>4. System creates or overlays new record, preserving any fields that are not included in the new record, and displays new record with options to "Save" or "Discard". Technician clicks "Save".</li> </ol>
Alternative Flows and Exceptions:	<ol style="list-style-type: none"> <li>1. If no local record is selected, system skips the "Overlay existing record" prompt and displays the new record. Technician clicks "Save".</li> <li>2. If Technician selects "Discard" to abort import, the system deletes the new record and retains the existing local catalog record, if any.</li> </ol>
Includes:	USE-002.
Priority:	3 (High)
Frequency of Use:	100+ times per day
Business Rules:	
Assumptions:	
Notes and Issues:	

## 4.7 Add Item Records

Use Case ID:	USE-006		
Use Case Name:	Add Item Records		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	02/29/08	Date Last Updated:	02/29/08

Actors:	Library Staff (e.g. Library Technician I, but could be any of a number of roles in the Acquisitions or Cataloging workgroups)
Description:	Technician attaches item records to an existing bibliographic record.
Trigger:	Technician receives new item (or old item with new barcode) to add to catalog.
Preconditions:	<ol style="list-style-type: none"> <li>1. A bibliographic record exists.</li> <li>2. Technician has necessary privileges to add item records.</li> <li>3. Technician has new item (or old item with new barcode) in hand.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. New item record exists.</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>1. Technician locates and displays bibliographic record and clicks "Add Item(s)".</li> <li>2. System displays a form prompting for number of items (default 1) and item fields; Technician enters number of items and any default item field values, and clicks "OK".</li> <li>3. System displays a form prompting to scan or type next barcode and any non-default item field values, also displaying the number of remaining items to scan and "OK" and "Abort" buttons. Technician types non-default item field values (if any) and scans or types item barcode. (If scanning, no need to click "OK".)</li> <li>4. When final item is scanned, system displays item record list in bibliographic record.</li> </ol>
Alternative Flows and Exceptions:	<ol style="list-style-type: none"> <li>1. Technician may enter an arbitrarily high number (e.g. 1000) in step 2, in order to scan an unknown number of items.</li> <li>2. If Technician clicks "Abort" during item entry, system provides options to save or abandon items already entered.</li> </ol>
Includes:	
Priority:	3 (High)
Frequency of Use:	500+ times per day
Business Rules:	
Assumptions:	
Notes and Issues:	Most items are received in multiple copies, and it may be more effective to set the default number of items to some number larger than one. There should be an option to change the default number in system-level or user-level configurations.

## 4.8 Create and Send Order Record

Use Case ID:	USE-007		
Use Case Name:	Create and Send Order Record		
Created By:	Lucien Kress	Last Updated By:	Lucien Kress
Date Created:	02/29/08	Date Last Updated:	02/29/08

Actors:	Library Staff (e.g. Library Technician 2, but could be any of several roles in the Ordering workgroup).
Description:	Technician creates an order record and transmits it to vendor.
Trigger:	Technician receives an order request from a Selector.
Preconditions:	<ol style="list-style-type: none"> <li>1. Technician has necessary privileges to create order records.</li> <li>2. Technician has necessary privileges to upload order records to vendors.</li> <li>3. A bibliographic record for the desired item either already exists, or has been created (possibly as a short record) by Ordering staff.</li> </ol>
Postconditions:	<ol style="list-style-type: none"> <li>1. A new order record exists, and vendor has received order request.</li> </ol>
Normal Flow:	<ol style="list-style-type: none"> <li>1. Technician locates bibliographic record and clicks “Order Copies”.</li> <li>2. System displays order form with available bibliographic information filled in; Technician adds number of copies, fund, vendor, distribution formula, processing instructions, and additional information as needed, and clicks “Submit”.</li> <li>3. System displays order summary; Technician toggles option to “Send Immediately” or “Add to Queue” and clicks “Confirm”.</li> <li>4. System sends order file in EDIFACT format, or adds order file to queue, and displays order record.</li> </ol>
Alternative Flows and Exceptions:	<ol style="list-style-type: none"> <li>1. When Selector provides order request in the form of an ILS or vendor selection list, Technician can view list, select some or all items, add additional information, and click “Order” to automate the creation and sending of order records.</li> <li>2. When ordering from a selection list, system shows an order summary that highlights and allows addition of any missing information (e.g. number of copies, fund, vendor, distribution formula, processing instructions, etc.).</li> <li>3. When orders are placed in a queue, they can be reviewed and modified before sending.</li> </ol>
Includes:	
Priority:	3 (High)
Frequency of Use:	300+ times per day
Business Rules:	
Assumptions:	
Notes and Issues:	We would like to be able to do all selection and ordering from one local interface, rather than depending on individual vendor



	<p>websites and vendor selection lists. This requires better APIs from the vendors, but we want to keep facing in that direction. As vendors provide “one-click” services, we want to be able to add support for those services.</p>
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# **Software Requirements Specification**

**for the**

## **Cataloging Module**

**of an**

## **Integrated Library System**

Version 3.1 final

Prepared by Lori Ayre and Lucien Kress  
Galecia Group  
September 16, 2008

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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	6/25/08	Initial Draft	1.0 draft
Lucien Kress	7/17/08	Revisions, Cataloging Team	2.0 draft
Lucien Kress	8/28/08	Revisions, Requirements workshop	3.0 draft
Lucien Kress	9/16/08	Revisions, Cataloging Team	3.1 draft

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the Cataloging Module of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The Cataloging Module will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The Cataloging Module facilitates the creation and management of bibliographic records in support of the collections of the King County Library System. Specifically, the Cataloging Module supports the following activities, among others:

- Creating and editing bibliographic, item, and authority records.
- Importing bibliographic and authority records from external vendors such as OCLC, and exporting bibliographic and authority records in a variety of formats.
- Validating bibliographic records against authority records, both local and external.
- Specifying and creating indexes on bibliographic record fields.
- Searching for bibliographic and authority records.
- Generating queries and reports to support the creation, management, and validation of bibliographic records.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to Cataloging activities. King County Library has previously published specifications for Acquisitions and Serials Management and Circulation modules. Requirements for OPAC, web services, and management reporting are currently under development.

Moreover, the current specification is focused on functional characteristics of a Cataloging Module. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

## 1.4 Document Conventions

The SRS includes requirements, process flowcharts, and use cases. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to Cataloging processes at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

Use cases are included for some of the most frequently performed activities. They are intended to supplement the requirements and highlight activities that offer a great potential for increased efficiency and ease of use. Again, they should be considered to be contextual rather than prescriptive.

## 1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Cataloging Staff	Cataloging Staff include managers, librarians, library technicians, library assistants, and library pages who are involved with receiving, cataloging, and processing items.
Cataloging Managers	Cataloging Managers include management staff who oversee the Cataloging processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the Cataloging processes and receive bibliographic records from the Cataloging processes.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

## 1.6 Operating Environment

- OE-1: The Cataloging Module supports the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. The Cataloging Department creates over 40,000 bibliographic records per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.
- OE-2: The Cataloging Module shall operate on a Linux or Solaris server.
- OE-3: The Cataloging Module shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, the Cataloging Module shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).

- OE-5: The Cataloging Module shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## **1.7 Design and Implementation Constraints**

- CO-1: The Cataloging Module shall use a fully relational database back-end.
- CO-2: The Cataloging Module shall produce standards-compliant HTML.
- CO-3: The Cataloging Module shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.
- CO-5: These requirements shall not constrain functionality or features of the Online Public Access Catalog (OPAC) module.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for authority records, bibliographic records, order records, item records, hold/request records, and other records maintained or accessed by the Cataloging Module.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including bibliographic record import and export, validation of bibliographic records against internal and external authority sources, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: The Cataloging Module is part of an enterprise-level Library Automation System.
- AS-2: Cataloging processes are consolidated at a central location, and accept input and provide services to multiple locations.
- DE-1: The Cataloging Module relies on the data structures and functionality of an enterprise-level Library Automation System, including an Acquisitions module.
- DE-2: The Cataloging Module interfaces with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. USMARC21, EDIFACT).
- DE-3: The Cataloging module interacts with a patron interface, also known as an Online Public Access Catalog (OPAC), providing output in the form of bibliographic records and holdings information.
- DE-4: The bibliographic data structure shall include hooks or connectors to data sets other than those created by Catalogers, e.g. staff or patron ratings, book reviews, tags, etc.
- DE-5: Note that approximately 25 of the requirements included here are also included in the specifications for the Acquisition or Circulation modules.

## System Requirements

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### Category: General System Characteristics

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<b>Req ID:</b> 2492	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> individual and shared staff login accounts		
<b>Description:</b> Support for individual and shared staff login accounts; access to modules is granted by use of "roles" or "privileges" that allow each account to access as many (or as few) modules as needed. Individual logins allow user-level preferences and audit trail.		
<b>Related Reqs:</b> 5514		<b>Related Process</b>
<b>Req ID:</b> 2120	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> materials receiving/cataloging process		
<b>Description:</b> All staff involved in receiving/cataloging workflow should be able to process information from the same interface. (E.g. selecting, ordering, unpacking, receiving/cataloging, invoicing, etc.).		
<b>Related Reqs:</b> 2108		<b>Related Process</b>
<b>Req ID:</b> 1701	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> compatibility with evolving standards		
<b>Description:</b> System must support evolving cataloging standards such as Functional Requirements for Bibliographic Records (FRBR) and Resource Description and Access (RDA).		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 1732	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> US MARC 21 standards		
<b>Description:</b> Fully implement US MARC 21 standards.		
<b>Related Reqs:</b>		<b>Related Process</b>



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<b>Req ID:</b> 1727	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> MARC format updates		
<b>Description:</b> MARC formats are supported in a way that allows timely implementation of new rules or changes.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 1691	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> ALA extended character set support		
<b>Description:</b> Ability to import, export, store, retrieve, edit, search, index, and display records and indexes that use the ALA extended character set (aka ANSEL or ANSI/NISO Z39.47).		
<b>Related Reqs:</b> 5516		<b>Related Process</b>

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<b>Req ID:</b> 1713	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> MARC field support		
<b>Description:</b> Ability to index, limit, sort, and report on all MARC fixed and variable fields and subfields.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5278	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> suppression rules		
<b>Description:</b> System provides customizable 'Rules of Suppression' that specify whether patrons and staff can view authority, bibliographic, order, and item records in staff and public (OPAC) interfaces. Records may be visible to specific workgroups only; to all staff and patrons at specific locations; or to all staff and all patrons. (See REQ-5057 for related requirements on loan rules, and REQ-5190 for related requirements on holdability.)		
<b>Related Reqs:</b> 5057 5190 580		<b>Related Process</b> CAT180

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<b>Req ID:</b> 5519	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> record preview window		
<b>Description:</b> Ability to preview individual records in MARC format by highlighting each line in a browse list.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5512	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> annotated card subject headings		
<b>Description:</b> Ability to support a children's catalog using LC annotated card subject headings.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 5540	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> delete and restore records		
<b>Description:</b> Ability to delete all record types singly or via batch processing, with capability to recover or restore deleted data.		
<b>Related Reqs:</b> 1633	<b>Related Process</b>	

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<b>Req ID:</b> 2255	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> printer compatibility		
<b>Description:</b> Compatible with Zebra Z4M thermal transfer printers (for printing spine labels).		
<b>Related Reqs:</b> 2256 4101	<b>Related Process</b> PRO030	

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<b>Req ID:</b> 2256	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> computype compatibility		
<b>Description:</b> Compatible with Computype spine label printer system (via generaic text-only printer). (Note: REQ-4101 specifies a completely configurable label, which would obviate the need for the Computype system.)		
<b>Related Reqs:</b> 2255 4101	<b>Related Process</b>	

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**Category:** Staff Interface

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**Req ID:** 1710                      **Source:** CAP                      **Priority:** 3**Name:** bibliographic records editing**Description:** Full screen editing of bibliographic records. Staff can easily copy, cut and paste data; move fields up or down within record; insert a row within a target field; insert subfields by typing within a field; add fixed field values by clicking within the fixed field and typing the value or selecting from a menu of valid choices. The staff interface will provide standard word-processing features such as full-screen editing, macros, spell-checking, and find and replace.**Related Reqs:** 5518**Related Process** CAT030

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**Req ID:** 1733                      **Source:** CAP                      **Priority:** 2**Name:** windows style menus**Description:** Provide standard Windows-like menu options in record editing windows. For example, menu options might include File (Open, Save, Save As, Print, Print Setup, Page Setup), Edit (Find, Replace, Copy, Cut, Paste, Select All, Delete), Actions (Import, Export, Print Spine Labels, Create Reports, etc.), Tools (Macros, Shortcut Keys, Export/Import Options, Customize Toolbar, Preferences, etc.), Window (Tile Horizontally, Tile Vertically, list of current windows), and Help (application help and custom help links, e.g. MARC21).**Related Reqs:****Related Process**

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**Req ID:** 2490                      **Source:** ACQ                      **Priority:** 1**Name:** menu options require permissions**Description:** Menu options require credentials/authorization. Menu options without correct credentials are greyed out.**Related Reqs:****Related Process**

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<b>Req ID:</b> 2220	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> keyboard macros and shortcuts		
<b>Description:</b> System supports administrator-programmable and user-programmable macros and/or keyboard shortcuts. Shortcut keys may be assigned to macros (e.g. 'Insert Field') or to text strings. Macros are centrally managed on server, can be imported from and exported to individual users, and can be restricted for use and/or editing through centrally-managed permissions.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 1703	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> custom toolbars		
<b>Description:</b> Staff can create a customized toolbar of icons used for editing and cataloging functions, such as Insert Row, Delete Row.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2276	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> view and edit multiple records		
<b>Description:</b> Ability to view two or more records simultaneously, aligned either horizontally or vertically. Ability to copy and paste between records.		
<b>Related Reqs:</b> 1733		<b>Related Process</b> CAT030

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<b>Req ID:</b> 1731	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> tabbing		
<b>Description:</b> Ability to tab through fields while creating and editing all record types (e.g. bibliographic, item, order, patron, etc.).		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5521	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> default cursor location		
<b>Description:</b> Allow systemwide and per-user setting of default tab order in search and editing screens. For example, user may select which search field the cursor is in at the beginning of a new search.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5513	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> field typeover mode		
<b>Description:</b> System defaults to typeover mode in specified fields (e.g. 006, 007, 008, numeric and indicator fields).		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5539	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> highlight incorrectly entered fields		
<b>Description:</b> Fixed and variable fields are highlighted when required and not entered, and when entered incorrectly.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5515	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> highlight changed fields		
<b>Description:</b> Ability to display edited fields in a highlighted color until changes are saved.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5522	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> bookmarklets		
<b>Description:</b> Ability to create links to external resources (e.g. allmusic.com, imdb.com) in the staff interface. Links will act like bookmarklets, taking values from search fields and performing a search against the target website.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010

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<b>Req ID:</b> 5525	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> URLs are clickable		
<b>Description:</b> URLs in bibliographic and item records are clickable, and launch in a new web-browser window when clicked.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5527	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> line wrapping in notes fields		
<b>Description:</b> Notes and long text fields should line wrap automatically during creation and editing.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5530	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> validation of indexable fields via authority files		
<b>Description:</b> Provide real-time validation of authority-specified fields against specified authority files, including local and imported authority files. Ideally, ability to include external authority file sources via API.		
<b>Related Reqs:</b> 5529		<b>Related Process</b> CAT060

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<b>Req ID:</b> 5529	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> validation of indexable fields via browse list		
<b>Description:</b> Provide easy validation of indexable fields, with ability to open a browse list of adjacent index values, including authorized headings which are easily distinguishable from other index values, and select a new value.		
<b>Related Reqs:</b> 5530		<b>Related Process</b> CAT060

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<b>Req ID:</b> 5523	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> authority files: public visibility		
<b>Description:</b> Provide read-only access to selected authority files through the public interface.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5524	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> authority records: blind references		
<b>Description:</b> System configuration option to display, highlight, or hide blind references (e.g. authority records for which there are no items in the catalog). For example, a library may choose to highlight blind references in the staff interface, and hide them in the public interface.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category:** Batch Processes and Global Update

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**Req ID:** 1712                      **Source:** CAP                      **Priority:** 3**Name:** globally update record fields and subfields**Description:** Ability to globally update all fixed and variable fields and subfields in all types of records via search indexes or preselected record sets (i.e. query results).**Related Reqs:** 1697                      **Related Process**

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**Req ID:** 2274                      **Source:** CAP                      **Priority:** 3**Name:** batch change item fields**Description:** Ability to make batch changes to any field or combination of fields (e.g. shelving location, price) in all or selected item records attached to a single bibliographic record.**Related Reqs:** 2275                      **Related Process**

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**Req ID:** 2275                      **Source:** CAP                      **Priority:** 3**Name:** item location codes in separate fields**Description:** Provide separate fields for branch identification, reading level (e.g. adult, juvenile) and shelving location (e.g. fiction, DVD).**Related Reqs:** 2274                      **Related Process**

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**Category:** Import / Export

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**Req ID:** 1720                      **Source:** CAP                      **Priority:** 3

**Name:** OCLC Connexion interface

**Description:** Full compatibility with OCLC Connexion for searching bibliographic and authority records, creating and editing bibliographic records, and importing records to system (with or without overlaying) via OCLC's Gateway Interface.

**Related Reqs:**                      **Related Process** CAT110

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**Req ID:** 1716                      **Source:** CAP                      **Priority:** 3

**Name:** MARC import/export

**Description:** MARC bibliographic and authority records can be imported and exported, singly and in batch, all fields or selected fields, to and from vendors including OCLC. Imported records can overlay existing short or full bibliographic records. Imported batches can be maintained and manipulated as selection lists (see REQ-3004).

**Related Reqs:** 3004                      **Related Process** CAT180

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**Req ID:** 1705                      **Source:** CAP                      **Priority:** 3

**Name:** importing to catalog: profiles and defaults

**Description:** Ability to create profiles with default settings (e.g., settings for field selection, field indexing, specific values to add to all records) for importing and exporting single and multiple records. Profiles must include the ability to flag fields in authority or bibliographic records in order to protect them from being overlaid or replaced during manual or batch loads of records.

**Related Reqs:**                      **Related Process** CAT180



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**Category: Authority Records**


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**Req ID:** 1729                      **Source:** CAP                      **Priority:** 3

**Name:** authority records: searching and editing

**Description:** Allow staff to directly search and browse authority records; allow only cataloging staff to edit authority records.

**Related Reqs:**                      **Related Process**

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**Req ID:** 1694                      **Source:** CAP                      **Priority:** 2

**Name:** authority record overlay

**Description:** Authority module capable of overlaying updated authority records based on the MARC 010 or MARC 001 field of the authority record.

**Related Reqs:** 1705                      **Related Process**

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**Req ID:** 5505                      **Source:** CAP                      **Priority:** 1

**Name:** authority record coding

**Description:** Recognize authority record coding for name and subject use, and automatically load into one or more appropriate indexes based on coding.

**Related Reqs:** 5507                      **Related Process**

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**Req ID:** 5507                      **Source:** CAP                      **Priority:** 1

**Name:** authority records: indexing

**Description:** Ability to save a single authority record to multiple indexes simultaneously.

**Related Reqs:** 5505                      **Related Process**

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**Req ID:** 5533                      **Source:** CAP                      **Priority:** 2

**Name:** authority record modifications

**Description:** Ability to recognize duplicate, updated, and split authority records as marked by vendor.

**Related Reqs:**                      **Related Process**

<b>Req ID:</b> 5503	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> authority records: deleting		
<b>Description:</b> Ability to process authority record deletions automatically, based on 'delete' status field.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5510	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> import authority records with bibliographic records		
<b>Description:</b> Automatically include relevant authority records when importing bibliographic records.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT180
<b>Req ID:</b> 5532	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> support authority processing vendor APIs		
<b>Description:</b> Ability to support APIs of authority processing vendors, as they become available.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5534	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> automatic authority processing		
<b>Description:</b> System supports automatic authority processing, whereby records are authenticated and marked for further attention. Library may specify authority sources to authenticate against, including an external authority processing vendor and local authority files. Library may specify how records are overlaid during updating process. Library may specify rules for marking or highlighting records that meet or fail to meet certain criteria, e.g. records with unique headings, records with new headings, and records that match a 'see from' (4XX) or 'see also from' (5xx) reference in an authority record).		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5531	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> generate list of local authority records		
<b>Description:</b> Ability to generate a list of locally created authority records.		
<b>Related Reqs:</b> 5504		<b>Related Process</b>

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**Req ID:** 5504                      **Source:** CAP                      **Priority:** 1

**Name:** local authority records

**Description:** Ability to validate locally-created authority records against the Library of Congress Name and Subject Authority Files.

**Related Reqs:** 5529 5530 553                      **Related Process**

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**Category: Bibliographic Records**

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<b>Req ID:</b> 5535	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> display all attached records		
<b>Description:</b> Ability to display all individual records attached to a bibliographic record, including order records, item records, hold records, etc.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030
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<b>Req ID:</b> 5518	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> bibliographic record: holds flag		
<b>Description:</b> Bibliographic record displays a flag if the record has holds. Flag is visible when the record is in edit mode.		
<b>Related Reqs:</b> 1710		<b>Related Process</b> CAT030
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<b>Req ID:</b> 1707	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> display MARC tags in original order		
<b>Description:</b> Ability to display MARC tags in bibliographic records in input order instead of numerical order.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030
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<b>Req ID:</b> 1692	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> bibliographic record MARC indicator		
<b>Description:</b> Ability to fully utilize MARC indicator functionality with regard to indexing and display of information.		
<b>Related Reqs:</b>		<b>Related Process</b>
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<b>Req ID:</b> 5517	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> material type codes		
<b>Description:</b> Support unlimited number of user-definable material type codes, values, and indexes (e.g. book, music CD, online resource, etc.).		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5281	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> bibliographic record: catalog add date		
<b>Description:</b> Bibliographic record includes a field for the date the title was added to the catalog.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5508	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> earliest date sort		
<b>Description:</b> Ability to sort bibliographic records by earliest date; i.e., sort by Date 2 fixed field and then, if no Date 2 is present, by Date 1 fixed field.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2289	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> duplicate 092 fields		
<b>Description:</b> Alert cataloging staff if there are two 092 (call number) fields.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5514	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> bibliographic record audit trail		
<b>Description:</b> Ability to track history of bibliographic record editing, including username and date of editing.		
<b>Related Reqs:</b> 2492		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5516	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> diacritics and special characters		
<b>Description:</b> Provide clear and simple tools for entering and editing diacritics and special characters.		
<b>Related Reqs:</b> 1691		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5520	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> URL checker		
<b>Description:</b> Provide a utility to automatically check all URLs found in bibliographic and item records. Provide an interface for checking and correcting invalid URLs identified by the utility.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5537	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> recent record list		
<b>Description:</b> System provides a list of recently viewed bibliographic records and provides one-click access.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010

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<b>Req ID:</b> 2495	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> transfer records between bibliographic records		
<b>Description:</b> Ability to transfer item records, order records, and holds from one bibliographic record to another (e.g. when duplicate records are merged).		
<b>Related Reqs:</b> 2282		<b>Related Process</b> CAT030

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<b>Req ID:</b> 5526	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> serials: volume control		
<b>Description:</b> System provides a flexible and precise way to catalog and control serial items, such as magazines, encyclopedias, television series, serial novels, etc. The serial title, volume/year, and issue/episode must be stored in a way that 1) provides holdings information in a clear and readable way, 2) makes the sequence of issues/episodes clear, 3) allows patrons to request specific titles, volumes, or issues, and 4) can be updated in a non-labor-intensive way.		
<b>Related Reqs:</b> 2143, 2279, 22		<b>Related Process</b>

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<b>Req ID:</b> 2282	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> copy patron holds queues		
<b>Description:</b> Ability to copy patron holds queues and transfer to another bibliographic record.		
<b>Related Reqs:</b> 2495		<b>Related Process</b> CAT030

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<b>Req ID:</b> 1721	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> multiple volume sets		
<b>Description:</b> Ability to organize and control multiple copies of multi-volume sets and serials holdings, facilitating circulation either individually or as a group, as defined by the bibliographic record.		
<b>Related Reqs:</b> 2218		<b>Related Process</b>

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**Category:** Item Records
 

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<b>Req ID:</b> 2143	<b>Source:</b> SER	<b>Priority:</b> 2
<b>Name:</b> unlimited items per bibliographic record		
<b>Description:</b> Ability to add unlimited items to a single bibliographic record. For example, this is important for magazine titles that may comprise thousands of items per year.		
<b>Related Reqs:</b> 2279, 2280, 55		<b>Related Process</b>
<b>Req ID:</b> 2278	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> attach single and multiple items		
<b>Description:</b> Ability to attach single and multiple items to a bibliographic record.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2279	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> multiple volume set item records		
<b>Description:</b> At point of receiving, generate item records with sequential barcodes and volume designation for multi-volume sets.		
<b>Related Reqs:</b> 2143, 2280, 55		<b>Related Process</b>
<b>Req ID:</b> 4010	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> receiving new item generates item records		
<b>Description:</b> New items are received into the system by scanning a barcode. Item records are created based on order record fields (e.g. item destination).		
<b>Related Reqs:</b>		<b>Related Process</b> REC030
<b>Req ID:</b> 3011	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> item receipt worksheet		
<b>Description:</b> Generate a worksheet from order record for each title received. Include author, title, call number, order date, number of copies, distribution instructions, and processing notes. Include space for adding date received and name of receiver. Ability to customize worksheet as needed.		
<b>Related Reqs:</b>		<b>Related Process</b> REC005

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<b>Req ID:</b> 2108	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> add order comments during receiving and cataloging		
<b>Description:</b> Ability to flag orders or add notes during the receiving and cataloging process; e.g. 'show to selector before receiving'.		
<b>Related Reqs:</b> 2120 2172		<b>Related Process</b> REC040

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<b>Req ID:</b> 2284	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> receive partial orders		
<b>Description:</b> Ability to update order records at receiving stage; ability to receive partial orders and unreceive orders; order record is updated automatically when balance of partial order is received.		
<b>Related Reqs:</b>		<b>Related Process</b> REC030

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<b>Req ID:</b> 2280	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> volume/date field in item record		
<b>Description:</b> Capability to record volume/date information in item records.		
<b>Related Reqs:</b> 2143, 2279, 55		<b>Related Process</b>

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<b>Req ID:</b> 2271	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> display holdings screen		
<b>Description:</b> Holdings screen accompanied by customizable brief bibliographic record display of any MARC field information, including but not limited to bibliographic record number, ISBN, call number, author, title, edition, publication information, and physical description.		
<b>Related Reqs:</b> 1704 2272 227		<b>Related Process</b>

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<b>Req ID:</b> 2272	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> customize item summary screen		
<b>Description:</b> Ability to customize summary screen to include any field, including but not limited to item record number, date due, location status, full barcode number, call number, volume/date. Ability to sort by multiple fields.		
<b>Related Reqs:</b> 1704 2271 227		<b>Related Process</b>



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<b>Req ID:</b> 5288	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> non-cataloged items		
<b>Description:</b> Branch staff can quickly add barcode numbers for non-cataloged items to existing bibliographic records (e.g. a generic bibliographic record for paperbacks).		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5502	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> place multiple item-level holds simultaneously		
<b>Description:</b> Ability for staff to simultaneously place item-level holds on all or selected copies attached to a single bibliographic record.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category: Barcodes and Call Numbers**


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**Req ID:** 4102                      **Source:** CAP                      **Priority:** 3

**Name:** barcodes

**Description:** The system must read and support barcodes as follows:  
 1) Read 8, 10, and 14 digit barcodes.  
 2) Support single and multiple barcodes.  
 3) Assign sequential barcodes to a number of items.  
 4) Support replacement barcodes.  
 5) Transfer one or more barcodes between bibliographic records.

**Related Reqs:**                      **Related Process** REC030

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**Req ID:** 5411                      **Source:** CIR                      **Priority:** 2

**Name:** barcodes must be unique

**Description:** Item record barcodes and patron record barcodes must be unique. Alert staff when duplicate barcodes are entered, and prevent assignment of duplicate barcodes. (However, see REQ-5536 for the case of item records without barcodes.)

**Related Reqs:** 5536                      **Related Process**

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**Req ID:** 5536                      **Source:** CAP                      **Priority:** 3

**Name:** items without barcodes

**Description:** System can store item records without barcodes.

**Related Reqs:** 5411                      **Related Process**

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**Req ID:** 2269                      **Source:** CAP                      **Priority:** 2

**Name:** barcode scanning

**Description:** All modules support barcode scanning consistently; for example the existence of an auto-return suffix has the same effect in all modules.

**Related Reqs:**                      **Related Process**

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<b>Req ID:</b> 5528	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> call numbers: bibliographic and item level		
<b>Description:</b> Item record call number overrides bibliographic record call number when printing labels, paging lists, etc. Public interface displays item call number when present.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT040

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<b>Req ID:</b> 4101	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> spine labels		
<b>Description:</b> Ability to create, format, and print spine labels, including: create a spine label based on item call number by default; modify spine label without altering item call number; print spine labels individually or queue to print in batch; spine labels have at least 6 lines of 16 characters per line at arial 10 bold. Ability to change font style, boldness, and font size as needed; change text alignment to center vertically and/or horizontally; change text orientation to horizontal or vertical on a line-by-line basis. Ability to print multiple copies of individual labels. Ability to create, save, modify, and use label templates.		
<b>Related Reqs:</b> 2255 2256		<b>Related Process</b> PRO030

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**Category: Searches, Queries, and Indexes**


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<b>Req ID:</b> 2202	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> flexible queries and reports		
<b>Description:</b> All queries and reports include the ability to sort, filter, and limit on any variable or fixed field or subfield in any record type (bibliographic, item, order, authority). Ability to search for records that fall within a range of values. Ability to save customized queries and output criteria for future use. Ability to retrieve last X queries to repeat search and/or save query permanently.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2306	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> wildcard searches		
<b>Description:</b> System supports wildcard searches and substring searches in all fields (including 'number' fields, e.g. isbn, upc, etc.).		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010
<b>Req ID:</b> 3018	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> NOT searches		
<b>Description:</b> Ability to search for records that do not match a search variable (e.g. NOT youth).		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010
<b>Req ID:</b> 1704	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> search results: display		
<b>Description:</b> Ability to customize all search result display screens, including selection of fields to display and sorting/limiting options. Ability to set preferred default displays defined by individual user logons with ability to further customize and change settings as needed.		
<b>Related Reqs:</b> 2271 2272 227		<b>Related Process</b> CAT010

<b>Req ID:</b> 2273	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> display search results		
<b>Description:</b> Ability to customize display of search results in discrete fields (e.g. title, call number, number of entries).		
<b>Related Reqs:</b> 1704 2271 227		<b>Related Process</b>
<b>Req ID:</b> 5501	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> opac displays call numbers in initial search results		
<b>Description:</b> opac displays call numbers in initial search results		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2205	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> return to search results		
<b>Description:</b> After searching for a record, ability to return to intermediate results (e.g. 'Back' or 'Return to List').		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010
<b>Req ID:</b> 5538	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> repeat recent searches		
<b>Description:</b> System provides immediate access to recently performed searches.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010
<b>Req ID:</b> 5506	<b>Source:</b> CAP	<b>Priority:</b> 1
<b>Name:</b> see and see also authority results		
<b>Description:</b> In searches, enable 'see' and 'see also' results and give one-click access to related records, with ability to return to previous record.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010
<b>Req ID:</b> 5511	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> index browsing		
<b>Description:</b> On indexed fields, provide ability to perform an exact search with truncation, and browse related index alphabetically. Accessible to staff and patrons.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT010

---

<b>Req ID:</b> 1726	<b>Source:</b> CAP	<b>Priority:</b> 2
<b>Name:</b> indexing		
<b>Description:</b> Provide capability to create unlimited separate indexes for any data field.		
<b>Related Reqs:</b>	<b>Related Process</b>	

---

<b>Req ID:</b> 2204	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> unlimited number of temporary record sets		
<b>Description:</b> Unlimited number of temporary record sets (aka buckets, query result sets, selection lists, etc.). Record sets can be the basis for batch field updates or for deleting original records; can be used as a limiting scope for subsequent queries; and can be exported.		
<b>Related Reqs:</b> 1712	<b>Related Process</b>	

---

**Category: Reports**


---

**Req ID:** 2322                      **Source:** ACQ                      **Priority:** 3

**Name:** run reports during business hours

**Description:** Ability to run reports anytime during the day without impacting staff productivity.

**Related Reqs:**

**Related Process**

---

**Req ID:** 1728

**Source:** CAP

**Priority:** 3

**Name:** report on any field

**Description:** Ability to report on any variable or fixed-length field in bibliographic, authority, and item records.

**Related Reqs:**

**Related Process**

---

**Req ID:** 2197

**Source:** ACQ

**Priority:** 2

**Name:** report format and output

**Description:** Ability to fully customize layout and appearance of reports. Ability to display, print, email, or save report to standard formats including CSV and Excel, as well as to customizable formats.

**Related Reqs:**

**Related Process**

---

**Req ID:** 1690

**Source:** CAP

**Priority:** 3

**Name:** hold reports

**Description:** Hold reports should provide sufficient information to uniquely identify materials, including specific magazine issues and volumes in a multi-volume set or series.

**Related Reqs:**

**Related Process**

---

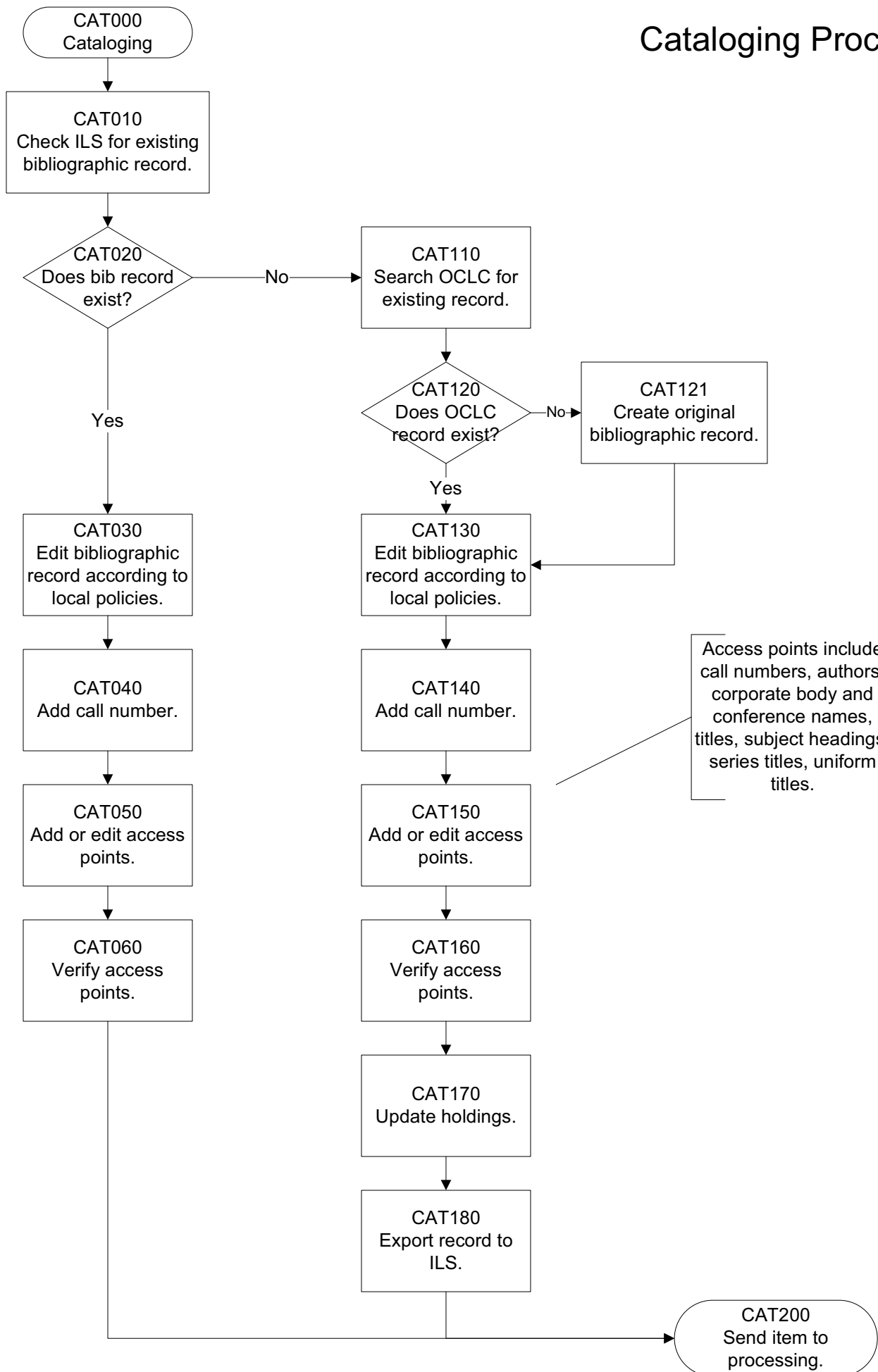
<b>Req ID:</b> 1723	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> authority reporting		
<b>Description:</b> Provide a reporting tool that includes the ability to identify for a specified time period: new bibliographic headings; updated headings; invalid headings; blind references; duplicate entries; duplicate authority records; near matches; non-unique 4XX entries; and cross-thesaurus matches.		
<b>Related Reqs:</b>	<b>Related Process</b>	

---

<b>Req ID:</b> 2285	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> monthly statistics		
<b>Description:</b> Generate monthly statistics based on new bibliographic and item records, added copies, and deleted bibliographic records and items.		
<b>Related Reqs:</b>	<b>Related Process</b>	



# Cataloging Process



## 4. Use Cases

### 4.1 Use Case List

We have written use cases for selected, frequently-performed activities. These are included to supplement the requirements, and to highlight places where good software could bring great improvements in efficiency and ease of use. The steps of the use cases should be considered suggestive rather than prescriptive.

<b><i>Primary Actor</i></b>	<b><i>Use Cases</i></b>
Cataloging Librarian	Bibliographic Record Creation
Cataloging Technician	Bibliographic Record Verification
Cataloging Librarian	Non-Roman Searching and Editing

## 4.2 Bibliographic Record Creation

<b>Use Case ID:</b>	USE-001		
<b>Use Case Name:</b>	Bibliographic Record Creation		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	07/11/08	<b>Date Last Updated:</b>	08/26/08

<b>Actors:</b>	Cataloging Librarian (CL)	
<b>Description:</b>	CL creates a new bibliographic record for an uncataloged title.	
<b>Trigger:</b>	CL must catalog a new title.	
<b>Preconditions:</b>	CL is logged into library system and Connexion with appropriate privileges.	
<b>Postconditions:</b>	Bibliographic record is uploaded to OCLC and system, as appropriate.	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>	S1: CL must catalog a new title.	R1: CL searches system for existing bibliographic record, using common access points (author name, title, ISBN, UPC, etc.)
	S2: No bibliographic record exists in the system.	R2: CL searches OCLC for existing bibliographic record.
	S3: No bibliographic record exists in OCLC.	R3: CL creates new bibliographic record in Connexion.
		R4: CL creates bibliographic description from item in hand (title page, disc surface, item content, etc.).
		R5: CL adds or confirms bibliographic information using secondary sources of information (allmusic.com, imdb.com, etc.)
		R6: CL adds subject headings.
		R7: CL verifies title, names, subject headings against authority records.
		R8: CL adds call number.
	S9: New record completed.	R9: CL uploads new record to OCLC.
		R10: CL exports new record to system.
<b>Alternative Flows and Exceptions:</b>	<ol style="list-style-type: none"> <li>1. If a bibliographic record already exists in the system, CL reviews record for accuracy, makes necessary edits, adds call number, and saves record.</li> <li>2. If a bibliographic record already exists in OCLC, CL reviews record for accuracy, makes necessary edits, adds call number, and exports record to system.</li> <li>3. If a bibliographic record already exists in the system, but is only partially correct, CL may identify fields to preserve and overlay remaining fields</li> </ol>	

	with OCLC record.
<b>Includes:</b>	
<b>Priority:</b>	3 (High)
<b>Frequency of Use:</b>	Thousands of times per month
<b>Business Rules:</b>	The library has established “chief source of information” for each item format. To the extent possible, bibliographic information is derived from the chief source of information.
<b>Assumptions:</b>	
<b>Notes and Issues:</b>	

### 4.3 Bibliographic Record Verification

<b>Use Case ID:</b>	USE-002		
<b>Use Case Name:</b>	Bibliographic Record Verification		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	07/11/08	<b>Date Last Updated:</b>	07/24/08

<b>Actors:</b>	Cataloging Librarian (CL) or Cataloging Technician (CT)	
<b>Description:</b>	CL/CT verifies title, author name, and subject headings against authority records.	
<b>Trigger:</b>	A new bibliographic record has been created or imported.	
<b>Preconditions:</b>	CL/CT is logged into library system with appropriate privileges.	
<b>Postconditions:</b>	Bibliographic record has been verified.	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>	S1: CL/CT must catalog a new title.	R1: CL/CT searches system for bibliographic record.
	S2: Bibliographic record is displayed.	R2: CL/CT clicks 'Validate' button to highlight fields that don't match authority records.
	S3: Incorrect fields are highlighted.	R3: CL/CT right-clicks highlighted field and selects 'Authority Index'.
	S4: If field is populated, index displays at index value closest to field value. If field is unpopulated, index displays from beginning.	R4: CL/CT types a value to search for specific term; or CT scrolls forward or backward from current position in index.
	S5: Correct term is displayed.	R5: CL/CT clicks to add correct term to bibliographic record field.
	S6: Bibliographic record is updated.	R6: CL/CT repeats until all highlighted fields are correct.
		R7: CL/CT saves record.
<b>Alternative Flows and Exceptions:</b>		
<b>Includes:</b>		
<b>Priority:</b>	3 (High)	
<b>Frequency of Use:</b>	Thousands of times per month	
<b>Business Rules:</b>	The Library uses Library of Congress authority records.	
<b>Assumptions:</b>		
<b>Notes and Issues:</b>	This use case abstracts record verification as a separate function (search for record, verify and save record), when in reality verification occurs as just one of the many actions performed while editing or creating a bibliographic record.	

## Non-Roman Searching and Editing

<b>Use Case ID:</b>	USE-003		
<b>Use Case Name:</b>	Non-Roman Searching and Editing		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	07/11/08	<b>Date Last Updated:</b>	07/24/08

<b>Actors:</b>	Cataloging Librarian (CL)	
<b>Description:</b>	CL searches for a bibliographic record using Romanized characters; CL edits record using non-Roman and Romanized characters, or CL creates an original record in OCLC.	
<b>Trigger:</b>	CL must create or edit bibliographic record for a non-Roman language work.	
<b>Preconditions:</b>	CL is logged into library system with appropriate privileges.	
<b>Postconditions:</b>	Bibliographic record is created or edited and updated.	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>	S1: CL has a new non-Roman work to catalog.	R1: CL searches ILS for existing record using Romanized characters. If none exists, CL searches OCLC for existing record using Romanized characters. If none exists, CL creates new record in OCLC.
	S2: New input method is selected.	R2: CL inputs Romanized and non-Roman characters by using Microsoft language tool bar.
	S3: New record is completed.	R3: CL updates holdings in OCLC and exports new record to ILS.
<b>Alternative Flows and Exceptions:</b>	If a bibliographic record already exists in the system, CL reviews record for accuracy, makes necessary edits, adds call number, and saves record. If record already exists in OCLC, CL reviews record for accuracy, makes necessary edits, adds call number, and exports record to system.	
<b>Includes:</b>		
<b>Priority:</b>	3 (High)	
<b>Frequency of Use:</b>	Dozens of times per month	
<b>Business Rules:</b>	ALA Romanization Tables, Unimarc	
<b>Assumptions:</b>		
<b>Notes and Issues:</b>		

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# **Software Requirements Specification**

**for the**

## **Circulation Module**

**of an**

## **Integrated Library System**

Version 2.1 final

Prepared by Lori Ayre and Lucien Kress  
Galecia Group  
May 15, 2008

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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	4/23/08	Initial Draft	1.0 draft
Lucien Kress	5/14/08	Revisions, Circulation Supervisors	2.0 draft
Lucien Kress	5/15/08	Final revisions	2.1 final

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the Circulation Module of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The Circulation Module will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The Circulation Module facilitates the management of patrons and collection items at the King County Library System. Specifically, the Circulation Module supports the following activities, among others:

- Registering and expiring patron accounts
- Managing patron information, statuses, and privileges
- Generating notifications to patrons via mail, email, phone calls, etc.
- Controlling the inventory of items in the Library's collection
- Moving items to owning locations and pickup locations
- Creating, managing, and filling patron hold requests
- Checking in and checking out items to patrons
- Assessing and collecting late fees, item replacement charges, and other fines
- Supporting patron self-service stations
- Supporting searches, queries, and reports that inform staff and management decisions
- Supporting SIP2 (Standard Interface Protocol, version 2) standards

Self-service circulation functions that occur through the patron web interface (OPAC) are included in a separate specification, currently under development.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to Circulation activities. Later versions of this SRS will be expanded to include additional modules. Requirements for Cataloging, OPAC and web services, and management reporting are currently under development.

Moreover, the current specification is focused on functional characteristics of a Circulation Module. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

### 1.4 Document Conventions

The SRS includes requirements, process flowcharts, and use cases. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to Circulation processes at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

Use cases are included for some of the most frequently performed activities. They are intended to supplement the requirements and highlight activities that offer a great potential for increased efficiency and ease of use. Again, they should be considered to be contextual rather than prescriptive.

### 1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Circulation Staff	Circulation Staff include managers, librarians, library technicians, library assistants, and library pages who interact with patrons and collection items, manage patron accounts, move items to library buildings and shelf locations as necessary, check items in and out of the system, evaluate damaged and lost items, assess and collect charges, and make decisions about a patron's ability to view, hold, and borrow an item.
Circulation Managers	Circulation Managers include management staff who oversee the Circulation processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the Circulation processes and receive patron, hold, and loan information from the Circulation processes.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

### 1.6 Operating Environment

- OE-1: The Circulation Module supports the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.

- OE-2: The Circulation Module shall operate on a Linux or Solaris server.
- OE-3: The Circulation Module shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, the Circulation Module shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-5: The Circulation Module shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## **1.7 Design and Implementation Constraints**

- CO-1: The Circulation Module shall use a fully relational database back-end.
- CO-2: The Circulation Module shall produce standards-compliant HTML.
- CO-3: The Circulation Module shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.
- CO-5: These requirements shall not constrain functionality or features of the Online Public Access Catalog (OPAC) module.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for patron records, bibliographic records, order records, invoice records, item records, hold/request records, and other records maintained or accessed by the Circulation Module.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including patron and staff requests, sending and receiving of EDIFACT files, claim cycles, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: The Circulation Module is part of an enterprise-level Library Automation System.
- AS-2: Circulation processes are distributed at multiple locations, and accept input and provide services to multiple locations.
- DE-1: The Circulation Module relies on the data structures and functionality of an enterprise-level Library Automation System, including an Acquisitions module.
- DE-2: The Circulation Module interfaces with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. EDIFACT).
- DE-3: The Circulation module interacts with a patron interface, also known as an Online Public Access Catalog (OPAC), accepting input (e.g. patron materials requests) and providing output (e.g. on-order information and status, holds information, patron request status, etc.)

## System Requirements

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Category: General

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**Req ID:** 5323                      **Source:** CIR                      **Priority:** 3

**Name:** field and record sharing

**Description:** Ability for multiple staff members and patrons to simultaneously access and update patron and item records, including on staff check-in and check-out terminals, on self check-out stations, through SIP2/NCIP2 and similar protocols and APIs, and in OPAC. Depending on assigned privileges, staff can view all patron and item fields; patrons can access only selected fields. Record changes are applied in a reasonable way, with prompts to warn when a record has been changed since it was displayed.

**Related Reqs:**

**Related Process**

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**Req ID:** 5328                      **Source:** CIR                      **Priority:** 3

**Name:** data validation

**Description:** Ability to specify default value, data validation, automatic formatting, and required status for any field.

**Related Reqs:**

**Related Process**

---

**Req ID:** 2220                      **Source:** ACQ                      **Priority:** 3

**Name:** keyboard macros and shortcuts

**Description:** System supports administrator-programmable and user-programmable macros and/or keyboard shortcuts. Shortcut keys may be assigned to macros (e.g. 'Insert Field') or to text strings. Macros are centrally managed on server, can be imported from and exported to individual users, and can be restricted for use and/or editing through centrally-managed permissions.

**Related Reqs:**

**Related Process**

<b>Req ID:</b> 5182	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> customizable views		
<b>Description:</b> Ability to create and edit views (i.e. custom layouts) to hide fields, tabs, and command buttons that should not be used. Visible fields can be sized and ordered. Views can be assigned to users individually or via user groups or roles.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5394	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> color templates		
<b>Description:</b> Each functional screen can be assigned a unique color palette, to provide a visual clue to which function staff is using. Color palettes are assigned on a systemwide basis. Functions requiring color customization include check-in, capture holds, backdating, fine waiving, check-out, and pull list. Special cases requiring color changes include unpaid fines, fines above block limit, known bad email address, known bad address.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5389	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> audio signals during check-in		
<b>Description:</b> System provides audio signals during check-in process when a barcode is successfully scanned, when a local hold is triggered, when a transit hold is triggered, and when check-in is complete. Audio signals can be customized for each trigger, on a systemwide basis. Audio signals can be disabled for the current session or the current user.		
<b>Related Reqs:</b> 5183		<b>Related Process</b>
<b>Req ID:</b> 5399	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> date format		
<b>Description:</b> Date format is set in system parameters, and used consistently throughout system.		
<b>Related Reqs:</b>		<b>Related Process</b>

<b>Req ID:</b> 5411	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> barcodes must be unique		
<b>Description:</b> Item record barcodes and patron record barcodes must be unique. Alert staff when duplicate barcodes are entered, and prevent assignment of duplicate barcodes. (However, see REQ-5536 for the case of item records without barcodes.)		
<b>Related Reqs:</b> 5536		<b>Related Process</b>
<b>Req ID:</b> 5382	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> search results: sorting		
<b>Description:</b> Ability to sort by any column in any list (search results, etc.).		
<b>Related Reqs:</b> 1704		<b>Related Process</b>
<b>Req ID:</b> 5183	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> eliminate popups during check-in		
<b>Description:</b> Check-in process does not display popup screens. Alerts are communicated visually (e.g. change of screen color) or audibly.		
<b>Related Reqs:</b> 5389		<b>Related Process</b>
<b>Req ID:</b> 2077	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> circulation activity history		
<b>Description:</b> Ability for staff to view circulation transactions log. Patrons' personal identifying information is stripped out. Depending on assigned privileges, staff can view all data, or aggregate data.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2091	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> login information display		
<b>Description:</b> Show login identification at top of screen.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5313	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> copy and paste		
<b>Description:</b> All screens support copy and paste.		
<b>Related Reqs:</b>		<b>Related Process</b>



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<b>Req ID:</b> 5307	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> record printing		
<b>Description:</b> Patron and item record screens provide 'print record', 'print screen', and 'print selected items' options.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 2202	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> flexible queries and reports		
<b>Description:</b> All queries and reports include the ability to sort, filter, and limit on any variable or fixed field or subfield in any record type (bibliographic, item, order, authority). Ability to search for records that fall within a range of values. Ability to save customized queries and output criteria for future use. Ability to retrieve last X queries to repeat search and/or save query permanently.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 2197	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> report format and output		
<b>Description:</b> Ability to fully customize layout and appearance of reports. Ability to display, print, email, or save report to standard formats including CSV and Excel, as well as to customizable formats.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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**Category: Notices**


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<b>Req ID:</b> 5384	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> customizable notice content		
<b>Description:</b> Notice contents are fully configurable and can differ between email, SMS, RSS, telephoned, and mailed notices. Content may included calculated fields, e.g. a link to the patron's home library location, or differing information based on patron type.		
<b>Related Reqs:</b> 1938 5111 521		<b>Related Process</b>
<b>Req ID:</b> 5212	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> notification options		
<b>Description:</b> Ability for patron to waive specific types of notices (e.g. courtesy notices or first overdue notices). Ability to make some types of notices mandatory (e.g. final overdue notice).		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5203	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> notification schedules		
<b>Description:</b> Ability to schedule different types of notices on a daily basis or several times a day.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5202	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> consolidate multiple notices		
<b>Description:</b> Ability to consolidate multiple notices within a single email, phone call, or mailing per patron per day.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5379	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> manage bounced emails		
<b>Description:</b> System provides a facility for managing bounced email messages. Bounced email notices prevent further emails to the patron; notices are sent by mail; patron record receives a message for staff to request a new email address; OPAC displays message to patron to update email address; messages are removed and delivery resumed when a new email address is entered.		
<b>Related Reqs:</b> 5109		<b>Related Process</b>

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<b>Req ID:</b> 5196	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> long wait notices		
<b>Description:</b> Ability to send emails to patrons who are 1) near the top of the holds queue and 2) have been waiting a long time, to see if they still want the item.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-057

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<b>Req ID:</b> 5210	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> pickup notice cancellation		
<b>Description:</b> Ability to cancel unsend notices before they are sent. Ability to search pending notices by item barcode.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-111

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<b>Req ID:</b> 5213	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold cancellation notices		
<b>Description:</b> Patrons receive hold cancellation notices but do not receive notices when holds expire on the hold shelf.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-032

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<b>Req ID:</b> 5109	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> overdue notices		
<b>Description:</b> System provides a configurable schedule of overdue notifications, including the number of notifications and the number of days delay before and between notices. Notices are sent by email (if patron email address is available). If patron email address is unavailable, or if email notice bounces, the current notice and any subsequent notices are sent by telephone notification system. If telephone call fails, the current notice is printed and sent by mail.		
<b>Related Reqs:</b> 5379		<b>Related Process</b>

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<b>Req ID:</b> 5211	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> mobile text notices		
<b>Description:</b> System provides support for SMS notices.		
<b>Related Reqs:</b> 1938 5111 521		<b>Related Process</b>

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<b>Req ID:</b> 5207	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> telephone notices schedules		
<b>Description:</b> Ability to maintain separate telephone notice calling schedules for weekdays and weekends.		
<b>Related Reqs:</b> 6071		<b>Related Process</b>

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<b>Req ID:</b> 5111	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> courtesy notices		
<b>Description:</b> Send courtesy notices via email a configurable number of days before due date, depending on loan period of item. (Patrons can opt out of courtesy notices if desired; see REQ-5212.)		
<b>Related Reqs:</b> 5212		<b>Related Process</b>

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<b>Req ID:</b> 5101	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> billing notices		
<b>Description:</b> Send billing notice to patron when account balance reaches a configurable threshold. An item is billed to the patron account when it is overdue by a configurable number of days. (System calculates and assesses the correct charge to the patron's account.)		
<b>Related Reqs:</b> 7121		<b>Related Process</b>

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<b>Req ID:</b> 5224	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron notification log		
<b>Description:</b> Log all notices sent to patron, including patron barcode, date/time, notice type, delivery method (email, telephone, text, mail, direct communication), item record number, and success/error status. Provide a link from patron record to the log. Log can be printed from patron record.		
<b>Related Reqs:</b> 5206		<b>Related Process</b>

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<b>Req ID:</b> 5206	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> notices log, system		
<b>Description:</b> Log all notices and allow queries for daily count, systemwide, by notice type, and by notice format.		
<b>Related Reqs:</b> 5224		<b>Related Process</b>

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**Category: Rules**

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**Req ID:** 5278                      **Source:** CIR                      **Priority:** 3**Name:** suppression rules**Description:** System provides customizable 'Rules of Suppression' that specify whether patrons and staff can view authority, bibliographic, order, and item records in staff and public (OPAC) interfaces. Records may be visible to specific workgroups only; to all staff and patrons at specific locations; or to all staff and all patrons. (See REQ-5057 for related requirements on loan rules, and REQ-5190 for related requirements on holdability.)**Related Reqs:** 5057 5190 580                      **Related Process** CAT180

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**Req ID:** 5057                      **Source:** CIR                      **Priority:** 3**Name:** loan rules**Description:** System allows creation and modification of loan rules that allow or disallow check-out of items, calculate loan periods, and determine renewal limits. Loan rules may evaluate patron type, current number of items checked out, current patron account balance, item type, item status, owning location code, check-out location code, and other criteria. For example, loan rules may prohibit patrons from checking out items with an unavailable status, e.g. an item with a triggered hold for another patron or an item that is already checked out to another patron. Loan rules can access check-out location open/closed schedule in calculating due date. Loan rules also specify whether a specific criteria may be overridden by staff with specific privileges or roles. (Also see REQ-5190 re requesting rules.)**Related Reqs:** 5190                      **Related Process** HOL-131

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**Req ID:** 5192                      **Source:** CIR                      **Priority:** 3**Name:** renewal of items with outstanding holds**Description:** Patrons can renew a title as long as they have not exceeded the allowed number of renewals, and there are more available items than there are unfrozen holds.**Related Reqs:**                      **Related Process**

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<b>Req ID:</b> 5190	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> requesting rules		
<b>Description:</b> System allows creation and modification of requesting rules that determine whether a patron can place a hold on an item. Requesting rules may evaluate patron type, current number of holds, current patron account balance, item type, item status, owning location code, and other criteria. For example, requesting rules may prohibit patrons from placing holds on on-order CD titles, but allow patrons to place holds on other on-order titles. Requesting rules also specify whether staff with specific privileges or roles can override specific criteria. (See REQ-5057 re loan rules, REQ-5278 re visibility.)		
<b>Related Reqs:</b> 5057 5278		<b>Related Process</b> HOL-011

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<b>Req ID:</b> 5194	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holds, additional on checked-out items		
<b>Description:</b> Patrons of specified patron types can place holds on items they already have checked out. All other patrons cannot. (See REQ-5190, rules of requesting.)		
<b>Related Reqs:</b> 5190		<b>Related Process</b>

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<b>Req ID:</b> 5189	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holds, multiple per item		
<b>Description:</b> Allow specified patron types to place multiple holds on a single title. (At a minimum, these types will include branch cards.) Also see REQ-5190, rules of requesting.		
<b>Related Reqs:</b> 5190 5386 730		<b>Related Process</b>

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<b>Req ID:</b> 2160	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> holds on on-order titles		
<b>Description:</b> Ability to place holds on titles with status on-order. (Note REQ-5190 re rules of requesting, REQ-5278 re visibility of title records.)		
<b>Related Reqs:</b> 5190 5278		<b>Related Process</b>

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<b>Req ID:</b>	5175	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>held items do not count against hold limit</b>				
<b>Description:</b>	When hold is ready for pick up, item should no longer count as one of patron's maximum number of holds. (This rule should be configurable at a system level.)				
	<b>Related Reqs:</b>		<b>Related Process</b>		

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<b>Req ID:</b>	5290	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>locations that do not fill holds</b>				
<b>Description:</b>	Ability to designate specific branches or branch shelving locations that will not trigger a hold upon check-in. (For use in recalling an item to the backroom for work/evaluating.)				
	<b>Related Reqs:</b>		<b>Related Process</b>		

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<b>Req ID:</b>	5056	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>special holds and check-out limits</b>				
<b>Description:</b>	Ability to limit number of items held by or checked out to one patron within a selected item type and/or location. For example, holiday books; DVDs at LCSC; puppets at Kent.				
	<b>Related Reqs:</b>	5057 5190	<b>Related Process</b>		

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<b>Req ID:</b>	5191	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>due date extension</b>				
<b>Description:</b>	Allow staff to renew or extend due date on selected items. If this is prohibited by loan/renewal rules (e.g., there are holds on the item, or patron has reached renewal limits, or the patron record has a block), require approval at specified permissions level. Renewal or due date extension is tallied as a renewal.				
	<b>Related Reqs:</b>	5808 5815	<b>Related Process</b>		



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**Category:** Patron Records, General
 

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<b>Req ID:</b> 5370	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron lookup by record number		
<b>Description:</b> Ability to access patron record by record number; necessary for some ancilliary services including Telus and Collections.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 1959	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> patron password (PIN)		
<b>Description:</b> Patron passwords are alphanumeric; numeric-only passwords are allowed. Library may set minimum and maximum limits on password length.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2039	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron pin override		
<b>Description:</b> Staff are able to assist patrons with functions that require a PIN. System provides a way to authenticate a patron PIN from the staff interface. System provides the possibility for patrons of specified patron type (e.g. Outreach patrons) to have a second PIN, visible to staff. Staff can reset PINs.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5408	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron-selected username		
<b>Description:</b> System provides option for patron to select a username and password, which can then be used to access OPAC, self check-out station, online databases, public PC booking system, and other electronic resources. In every case where patron authentication occurs, patrons can enter either a patron barcode or a username, and a password, and the system will handle authentication transparently.		
<b>Related Reqs:</b>		<b>Related Process</b>

<b>Req ID:</b> 5381	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> parcel viewer interface		
<b>Description:</b> Access to King County Parcel Viewer for checking card eligibility.		
<b>Related Reqs:</b> 5371		<b>Related Process</b>
<b>Req ID:</b> 5310	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> address verification		
<b>Description:</b> Interface with address verification vendor to verify patron addresses at time of entry, and/or in a batch process.		
<b>Related Reqs:</b> 5371		<b>Related Process</b>
<b>Req ID:</b> 5344	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> message picklist		
<b>Description:</b> Ability to select one or more messages and blocks from a picklist. Clearing one message or block from the patron record does not affect other messages and blocks.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5348	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> street name abbreviation picklist		
<b>Description:</b> Provide picklist of allowable street name abbreviations.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5337	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> charges picklist		
<b>Description:</b> System provides a picklist of typical fine descriptions. Picklist can be edited as desired by staff with administrative privileges.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2015	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron record, lookup tables		
<b>Description:</b> Ability to create lookup tables that populate patron record fields based on value entered into a key patron record field. (For example, entering a zipcode populates patron type field.)		
<b>Related Reqs:</b>		<b>Related Process</b>

<b>Req ID:</b>	1979	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>patron address changes</b>				
<b>Description:</b>	Patrons can update their addresses, phone numbers, email addresses, and pickup location through the public web interface. Address changes are put in a review list for confirmation by library staff.				
	<b>Related Reqs:</b>		<b>Related Process</b>		
<b>Req ID:</b>	5226	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>patron hold position</b>				
<b>Description:</b>	Current hold position is shown as 'nth hold on x circulating copies' or 'Ready for Pickup'. Additional statuses like 'In Transit' are hidden from patron but visible in staff interfaces.				
	<b>Related Reqs:</b>		<b>Related Process</b>		
<b>Req ID:</b>	5214	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>hold wait estimate</b>				
<b>Description:</b>	Ability for patron hold list to include an estimate of how long patron will wait for a hold, based on position in queue, number of circulating copies, average length of time kept by patrons, and other criteria specified by Library. When held item is in transit, display a system-defined value (e.g. "1-2 days"). This feature can be enabled or disabled by a system parameter.				
	<b>Related Reqs:</b>		<b>Related Process</b>		
<b>Req ID:</b>	5216	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>patron error messages</b>				
<b>Description:</b>	Patron error messages are specific and unambiguous. For example, if a hold request is unsuccessful, the error message should say why (hold limit reached, no available copies, etc.).				
	<b>Related Reqs:</b>	1652 7220	<b>Related Process</b>		
<b>Req ID:</b>	5326	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>patron records, copying</b>				
<b>Description:</b>	Ability to copy a patron record to generate a new, similar record (e.g. sibling or spouse cards).				
	<b>Related Reqs:</b>		<b>Related Process</b>		

<b>Req ID:</b> 5367	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron records, searching		
<b>Description:</b> Ability to search patron records using any field, multiple fields (AND/OR), whole or partial fields.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2085	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron records, editing		
<b>Description:</b> Allow all actions from all modes and modules for editing and modifying patron records, including holds.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5346	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron record, batch edit		
<b>Description:</b> Ability to edit multiple patron records in batch, including changing or appending to specific fields, and cancelling groups of patron records.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5314	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron records, deleting		
<b>Description:</b> Ability to delete patron record, with sufficient privileges. Patron reading lists, hold queues, etc. are deleted as well.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5315	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron records, merging		
<b>Description:</b> Ability to merge patron records.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5322	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> mail merge		
<b>Description:</b> Ability to generate an envelope, letter, or label from a patron record.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5318	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> minors and adults		
<b>Description:</b> Minor cards are automatically updated to Adult cards, based on birthdate.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5409	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> linked patrons (patron version)		
<b>Description:</b> System provides ability for patrons to link their records in a way that grants privileges. A patron can request a link to another patron's record. The target patron must accept the link. A patron may select an option to refuse all links. Once a link is accepted, a patron can review a linked patron's hold list and checked-out item list at a self check-out station or through the OPAC. A patron can pay fines belonging to a linked patron.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5343	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> linked patrons (staff version)		
<b>Description:</b> Staff members can link patron records of family members. No privileges are granted to linked patrons. Staff can see linked patron's summary (fines, number of check-outs, etc.), or click link to go to linked patron record.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category:** Patron Records, Display

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<b>Req ID:</b> 5372	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron record display: views		
<b>Description:</b> Patron record display includes the following views: summary with fines, messages and blocks; check-out; checked out items; holds; check-in; linked patrons; custom. Administrators can customize layout and determine whether active fines, messages, and blocks display in any particular view. (Note: screen layouts will be further refined during an iterative development process.)		
<b>Related Reqs:</b> 2103	<b>Related Process</b>	

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<b>Req ID:</b> 5354	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron record display: confidential information		
<b>Description:</b> Patron record screen displays sensitive information (e.g. birthdate, phone number); information is obscured but can be made viewable (e.g. by selecting or hovering over a field).		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 5222	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron holds list		
<b>Description:</b> Patron record screen provides a tab showing patron's holds list, including active and recently cancelled holds. Each active hold includes current queue position (i.e. 'nth hold on X copies'). Each cancelled hold includes cancellation date and reason. Ability to limit list to holds ready for pickup. Ability to replace a cancelled hold with one click.		
<b>Related Reqs:</b> 5225	<b>Related Process</b>	

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<b>Req ID:</b> 5347	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron record display timeout		
<b>Description:</b> Patron records display times out and closes automatically after a specified idle period.		
<b>Related Reqs:</b>	<b>Related Process</b>	

**Req ID:** 5356

**Source:** CIR

**Priority:** 3

**Name:** patron password (PIN) masked

**Description:** Patron personal identification number (PIN) and password are masked in all displays.

**Related Reqs:**

**Related Process**

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Category: Patron Records, Fields

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**Req ID:** 5410                      **Source:** CIR                      **Priority:** 3

**Name:** patron record fields

**Description:** Name fields (last, first, middle)  
Patron Type  
Username (patron-selected username for logging into protected services)  
Password (patron-selected password for logging into protected services)  
Barcode (indexed, must be unique), PIN  
Home Library  
Expiration Date  
Gender  
Birthdate  
Parent/Guardian (if under 18)  
Address fields (mailing, residential) and Bad Address marker field (for bouncing addresses)  
Telephone Number fields (primary and secondary) and Bad Phone Number marker field (for disconnected phone numbers)  
Email Addresses (multiple addresses; all addresses receive notices) and Bad Email Address field (for bouncing email addresses)  
Text Messaging Address  
Messages (alerts that require action; once resolved, move to Notes field)  
Notes (informational and resolved messages and blocks)  
Block fields (System, Manual, Collections)

**Related Reqs:** 5412

**Related Process**



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<b>Req ID:</b>	5412	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>patron record fields (continued)</b>				
<b>Description:</b>	<p>Claims Counter fields (Claims Return, Claims Never Checked Out; used to count number of claims)</p> <p>No Collections (used to prevent patron from going to collections; requires supervisor privileges to enable)</p> <p>Check-out History (enabled or disabled)</p> <p>Mailing Authorization (used to specify that patron agrees to shipping charges for mailed holds)</p> <p>Filtering Choice (e.g. Some, Most, None)</p> <p>Pickup Authorization (names of people who can pickup holds on behalf of patron)</p> <p>Holds Preference fields: Alias (alias used on hold slips and clear hold shelf slips) and Hold Behind Desk</p> <p>Mailing Preference fields (Events Mailing List, Foundation Mailing List)</p> <p>Telephone Preference fields (preferred time of day, no calls)</p> <p>Last Update fields (date and user of last change to patron record)</p> <p>Barcode Last Changed Date</p> <p>Last Circulation Activity (date, time, and location of last check-out, renewal, or check-in)</p> <p>Last Electronic Activity (date and type of last electronic access, e.g. SIP, NCIP, API, etc.)</p> <p>Check-out Counter fields (current, YTD, last year, lifetime)</p> <p>Renewals Counter (current, YTD, last year, lifetime)</p> <p>Current Charges fields: Shipping Charges, Total Charges</p> <p>Fresh Start (date of last fine forgiveness)</p> <p>Library Outreach Route and Stop (route and stop code for Travelling Library Center)</p> <p>Address Alert (used to identify dummy patron records that include 'illegal' addresses like commercial mailing centers, etc.)</p>				
	<b>Related Reqs:</b>	5410 5806	<b>Related Process</b>		

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<b>Req ID:</b>	5338	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>patron record, bad address flag</b>				
<b>Description:</b>	<p>When the 'Bad Address' flag is enabled in a patron record, notices are no longer mailed to the patron; a block is created and the zipcode field is set to '00000'; system provides a visual cue (see REQ-5394) when displaying a patron record with bad address; OPAC displays a message to patron asking for address update. Entering a new address clears the bad address flag and removes the block.</p>				
	<b>Related Reqs:</b>	5394	<b>Related Process</b>		

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<b>Req ID:</b> 5362	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron record, pickup authorization field		
<b>Description:</b> Patron can review list of those authorized to pick up holds in the patron record. Hold is checked out to the patron who placed the hold, regardless of who picks it up.		
<b>Related Reqs:</b> 5410		<b>Related Process</b>

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Category: Patron Records, Messages and Blocks

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<b>Req ID:</b> 5366	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> blocks		
<b>Description:</b> System provides three types of blocks: system, manual, and collections. These blocks are maintained in different fields and are independent of each other. System blocks are defined by triggers (e.g. fines greater than a specific amount), actions (e.g. disable email notices), restrictions (e.g. ability to check items out), remedy (e.g. pay a certain amount or percentage of a fine), and remedy actions (e.g. enable email notices). Manual and collections blocks are set manually in the patron record.		
<b>Related Reqs:</b> 5332		<b>Related Process</b>

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<b>Req ID:</b> 5365	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> notes and messages history field		
<b>Description:</b> Notes and messages are retained indefinitely in the patron record, until manually deleted.		
<b>Related Reqs:</b> 5410		<b>Related Process</b>

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<b>Req ID:</b> 5321	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> autofill notes and messages fields		
<b>Description:</b> Automatically enter date, user, and location in messages and notes.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category:** Patron Records, Fines
 

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**Req ID:** 5108                      **Source:** CIR                      **Priority:** 3  
**Name:** patron fines display  
**Description:** Patron record screen displays fines on initial screen.

**Related Reqs:****Related Process**


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**Req ID:** 5134                      **Source:** CIR                      **Priority:** 3  
**Name:** paid fines history, summary view  
**Description:** Paid Fines History summary view displays a list of paid fines, including charge type, barcode, title, amount due, amount paid, date paid. Sort by 'date paid' (reverse chronological order) by default, but allow ascending or descending sort by any column. When specific fines are selected, system displays subtotal of selected fines, in addition to the total of all fines. Ability to limit list to waived fines. Fine history is maintained for twelve months.

**Related Reqs:****Related Process**


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**Req ID:** 5133                      **Source:** CIR                      **Priority:** 3  
**Name:** paid fines history, detail view  
**Description:** Paid Fines History detail view includes: Name, patron number, check-out date, due date, check-in date (could be back-dated), actual date returned, actual time returned, location where item was returned, terminal where item was returned, as well as item barcode, charge type (overdue or billed), call number, author, title, item charge, amount previously paid, amount paid, amount due, payment status (partial or in full), date paid, invoice number, applicable loan rule.

**Related Reqs:****Related Process**


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**Req ID:** 5114                      **Source:** CIR                      **Priority:** 3  
**Name:** unpaid fines, summary view  
**Description:** Unpaid Fines summary view displays a list of unpaid fines, including charge type, title, location code, amount, item barcode, check-in date. Sort by check-in date (reverse chronological order) by default, and allow ascending or descending sort by any column. When specific fines are selected, system displays subtotal of selected fines, in addition to the total of all fines.

**Related Reqs:****Related Process**

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<b>Req ID:</b> 5113	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> unpaid fines, detail view		
<b>Description:</b> Unpaid Fines detail view includes: Name, patron number, check-out date, due date, last renewal date, check-in date (could be back-dated), actual date item was returned, actual time item was returned, location where item was returned, station where item was returned, as well as item barcode, charge type (overdue, billed, etc.), call number, author, title, item charge, invoice number (put dates in logical date order).		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5126	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> fine history detail		
<b>Description:</b> Hovering cursor over a line in fine history summary screen shows fine details.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5116	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item record details		
<b>Description:</b> Fines in all views (paid and unpaid; summary and detail) link to item record details.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category:** Patron Records, Reading Lists
 

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**Req ID:** 5046                      **Source:** CIR                      **Priority:** 3

**Name:** patron holds and check-out history

**Description:** Patrons can choose to keep history of items held and/or checked out. By default, no check-out history is maintained. If enabled, history is visible through the patron account and can be searched. Patron can export history to file, printer, or email, in any of several formats defined by the Library. Patron can clear history and can set a parameter to retain items for X months. Opting out deletes existing history, with appropriate warnings to patron. Staff can not view patron history. When patron is deleted, patron holds and check-out history is cleared (along with all other patron lists). Patron record has a field showing whether history is enabled.

**Related Reqs:** 5410

**Related Process**

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**Req ID:** 5259                      **Source:** CIR                      **Priority:** 3

**Name:** patron reading lists

**Description:** Patrons can save items into reading lists; add item notes; change order of items; and place and manage holds from the reading list screen.

**Related Reqs:**

**Related Process**

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**Req ID:** 5327                      **Source:** CIR                      **Priority:** 3

**Name:** delete patron lists

**Description:** System automatically deletes patron lists (such as saved lists) when the patron record is deleted.

**Related Reqs:**

**Related Process**

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**Category:** Patron Records, Registration
 

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**Req ID:** 5371                      **Source:** CIR                      **Priority:** 3

**Name:** registration wizard

**Description:** Provide a library card registration wizard. Wizard accepts patron name, birthdate, address, phone number, and/or email address, and does a search for matching or similar patrons. Search results display patron name, address, birthdate and current status, with 'address alert' records first (see REQ-5317). Option to select an existing record to edit, or continue with new record. System provides additional default values, both fixed (e.g. State = WA, Filtering = Some) and calculated (e.g. Home Library = current location). Wizard screens can show customizable help text and/or "hover tips" to assist staff in entering information. System checks address against USPS (or other address verification vendor) and provides legal address.

**Related Reqs:** 5317 5328

**Related Process**

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**Req ID:** 5317                      **Source:** CIR                      **Priority:** 3

**Name:** duplicate patron records search

**Description:** Patron records with 'address alert' field checked appear at top of duplicates list. (See REQ-5329 for definition of 'address alert' field.)

**Related Reqs:** 5329

**Related Process**

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**Req ID:** 5319                      **Source:** CIR                      **Priority:** 3

**Name:** default personal identification number

**Description:** Autofill PIN in new patron records with last 4 digits of phone number.

**Related Reqs:**

**Related Process**

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**Req ID:** 5320                      **Source:** CIR                      **Priority:** 3

**Name:** patron record expiration

**Description:** Automatically fill in an expiration date when specified patron types are entered.

**Related Reqs:**

**Related Process**

**Req ID:** 2033

**Source:** CIR

**Priority:** 3

**Name:** online card applications

**Description:** Ability to have online card applications entered directly into system, with approval and checking done by staff before account is activated.

**Related Reqs:**

**Related Process**

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**Category: Item Records**


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**Req ID:** 5297                      **Source:** CIR                      **Priority:** 3

**Name:** item record access points

**Description:** Ability to edit item records from any item record access point.

**Related Reqs:**

**Related Process**

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**Req ID:** 5292                      **Source:** CIR                      **Priority:** 3

**Name:** item records, batch edit

**Description:** Item records can be edited in batch.

**Related Reqs:**

**Related Process**

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**Req ID:** 5280                      **Source:** CIR                      **Priority:** 3

**Name:** item records, deleting

**Description:** Ability to delete individual or batch of records, with sufficient privileges. Deleted item records remain accessible for reporting and research purposes.

**Related Reqs:**

**Related Process**

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**Req ID:** 5392                      **Source:** CIR                      **Priority:** 3

**Name:** support floating collections

**Description:** System supports floating collections (such as Choice Reads paperbacks and boardbooks).

**Related Reqs:**

**Related Process**

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**Req ID:** 5393                      **Source:** CIR                      **Priority:** 3

**Name:** rotating collections

**Description:** System supports rotating collections (such as large print and audiobook collections). Bibliographic records can be added or removed from the collection and can be updated in batch.

**Related Reqs:**

**Related Process**



<b>Req ID:</b> 5286	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> sets and kits		
<b>Description:</b> Support sets (large number of items sharing one barcode) and kits (small number of items sharing one barcode). Ability to display the number of items and a list of descriptions.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5303	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item records, temporary transfer		
<b>Description:</b> Ability to temporarily set item to a new location, and later revert to original location.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5293	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> display items		
<b>Description:</b> Item status field is set to 'Display' for items that are on display at a branch. Item record provides a field for the display location. Both status and location field are reset at the next check-in or check-out.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5187	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> browse only		
<b>Description:</b> Ability to set an item to 'browse only' and set a date for item to automatically begin accepting holds.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2141	<b>Source:</b> CIR	<b>Priority:</b> 1
<b>Name:</b> move magazines from shelf to circulate		
<b>Description:</b> Receiving new issue causes previous issue to go automatically into holdable status. (May be handled through a macro, see REQ-2220.)		
<b>Related Reqs:</b> 2220		<b>Related Process</b> SER280

<b>Req ID:</b> 5048	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item records, check-out history		
<b>Description:</b> For the current and previous check-out, item record records the patron, original check-out date, original check-out location, last renewal date, last renewal location, and number of renewals. Check-out patron field links to patron record.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 1922	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item records, check-in history		
<b>Description:</b> Display last check-in date, time, location code, location abbreviation, and check-in terminal number in item record.		
<b>Related Reqs:</b> 5013		<b>Related Process</b>
<b>Req ID:</b> 2522	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> item records, location history		
<b>Description:</b> Track location history for items; at a minimum, show last and current location.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5188	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item records, hold shelf location		
<b>Description:</b> Item record includes a field for 'hold shelf location'. When item status is 'On Hold Shelf,' record location. Retain hold shelf location until item is checked out or goes to another hold shelf.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-110
<b>Req ID:</b> 5369	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item records, status changed date field		
<b>Description:</b> Item record includes a separate date field for last change to item status.		
<b>Related Reqs:</b>		<b>Related Process</b>

<b>Req ID:</b> 5390	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item records, refund eligibility		
<b>Description:</b> Item record includes a field for refund eligibility. Default value can be defined based on system parameters and item record fields such as format and price.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5035	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> in transit message		
<b>Description:</b> In transit message includes date, check-in location, and destination.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2184	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> view copies, holds, and check-out status		
<b>Description:</b> Ability to see number of copies, check-out status, and number of holds all on one screen. (Staff interface and patron interface.)		
<b>Related Reqs:</b>		<b>Related Process</b> SEL005
<b>Req ID:</b> 5308	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> bibliographic record copies display		
<b>Description:</b> Bibliographic record displays all copies, including: record ID, call number, item barcode, item status, last update to status, owning location, shelving location, volume number, price, creation date, last update date, due date, loan rule used, item message, and number of holds.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5246	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item record links to hold list		
<b>Description:</b> Item record screen includes link to hold list.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5306	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item check-out statistics		
<b>Description:</b> Item record displays total check-outs and renewals for year-to-date, previous year, and lifetime.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5302	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> bibliographic record modification		
<b>Description:</b> Bibliographic records can only be modified by users with sufficient privileges (e.g. cataloging staff).		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2143	<b>Source:</b> SER	<b>Priority:</b> 2
<b>Name:</b> unlimited items per bibliographic record		
<b>Description:</b> Ability to add unlimited items to a single bibliographic record. For example, this is important for magazine titles that may comprise thousands of items per year.		
<b>Related Reqs:</b> 2279, 2280, 55		<b>Related Process</b>

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<b>Req ID:</b> 5288	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> non-cataloged items		
<b>Description:</b> Branch staff can quickly add barcode numbers for non-cataloged items to existing bibliographic records (e.g. a generic bibliographic record for paperbacks).		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5281	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> bibliographic record: catalog add date		
<b>Description:</b> Bibliographic record includes a field for the date the title was added to the catalog.		
<b>Related Reqs:</b>		<b>Related Process</b> CAT030

**Req ID:** 5283

**Source:** CIR

**Priority:** 3

**Name:** mobile inventory

**Description:** Support inventory processes on mobile devices.

**Related Reqs:**

**Related Process**

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**Category:** Holds, General
 

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<b>Req ID:</b> 5251	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold record fields		
<b>Description:</b> Hold records include the following fields: queue position, date placed, patron name, patron type, pickup location, freeze indicator, thaw date, not wanted before date, not wanted after date, number of days active (i.e. not frozen), and staff hold note. (Note: hold record data structure will be better defined during an iterative development process.)		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5155	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold record access		
<b>Description:</b> Ability to view, export, sort, limit, format, search, and update all fields in hold records.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5181	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold functions		
<b>Description:</b> All hold functions are available in all modules and modes, including placing holds, freezing holds, and changing position in queue.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5272	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold note field (staff)		
<b>Description:</b> Have separate hold note field for staff use that does print on hold slip.		
<b>Related Reqs:</b> 5271		<b>Related Process</b>
<b>Req ID:</b> 5271	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold note field (patron)		
<b>Description:</b> Have a hold note field for patrons that would print within the (email or mail) pickup notice but not on the holds slip and would display in My Account.		
<b>Related Reqs:</b> 5272		<b>Related Process</b>

<b>Req ID:</b> 1843	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> sequenced holds		
<b>Description:</b> Ability to place hold on a several items, and have them arrive in order. (I.e., hold B is not triggered until hold A is filled, checked out, and returned.)		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5001	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> disable hold triggering per patron type		
<b>Description:</b> Holds should not trigger for patron records with specified patron types, like Card Canceled, Deceased, etc.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5402	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holdability of specific items		
<b>Description:</b> System allows staff to make a specific item holdable or unholdable, overriding requesting rules. (See REQ-5190 re requesting rules.)		
<b>Related Reqs:</b> 5190		<b>Related Process</b>
<b>Req ID:</b> 5276	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> 'deny if locally available' setting		
<b>Description:</b> By default, items can be held regardless of whether they are available on the shelf. If the 'deny' flag is on, that condition is evaluated after the loan and holdability rules are evaluated. The existence of non-circulating copies should never prevent a hold on a title. Requesting rules may prevent placing holds on locally available items, if desired. In that case, staff may override for specific holds. (See REQ-5190 for details on holdability.)		
<b>Related Reqs:</b> 5190		<b>Related Process</b>
<b>Req ID:</b> 5150	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holds statistics		
<b>Description:</b> Ability to report on number of holds placed, triggered, filled by pickup location, filled by another location, expired on hold shelf, and cancelled; time to fill; time to pick up. Systemwide and per location.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5234	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> pull list statistics		
<b>Description:</b> Log number of items assigned to each branch, number of items on pull list when printed, and number of items triggered, by branch and day.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 5152	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> on-order hold ratios		
<b>Description:</b> Include hold ratios for on order records that do not yet have circulating copies.		
<b>Related Reqs:</b>	<b>Related Process</b>	



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**Category:** Holds, Requests
 

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<b>Req ID:</b> 5264	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holds from patron record		
<b>Description:</b> Ability for staff to place holds directly from patron record.		
<b>Related Reqs:</b> 7010		<b>Related Process</b>
<b>Req ID:</b> 5267	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> default hold pickup location		
<b>Description:</b> When patron places hold, the pickup location defaults to the patron's home library.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5263	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> 'not wanted after' holds		
<b>Description:</b> Patrons can enter Not Wanted After date. Holds are removed from patron hold list after Not Wanted After date. Do not send cancellation notice. Default to two years.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5262	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> 'not wanted before' holds		
<b>Description:</b> Patrons can enter Not Wanted Before date. Request process does not start until this date.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5179	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> freezing holds (staff)		
<b>Description:</b> Staff can freeze and unfreeze holds for patrons without requiring a patron identification number (PIN).		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5176	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> freezing holds (patrons)		
<b>Description:</b> Patrons can freeze any hold at any time, except those on the hold shelf. Hold continues to move up within the queue but will not trigger while frozen. Patron can specify a date to 'unfreeze' the hold.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 1803	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> hold first available copy		
<b>Description:</b> Allow staff and patrons to place holds on first available copies of materials, including first available copies of specific magazine issues or specific volumes in a multi-volume set.		
<b>Related Reqs:</b> 5268		<b>Related Process</b>

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<b>Req ID:</b> 1802	<b>Source:</b> CIR	<b>Priority:</b> 1
<b>Name:</b> hold 'any copy'		
<b>Description:</b> Allow patrons to choose 'any copy' on titles with volumes, if patron does not have volume preference.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5266	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold 'any copy except'		
<b>Description:</b> When staff member places a hold on a title, they can specify 'any copy except' and enter barcodes for unwanted copies.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5254	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item-level holds		
<b>Description:</b> Ability to place holds on a specific item.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5388	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> multiple format holds		
<b>Description:</b> Ability to place a hold that can be filled by one or more formats or editions, as specified by the patron. For example, a patron could place a hold on "War and Peace" that could be filled by several editions of the book, or by the audiobook, but not by the DVD.		
<b>Related Reqs:</b> 5189 7301		<b>Related Process</b>

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<b>Req ID:</b> 5260	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holds on non-circulating items		
<b>Description:</b> Ability to place holds on non-circulating items, such as new issues of magazines. The hold is 'frozen' until the item starts circulating. There needs to be a special indicator in the item record to designate that a currently non-circulating item will eventually start circulating.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5225	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold cancellation log		
<b>Description:</b> Keep a log of hold cancellations: item record number, patron record number, hold placement date, hold cancellation date, cancellation type (hold expired in queue, hold expired on hold shelf, item became unavailable, cancelled by patron, cancelled by staff, etc.)		
<b>Related Reqs:</b> 5222		<b>Related Process</b>

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**Category:** Holds, Queue
 

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**Req ID:** 5245                      **Source:** CIR                      **Priority:** 3  
**Name:** single holds queue  
**Description:** Maintain single hold queue for bibliographic and item level holds.  
 Ability to specify items by barcode.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5243                      **Source:** CIR                      **Priority:** 3  
**Name:** distinguish staff holds from patron holds  
**Description:** Ability to distinguish staff-placed holds from patron-placed holds.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5247                      **Source:** CIR                      **Priority:** 3  
**Name:** modify hold from hold list  
**Description:** Ability to modify or cancel a hold from the hold list screen.

**Related Reqs:**                      **Related Process**

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**Req ID:** 1880                      **Source:** CIR                      **Priority:** 3  
**Name:** patron id visible in holds queue  
**Description:** Holds queue display includes patron name and barcode.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5252                      **Source:** CIR                      **Priority:** 3  
**Name:** holds ordering  
**Description:** Ability for staff to move a hold to a different location in the queue.  
 Ability to move hold to top of queue with one click. Require staff to enter a hold note with date, time, and username. Retain original hold date.

**Related Reqs:**                      **Related Process**

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<b>Req ID:</b> 5255	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> transfer holds between bibliographic records		
<b>Description:</b> Ability to transfer holds from one bibliographic record to another, singly or in batch, sorting by date of original hold request.		
<b>Related Reqs:</b> 5253		<b>Related Process</b>

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<b>Req ID:</b> 5253	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> merge bibliographic records		
<b>Description:</b> Ability to merge bibliographic records, combining their holds queues in order of request date.		
<b>Related Reqs:</b> 5255		<b>Related Process</b>

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<b>Req ID:</b> 5244	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> pickup location change		
<b>Description:</b> Staff may change pickup location at any time, per patron request. If item is already on hold shelf, reset expiration date of hold; put item in transit; print new holds slip with special symbol to denote that the pickup location has been changed. Patron can change pickup location only before the hold is ready for pickup.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-126

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**Category:** Holds, Pull Lists
 

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<b>Req ID:</b> 5232	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> pull map		
<b>Description:</b> System maintains a single, editable table for all branches, listing the order in which branches are asked to fill holds. Branches with equal table level are asked randomly. Allow individual branches to be skipped on a temporary or permanent basis.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-050
<b>Req ID:</b> 5240	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> pull list fields		
<b>Description:</b> Ability to define pull list fields and sort order. A typical pull list would include the following fields: romanized title, shelf location, call number, bibliographic record number, item type, patron record number, patron request date, number of days hold has been active (i.e. not frozen), number of times this hold has appeared on this branch's pull list, only copy designation (if this branch has the only copy of an item).		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5228	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> pull list sorted by shelf location		
<b>Description:</b> Ability to organize pull list data by physical shelving location within building. This may differ from building to building.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5231	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> more holds than copies		
<b>Description:</b> Do not list a title on a pull list more times than the branch has copies on the shelf.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5239	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> repeat items on pull lists		
<b>Description:</b> When printing pull list, print separate list of holds that have appeared more than a configurable number of times in a row on this branch's pull list. (The limiting number may be configured per branch.)		
<b>Related Reqs:</b> 5240		<b>Related Process</b>

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<b>Req ID:</b> 5403	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> any copy fills hold		
<b>Description:</b> Any copy of a title will fill a bibliographic-level hold when it is scanned. (I.e., staff need not find the specific item that has triggered a hold; the hold is transferred to the scanned item.)		
<b>Related Reqs:</b> 5232		<b>Related Process</b>

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<b>Req ID:</b> 5229	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item status determines pull list eligibility		
<b>Description:</b> Choose what items go on a pull list based upon item status (available, in transit, etc.). Ability to define which item statuses are available to fill holds.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5237	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> recycle holds		
<b>Description:</b> When rolling hold has failed to be filled by the last branch on the pull map, recycle the hold request if there are available copies; if there are checked-out copies, keep the hold in the queue; otherwise, cancel the hold and send cancellation notice to patron.		
<b>Related Reqs:</b> 5232		<b>Related Process</b> HOL-050

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<b>Req ID:</b> 5236	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holds, immediate rollover		
<b>Description:</b> Holds roll immediately to the next branch if item status changes to unavailable, or if wait time is complete.		
<b>Related Reqs:</b> 5232		<b>Related Process</b>

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**Req ID:** 5233

**Source:** CIR

**Priority:** 3

**Name:** hold rollover days

**Description:** Ability to control which days auto-transfer of holds occurs, on a per-branch basis.

**Related Reqs:** 5232

**Related Process:** HOL-070



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**Category:** Holds, Triggering

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<b>Req ID:</b> 5165	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> print hold slips automatically		
<b>Description:</b> System parameter determines at what point hold slips are automatically printed. By default, hold slips are printed when hold is triggered at check-in.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-090
<hr/>		
<b>Req ID:</b> 5164	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> reprint hold slips		
<b>Description:</b> Ability to reprint hold slips as needed.		
<b>Related Reqs:</b> 5165		<b>Related Process</b> HOL-090
<hr/>		
<b>Req ID:</b> 5173	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold slip formatting		
<b>Description:</b> Hold slips can be customized to include any field from the patron record and/or item record, in any position and orientation on the slip. Font, font size, and font weight are customizable. In addition, hold slip may include a branch symbol (gif or jpg format).		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-090
<hr/>		
<b>Req ID:</b> 5170	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> 'behind the desk' indicator		
<b>Description:</b> Print 'behind the desk' indicator on holds slip, for patrons who have this flag in their patron record.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-090
<hr/>		
<b>Req ID:</b> 5172	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> delay item status change to ready for pickup		
<b>Description:</b> When items are checked in and trigger holds, immediately change item status to 'Reserved'; then change status to 'On Hold Shelf' after a configurable delay.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-080

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<b>Req ID:</b> 5171	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> delay opportunistic filling		
<b>Description:</b> Delay opportunistic filling for a configurable amount of time at any location other than the pickup location, if the pickup location has an available item on the shelf.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-056

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<b>Req ID:</b> 5169	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> use in-transit item to fill hold		
<b>Description:</b> If a hold is triggered and item is in transit, no other item may fill the hold. (This restriction should be configurable by system parameter.)		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-100

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<b>Req ID:</b> 5186	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> transit alert report		
<b>Description:</b> Ability to report on items that have been in transit to a pickup location for longer than a configurable number of days.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-100

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<b>Req ID:</b> 5250	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> triggered hold becomes unavailable		
<b>Description:</b> If an item that has triggered a hold changes to a non-circulating status, remove the item from the hold, put the hold at the top of its queue, and restart normal hold processing.		
<b>Related Reqs:</b> 5167		<b>Related Process</b> HOL-101

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<b>Req ID:</b> 5404	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> checking out held item to wrong patron		
<b>Description:</b> If a held item is checked out to the wrong patron, the hold is automatically restarted.		
<b>Related Reqs:</b>		<b>Related Process</b> HOL-101

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<b>Req ID:</b> 5167	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> untrigger a hold		
<b>Description:</b> Ability to reverse a triggered hold: delete item barcode from hold; prompt for status of item (e.g. 'Damaged'); cancel pickup notice; restart normal hold processing.		
<b>Related Reqs:</b> 5250		<b>Related Process:</b> HOL-111

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Category: Holds, Clear Hold Shelf

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<b>Req ID:</b> 5161	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> clear hold shelf process		
<b>Description:</b> Clear Hold Shelf process removes holds from items that have expired on the hold shelf, and generates a report (aka clear hold shelf report) listing items to be cleared from hold shelf. Clear hold shelf report can be printed on letter-size or receipt-size paper. Items for patrons whose holds are held behind customer service desk are listed separately. Report may be printed by categories, where items are sorted by item type and then by patron name/alias. Report can be reprinted. Cleared items are given a new status (e.g. 'Cleared'). Last hold shelf location is retained in item record. Cleared item is not attached to next hold, put in transit, or shown as available until checked in.		
<b>Related Reqs:</b>		<b>Related Process:</b> HOL-121

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<b>Req ID:</b> 5248	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold pickup extension		
<b>Description:</b> Ability to extend hold pickup deadline. Extension is limited by system parameters (number of days, number of extensions). Reprint holds slip with symbol indicating extension was done.		
<b>Related Reqs:</b>		<b>Related Process:</b> HOL-120

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**Category: Holds, Batch Processes**


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**Req ID:** 5221                      **Source:** CIR                      **Priority:** 3

**Name:** holds, change pickup location in batch per patron

**Description:** Ability to change pickup location for all of a patron's holds in a single process.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5159                      **Source:** CIR                      **Priority:** 3

**Name:** holds, cancel in batch per review file

**Description:** Cancel holds as an update from a review file, with option to disable notices.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5158                      **Source:** CIR                      **Priority:** 3

**Name:** holds, change pickup location in batch per location

**Description:** Ability to change pickup location for all holds with a specified current pickup location.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5157                      **Source:** CIR                      **Priority:** 3

**Name:** holds, update in batch per bibliographic record

**Description:** Ability to modify all holds attached to a bibliographic record. At a minimum, ability to change hold expiration date.

**Related Reqs:**                      **Related Process**

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**Category: Holds, Delivery**


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**Req ID:** 5199                      **Source:** CIR                      **Priority:** 3

**Name:** holds delivery

**Description:** System supports mail delivery of holds. (See Bradley Bonner report, attached.)

**Related Reqs:**                      **Related Process**

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**Category:** Check-Out Function, General

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**Req ID:** 5062                      **Source:** CIR                      **Priority:** 3  
**Name:** check-out by barcode  
**Description:** Ability to check items out by barcode only.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5070                      **Source:** CIR                      **Priority:** 3  
**Name:** check-out transaction log  
**Description:** Log transactional data about check-outs: date, time, location, patron type, zipcode, title, type (first-time or renewal). Remove patron identifying information.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5064                      **Source:** CIR                      **Priority:** 3  
**Name:** fines screen  
**Description:** During check-out, the patron's fines list appears first (if account balance is positive).

**Related Reqs:**                      **Related Process**

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**Req ID:** 2078                      **Source:** CIR                      **Priority:** 3  
**Name:** hourly check-out statistics  
**Description:** Have hourly check-out stats by terminal.

**Related Reqs:**                      **Related Process**

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**Category: Check-Out, First-time**


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<b>Req ID:</b> 5060	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> checking out held items		
<b>Description:</b> Allow title that has untriggered holds to be checked out without staff intervention. (See REQ-5057 re loan rules.)		
<b>Related Reqs:</b> 5057		<b>Related Process</b>
<b>Req ID:</b> 5059	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> checking out items with unavailable status		
<b>Description:</b> Allow item with non-available status (missing, in-transit, etc.) to be checked out without staff intervention unless the item is checked out to another patron or 'ready for pick-up' for another patron.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5400	<b>Source:</b> OUT	<b>Priority:</b> 1
<b>Name:</b> checking out same item		
<b>Description:</b> During check-out process, provide an indicator of whether the same patron has checked out the same item before. Ability to enable this indicator by patron type and check-out location. (This feature is required by Library Outreach staff and is not generally required elsewhere. To be effective, it requires patrons to opt-in to retaining check-out history.)		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5067	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> check-out of untriggered holds		
<b>Description:</b> If a patron checks out a title that is on their hold list, the title on their hold list is automatically canceled.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5068	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> fast add		
<b>Description:</b> If an item is found not to be cataloged during the check-out process, require only title, format, barcode, and (optional) ISBN, and make location code Service Center. Due date should be calculated based on format, according to loan rules.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5055	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> check-out receipts		
<b>Description:</b> Check-out receipt: header and footer text is customizable (including title). Default fields include date, time, patron record number, patron name, romanized item title, item barcode, and due date for each item. Self check-out and Circulation Desk receipts are identical.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5052	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> check-out receipt optional		
<b>Description:</b> Printing of due date receipt optional.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2099	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> check-out item list		
<b>Description:</b> Ability to print a list of checked-out items, as required.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category: Check-Out, Renewals**


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**Req ID:** 5084                      **Source:** CIR                      **Priority:** 3  
**Name:** renew by item or by patron  
**Description:** Ability to renew both from the item record (i.e. scanning an item barcode) and from the patron record (i.e. scanning a patron barcode and going to the checked-out items list. Ability to renew a batch of items, including items from multiple patron accounts, without visiting each patron record. Ability to collect fines on specific items, without visiting patron accounts.

**Related Reqs:****Related Process**


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**Req ID:** 5080                      **Source:** CIR                      **Priority:** 3  
**Name:** renewal reuses loan rule  
**Description:** Ability to reuse same loan rule for renewal. (See REQ-5057 re loan rules.)

**Related Reqs:** 5057**Related Process**


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**Req ID:** 5083                      **Source:** CIR                      **Priority:** 3  
**Name:** count check-outs and renewals  
**Description:** Count all check-outs and renewals per item.

**Related Reqs:****Related Process**


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**Req ID:** 5077                      **Source:** CIR                      **Priority:** 3  
**Name:** renewal receipt  
**Description:** Renewal receipts include the same information as the check-out receipt, but designates items not renewed.

**Related Reqs:****Related Process**


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**Req ID:** 5076                      **Source:** CIR                      **Priority:** 3  
**Name:** renewal, batch  
**Description:** Staff can renew multiple items and generate a single renewal receipt.

**Related Reqs:****Related Process**



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**Category:** Check-Out, Self Check-Out Station
 

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**Req ID:** 5090                      **Source:** CIR                      **Priority:** 3  
**Name:** self check-out holds review  
**Description:** Ability to view holds and patron position vs. number of circulating copies at self check-out station.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5095                      **Source:** CIR                      **Priority:** 3  
**Name:** self check-out audible cues  
**Description:** Self check-out stations provide audible cues for successful and erroneous check-out.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5092                      **Source:** CIR                      **Priority:** 3  
**Name:** self check-out shows holds ready for pickup  
**Description:** Self check-out station displays holds ready for pickup, then removes each hold as the item is checked out.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5096                      **Source:** CIR                      **Priority:** 3  
**Name:** self check-out timeout  
**Description:** Self check-out stations provide customizable automatic timeout.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5094                      **Source:** CIR                      **Priority:** 3  
**Name:** self check-out due date receipts optional  
**Description:** Receipt printing is optional at self check-out stations.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5088                      **Source:** CIR                      **Priority:** 3  
**Name:** self check-out station renewals  
**Description:** Ability to renew items at self check-out station.

**Related Reqs:**                      **Related Process**

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<b>Req ID:</b> 5089	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> self check-out fine payments		
<b>Description:</b> Ability to view and pay fines at self check-out stations, with fines highly visible during normal check-out process.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 5087	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> self check-out station print lists		
<b>Description:</b> Ability to print lists from self check-out stations, including: checked-out items in order of due date; held items; paid and unpaid fines.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 5093	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> self check-out log		
<b>Description:</b> Include a system log that records on a daily basis how many check-outs and renewals occurred at each terminal per hour.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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**Category:** Check-Out, Offline Circulation
 

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**Req ID:** 5074                      **Source:** CIR                      **Priority:** 3  
**Name:** offline circulation  
**Description:** Ability to save check-out data to be uploaded to ILS later in the event of internet connectivity problems.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5072                      **Source:** CIR                      **Priority:** 3  
**Name:** offline circulation check-out period  
**Description:** Ability to easily choose appropriate check-out period in offline circulation.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5073                      **Source:** CIR                      **Priority:** 3  
**Name:** offline circulation check-out receipt  
**Description:** Ability to print check-out receipt on request, or repress check-out receipt if desired.

**Related Reqs:**                      **Related Process**

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**Req ID:** 1760                      **Source:** CIR                      **Priority:** 3  
**Name:** offline circulation error messages  
**Description:** Offline circulation system produces meaningful errors during upload.

**Related Reqs:**                      **Related Process**

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**Category:** Check-In Function, General
 

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**Req ID:** 5007                      **Source:** CIR                      **Priority:** 3  
**Name:** check-in modes  
**Description:** System provides two check-in modes: a tab from the patron record, and a separate check-in function.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5132                      **Source:** CIR                      **Priority:** 3  
**Name:** check-in screen links to patron and fine information  
**Description:** Ability to access patron record and fine history and process payments from check-in screen.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5335                      **Source:** CIR                      **Priority:** 3  
**Name:** check-in screen displays recent patron list  
**Description:** Check-in and check-out screens display names of last (system configurable) X patrons.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5014                      **Source:** CIR                      **Priority:** 3  
**Name:** check-in screen displays recent item list  
**Description:** Check-in screen displays history of items checked in, with ability to scroll. Option to undo any transaction, adding item back to patron record, restoring item status, reversing any fines assessed, and reversing any holds filled. Clicking on a previously checked-in item goes to the full item record, which displays current and last patron.

**Related Reqs:** 5406                      **Related Process**

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**Req ID:** 5009                      **Source:** CIR                      **Priority:** 3  
**Name:** print check-in receipts  
**Description:** Ability to print check-in receipts with customizable content, layout, and formatting.

**Related Reqs:**                      **Related Process**

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**Category:** Check-In, Claims
 

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**Req ID:** 5405                      **Source:** CIR                      **Priority:** 3

**Name:** claim processing

**Description:** Check-in screen provides buttons or shortcuts for processing common claims (claims returned, claims never checked out). Process checks and updates claim counters in patron record, requires supervisory approval for excessive claims, sets item record status, waives fines as appropriate.

**Related Reqs:** 5026, 5410                      **Related Process**

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**Req ID:** 5026                      **Source:** CIR                      **Priority:** 3

**Name:** claim return history

**Description:** Patron record stores claim return log, including title, item barcode, date of claim, date of return (if applicable), and current status of item. Claim return items remain in patron's history even if later returned.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5028                      **Source:** CIR                      **Priority:** 3

**Name:** claim return limits

**Description:** Set number of claim returns allowed; additional claim returns require supervisor authorization.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5147                      **Source:** CIR                      **Priority:** 3

**Name:** claims return counter adjustment

**Description:** Ability to adjust 'claims return' counter in patron record, with supervisory approval.

**Related Reqs:**                      **Related Process**

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**Category: Check-In, Waive Fines & Backdating**


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<b>Req ID:</b> 5034	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> waive fines during check-in		
<b>Description:</b> Ability to waive fines during check-in process. Option to waive fines for the current item, the current patron, or every item until the waive fines option is disabled.		
<b>Related Reqs:</b> 5142		<b>Related Process</b>

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<b>Req ID:</b> 5021	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> backdating checked-in items		
<b>Description:</b> Check-in module provides a backdate button that allows calendar selection of date to backdate to; backdating remains in effect until manually turned off; screen provides visual cues to remind staff that backdating is in effect.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5022	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> retroactive backdating of checked-in items		
<b>Description:</b> Ability to select items already checked in and retroactively backdate those items, using a button with a calendar selector. Any fines resulting from original check-in are reversed.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5023	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> item records retain actual check-in date and backdated check-in d		
<b>Description:</b> When check-in is backdated, item records retain both actual date of check-in and backdate used.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category: Check-In, Lost and Damaged Items**

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**Req ID:** 5105                      **Source:** CIR                      **Priority:** 3

**Name:** process damaged item

**Description:** System provides a 'button' for processing damaged items:  
1) Print item record with today's date and completion date (six weeks from today). This is the problem slip.  
2) Check in item without fines and without triggering holds.  
3) Change item status to 'Damaged'.  
4) Insert message in item record.  
5) Insert message in patron record.  
6) Assess charge.  
7) Generate letter to patron identifying damaged item and fine assessment.

**Related Reqs:** 5391 5407

**Related Process**

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**Req ID:** 5391                      **Source:** CIR                      **Priority:** 3

**Name:** process lost item

**Description:** System provides a 'button' for processing lost items:  
1) Remove from patron's checked-out list.  
2) Retain patron ID in item record.  
3) Change item status to 'Lost'.  
4) Insert message in item record.  
5) Insert message in patron record.  
6) Assess charge.

**Related Reqs:** 5105 5407

**Related Process**

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<b>Req ID:</b>	5407	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>process missing pieces</b>				
<b>Description:</b>	System provides a 'button' for processing missing items: (Phase 1 - initial check-in) 1) Print item record with today's date and completion date (six weeks from today). This is the problem slip. 2) If item was already checked in, check back out to patron; untrigger any triggered holds. 3) If there are no holds on item, renew for current patron. 4) Change item status to 'Problem Shelf'. 5) Insert message in item record. 6) Insert message in patron record. 7) Generate letter to patron identifying missing item and replacement cost. (Phase 2 - after six weeks) 1) Check in item without fines and without triggering holds. 2) Update item status to 'Evaluate' or 'Damaged' based on item type. 3) Assess charge based on item type. 4) Remove messages.				
<b>Related Reqs:</b>	5105 5391	<b>Related Process</b>			

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<b>Req ID:</b>	5138	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>lost and paid item, check-in process</b>				
<b>Description:</b>	Note: This requirement is subject to Business Office approval. When a previously paid-for lost item is checked in, notify staff that it is a 'lost and paid' item. Record the return of a lost and paid item in the patron record notes field. If the item is refund-eligible and was paid for less than twelve months ago, apply a credit for the value of an item to the patron record. Calculate an overdue fine (subject to system rules) and apply to the patron record. Provide an option to print a refund request for the patron. Provide an option to print a copy of the original payment for the patron to submit with the refund request.				
<b>Related Reqs:</b>			<b>Related Process</b>		

---

<b>Req ID:</b>	5140	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>negative balance report</b>				
<b>Description:</b>	Ability to run a report of accounts with negative balances as of one week ago. (This allows time for staff to check returned or replaced items to ensure that the credit is valid.) Provide an option for issuing refunds for selected accounts on the resulting list.				
<b>Related Reqs:</b>			<b>Related Process</b>		



---

**Req ID:** 1933                      **Source:** CIR                      **Priority:** 3

**Name:** process item replacement

**Description:** System provides a 'button' for processing item replacements. Requires appropriate permissions level to execute.

- 1) Print item record with today's date. This is the evaluation slip.
- 2) Check in item from patron's checked-out list.
- 3) Change item status to 'Replaced'. Holds do not trigger.
- 4) Set item location to 'Service Center'.
- 5) Insert message in item record.
- 6) Insert message in patron record.
- 7) Waive charges to patron record.
- 8) Print check-in receipt (optional).

**Related Reqs:**

**Related Process**

---

**Category:** Charges, General
 

---

**Req ID:** 5103                      **Source:** CIR                      **Priority:** 3  
**Name:** fine calculator  
**Description:** Fine Calculator calculates total fines owed if patron pays today, as well as subtotal of selected overdue items in checked-out list.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5102                      **Source:** CIR                      **Priority:** 3  
**Name:** fines based on open days of check-out location  
**Description:** Calculate fines based on open days of check-out location.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5112                      **Source:** CIR                      **Priority:** 3  
**Name:** maximum fine  
**Description:** Set maximum fine based on item type (e.g. generic=.50) AND not to exceed cost of item.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5097                      **Source:** CIR                      **Priority:** 3  
**Name:** manual charges  
**Description:** Ability to add manual charges with notes and use optional predefined charges (damage charges with explanations or insufficient funds check).

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5142                      **Source:** CIR                      **Priority:** 3  
**Name:** fine adjustment  
**Description:** Any staff member can adjust existing fine amounts or reinstate fines that have been waived.

**Related Reqs:** 5034                      **Related Process**

**Req ID:** 5352

**Source:** CIR

**Priority:** 3

**Name:** fine comments field

**Description:** Fine record includes a comments field, editable by staff. Comments can be added and edited.

**Related Reqs:**

**Related Process**

---

**Category: Charges, Payments**


---

<b>Req ID:</b> 5127	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> payment type		
<b>Description:</b> Ability to specify payment type (cash, check, credit, debit, waive, fresh start) for each charge.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5129	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> credit card payments		
<b>Description:</b> Accept credit and debit card payments at accounts desks, self check-out stations, and through the public web interface. Payments should be visible in the patron account immediately, and related blocks should be removed immediately.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5128	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> charge types		
<b>Description:</b> Ability to record charge type for every transaction. Charge types include Overdue, Replacement, Donation, Manual Charge, Copying, etc. Additional charge types can be configured.		
<b>Related Reqs:</b> 6008		<b>Related Process</b>
<b>Req ID:</b> 5401	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> payment receipts		
<b>Description:</b> Payment receipts show date, branch and workstation, vendor transaction number, patron record number, patron name, form of payment, last four digits of credit card, fines/charges detail, payment amount, account balance. System provides multiple configurations for payment receipts (e.g. self-check station receipts may use a different paper size and layout). Ability to print a separate "lost and paid" receipt.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5136	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> lost and paid receipt		
<b>Description:</b> When patron makes a full or partial payment for a refund-eligible item, generate numbered 'lost and paid' receipt with the receipt number attached to the item record notes. Receipt must be customizable to comply with auditor and business office requirements.		
<b>Related Reqs:</b> 5138		<b>Related Process</b>

---

## Category: Charges, Waiving

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<b>Req ID:</b> 5125	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> partial payments		
<b>Description:</b> Ability to collect partial payments or waive partial charges on selected items in fines list.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5149	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> waive fines retroactively		
<b>Description:</b> Ability to waive fines from check-in screen after items have been checked in.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

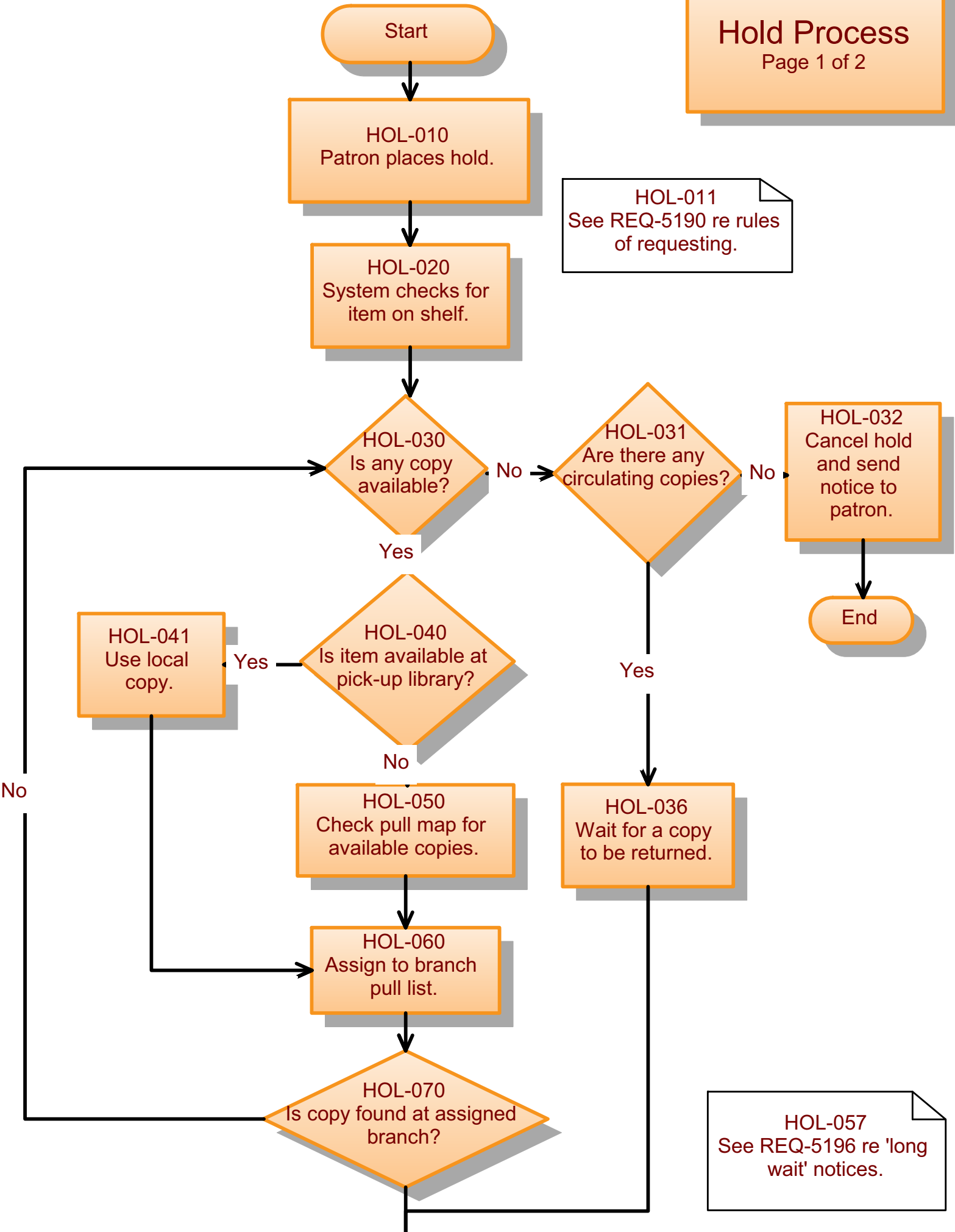
<b>Req ID:</b> 2107	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> waiving charges		
<b>Description:</b> When waiving charges, provide an option to add comments, such as the type of waiver.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

**Category:** Charges, Collections
 

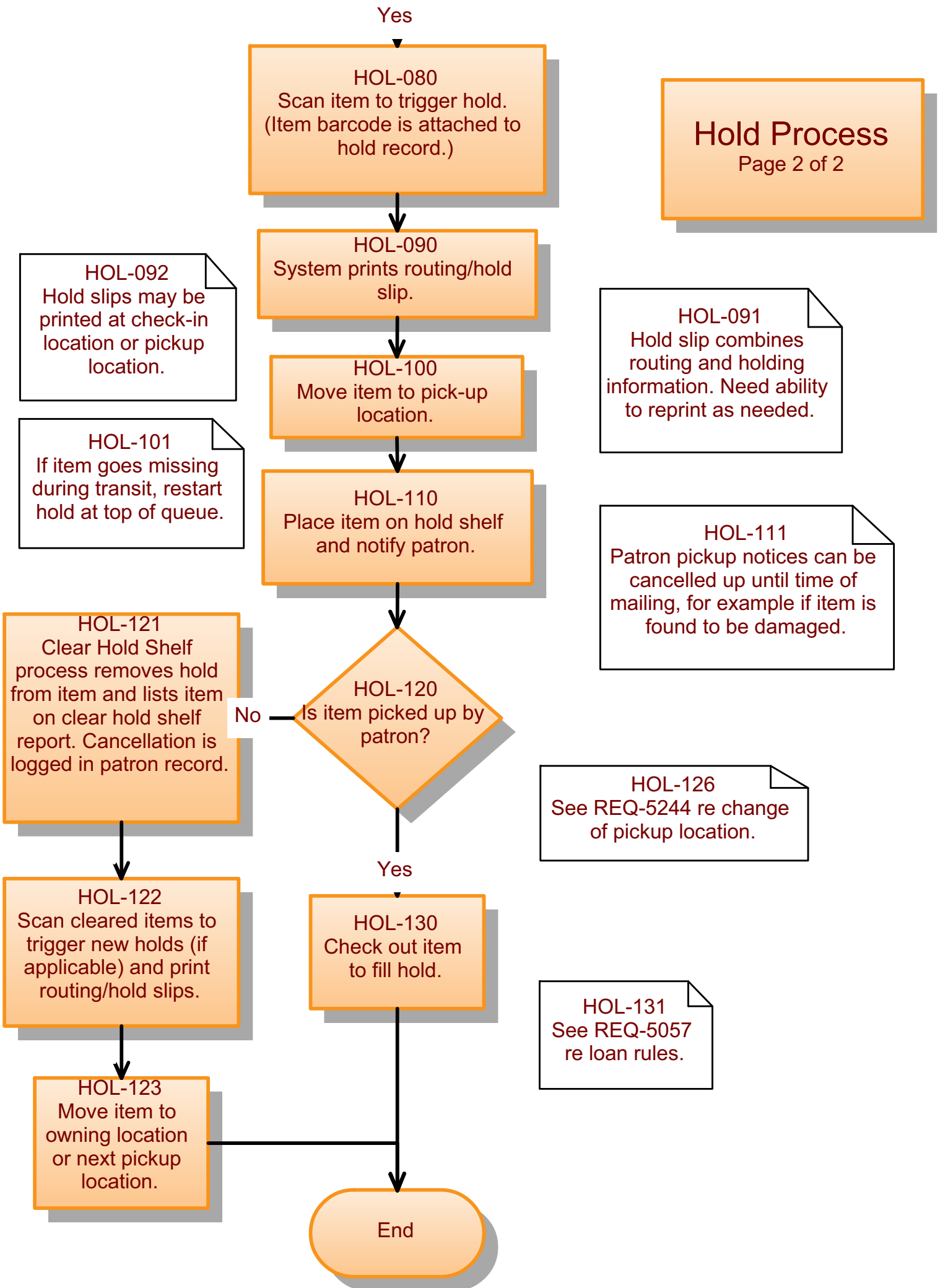
---

<b>Req ID:</b> 5121	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> collections flagging		
<b>Description:</b> Flag patron record for Collections processing if account is greater than some configurable limit, and some configurable number of days have elapsed since sending of a billing notice. Eligibility limits may differ per patron type.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5120	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> remove fines-related block		
<b>Description:</b> Remove fine-related blocks (maximum fines block, collections block, etc.) immediately when charges are paid down to required threshold, whether payment is at customer service desk, at self check-out station, or online.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5380	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> manage payment plans		
<b>Description:</b> System provides a facility for managing payment plans.		
<b>Related Reqs:</b> 5119		<b>Related Process</b>
<b>Req ID:</b> 5119	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> report: payment plans and collections		
<b>Description:</b> Generate report of patrons by home branch who have payment plans or suspended collections to assist staff in tracking and managing these accounts.		
<b>Related Reqs:</b>		<b>Related Process</b>



# Hold Process

Page 2 of 2





## 4. Use Cases

### 4.1 Use Case List

We have written use cases for selected, frequently-performed activities. These are included to supplement the requirements, and to highlight places where good software could bring great improvements in efficiency and ease of use. The steps of the use cases should be considered suggestive rather than prescriptive.

<b><i>Primary Actor</i></b>	<b><i>Use Cases</i></b>
Library Assistant	Patron Registration
Library Assistant	Item Check-Out
Library Assistant	Item Check-In
Library Assistant	Process Damaged Item
Library Patron	Self Check-Out Session

## 4.2 Patron Card Registration

<b>Use Case ID:</b>	USE-001		
<b>Use Case Name:</b>	Patron Card Registration		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	04/12/08	<b>Date Last Updated:</b>	04/12/08

<b>Actors:</b>	Library Assistant (LA)	
<b>Description:</b>	Patron registers for a new library card	
<b>Trigger:</b>	Patron turns in a registration form (paper or electronic)	
<b>Preconditions:</b>	Library Assistant is logged into ILS with appropriate privileges.	
<b>Postconditions:</b>	<ol style="list-style-type: none"> <li>1. Patron record is added to the database.</li> <li>2. Patron receives a new library card.</li> <li>3. Patron is able to use library resources.</li> </ol>	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>		R1: Library Assistant selects Patron Record screen and clicks 'New Patron'.
	S2: The system displays a registration form.	R2: LA enters patron name, birthdate, address, email address, and/or phone number, and clicks 'Check for Duplicates'.
	S3: System searches for possible duplicates. Search results are displayed with "address alert" patron records at the top. Remaining search results are sorted from most likely duplicate to least likely.	R3: If a likely duplicate exists, LA selects duplicate record, reviews the record, and clicks 'Use This Result' or 'Ignore This Result'.
		R4: If no likely duplicate exists, LA clicks 'Create New Record'.
	S5: The system displays an existing full record, or a blank new record form.	R5: LA fills in available patron information. Some fields are auto-filled based on configurable system algorithms. (E.g., patrons with a specific age and zipcode are auto-assigned an appropriate patron type. Patrons with a specific patron type are automatically given an appropriate expiration date.) LA clicks 'Check Address'.
	S6: System verifies patron address against USPS or another address verification vendor, and displays address options.	R6: LA selects best address. LA clicks 'Attach Barcode' and scans patron barcode into record.
	S7: System prompts to save, modify, or abandon new record.	R7: LA clicks 'Save' and hands new card to Patron.

<b>Alternative Flows and Exceptions:</b>	<ol style="list-style-type: none"> <li>1. The Library may change its policies with respect to patron identification, library card replacement, etc. The system will provide the ability to edit onscreen instructions, help files, “hover tips”, etc. to support staff in learning new procedures.</li> <li>2. If a patron already has a current or expired library card, the registration wizard proceeds to update the record, attach a new barcode as necessary, and write any necessary information to the record (e.g. update the “Barcode Last Updated” field). LA is not forced to halt the wizard or start a different procedure to deal with lost or expired cards.</li> </ol>
<b>Includes:</b>	The duplicate search function and the address function described in this use case may be accessible elsewhere in the system.
<b>Priority:</b>	3 (High)
<b>Frequency of Use:</b>	Thousands of times per month
<b>Business Rules:</b>	Patrons are limited to X free replacement cards per year; registration should not complete without checking the number of barcode changes and assessing charges as appropriate.
<b>Assumptions:</b>	
<b>Notes and Issues:</b>	On online registration form may provide patrons with a limited-use card, e.g. valid for use of licensed online resources, but prevent check-out, library computer use, and/or holds until patron identification is provided and address is verified.

### 4.3 Item Check-Out

<b>Use Case ID:</b>	USE-002		
<b>Use Case Name:</b>	Item Check-Out		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	04/12/08	<b>Date Last Updated:</b>	04/12/08

<b>Actors:</b>	Library Assistant (LA)	
<b>Description:</b>	LA checks out an item to a patron	
<b>Trigger:</b>	Patron brings an item to the circulation desk for check-out	
<b>Preconditions:</b>	LA is logged into ILS with appropriate privileges, and the check-out screen is displayed.	
<b>Postconditions :</b>	<ol style="list-style-type: none"> <li>1. Patron record is updated with checked-out item.</li> <li>2. Item status is updated.</li> <li>3. Transaction logs are updated, including patron check-out counters, item record history, etc.</li> <li>4. Patron has received other services, such as item renewal, fine payment, etc., as desired.</li> </ol>	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>		R1: If Patron has library card, Library Assistant scans barcode. Otherwise, LA types last and first name into search field.
	S2: If more than one match exists, System displays matching patron records.	R2: LA reviews matching records and selects the correct record.
	S3: System displays patron record with blocks, messages, and fines visible on first screen.	R3: LA resolves blocks, messages, and fines, or postpones resolution as appropriate.
		R4: LA scans item.
	S5: System displays any loan rule violations.	R5: LA explains loan rules to Patron, resolves any violations if possible, and puts item aside if it cannot be checked out.
	S6: If check-out is allowed, System removes item from patron holds list, adds item to patron's check-out record and adds check-out information to item record.	R6: LA scans additional items until finished, then clicks 'Finished'.
	S7: System displays a list of items that can be renewed, in chronological order of due date.	R7: LA clicks 'Renewal All'; or selects some items and clicks 'Renew Selected'; or clicks 'Finish Without Receipt'; or clicks 'Finish With Receipt'.
	S8: System prints receipt if desired.	

<b>Alternative Flows and Exceptions:</b>	<ol style="list-style-type: none"><li>1. LA may click on a patron in the list of last X patrons, to review or modify a previous transaction.</li><li>2. If a loan rule prevents check-out, the System shows clearly which loan rules can be waived by LA, which require Supervisory approval to waive, and which cannot be waived.</li></ol>
<b>Includes:</b>	
<b>Priority:</b>	3 (High)
<b>Frequency of Use:</b>	Thousands of times per month
<b>Business Rules:</b>	See REQ-5057 for information about loan rules.
<b>Assumptions:</b>	
<b>Notes and Issues:</b>	

#### 4.4 Item Check-In

<b>Use Case ID:</b>	USE-003		
<b>Use Case Name:</b>	Item Check-In		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	04/12/08	<b>Date Last Updated:</b>	04/12/08

<b>Actors:</b>	Library Assistant (LA)	
<b>Description:</b>	LA checks in an item	
<b>Trigger:</b>	LA receives an item from Patron, from bookdrop, or from tote	
<b>Preconditions:</b>	LA is logged into ILS with appropriate privileges, and the check-in screen is displayed.	
<b>Postconditions :</b>	<ol style="list-style-type: none"> <li>1. Checked-in item is removed from patron check-out record.</li> <li>2. Patron information is moved to item record history fields.</li> <li>3. Any holds are triggered.</li> <li>4. Item status is updated.</li> <li>5. Transaction logs are updated, including patron checkout history (if enabled), item record history fields, etc.</li> <li>6. Missing pieces, damaged items, and lost items have been captured and assessed.</li> <li>7. Patron has received other services, such as fine payment, etc., as desired.</li> </ol>	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>		R1: If item barcode is scannable, LA scans barcode; otherwise, LA types barcode number or title/author information into search field.
	S2: If more than one match exists, System displays matching item records.	R2: LA reviews matching records and selects the correct record.
	S3: System displays patron ID and item barcode. If item is overdue, or if patron has outstanding fines or overdue items, or if item has previously been lost and paid for, System gives audible and visual cues. If item triggers a local hold, System provides audible cue and prints hold slip. If item triggers a transit hold, System provides audible cue and prints transit slip.	R3: LA continues scanning items until finished.
	S4: System adds each scanned item to the list of items on the	R4: If Patron is present, LA offers to collect fines and/or begin

	screen, grouped by patron record.	refund process. If desired, LA clicks patron record.
	S5: System displays patron record, including blocks, fines, and messages on first screen.	R5: After resolving outstanding issues, LA clicks 'Finish Without Receipt'; or clicks 'Finish With Receipt'.
	S6: System prints receipt, if desired, and then displays last X items checked in, grouped by patron record.	
<b>Alternative Flows and Exceptions:</b>	<ol style="list-style-type: none"> <li>1. If an item is damaged or missing pieces, or if patron reports a lost item, LA clicks 'Process as Damaged' (or the corresponding button) to begin a wizard.</li> <li>2. If Patron claims return or claims never checked out, LA clicks 'Process Claim' to begin a wizard.</li> <li>3. LA may waive all fines or backdate all items by clicking the appropriate button. System shows a visible cue (alternate screen color) until waive/backdate is turned off.</li> <li>4. Circulation Desks and backroom check-in desks use the same module; audible alerts can be enabled or disabled according to whether a Patron is present.</li> </ol>	
<b>Includes:</b>		
<b>Priority:</b>	3 (High)	
<b>Frequency of Use:</b>	Thousands of times per month	
<b>Business Rules:</b>		
<b>Assumptions:</b>		
<b>Notes and Issues:</b>		

## 4.5 Process Damaged Item

<b>Use Case ID:</b>	USE-004		
<b>Use Case Name:</b>	Process Damaged Item		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	04/12/08	<b>Date Last Updated:</b>	04/12/08

<b>Actors:</b>	Library Assistant (LA)	
<b>Description:</b>	LA processes a damaged item at check-in	
<b>Trigger:</b>	Patron returns a damaged item	
<b>Preconditions:</b>	1. LA is logged into ILS with appropriate privileges, and the check-in screen is displayed.	
<b>Postconditions :</b>	<ol style="list-style-type: none"> <li>1. Checked-in item is removed from patron check-out record.</li> <li>2. Patron information is moved to item record history fields.</li> <li>3. Patron record and item record are updated with damage information.</li> <li>4. Item status is updated to 'Damaged'.</li> <li>5. Fines have been assessed.</li> <li>6. Any holds remain untriggered.</li> <li>7. Transaction logs are updated, including patron checkout history (if enabled), item record history fields, etc.</li> <li>8. Patron has received other services, such as fine payment, etc., as desired.</li> </ol>	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>		R1: LA clicks 'Process as Damaged' button and scans item.
	S2: System prompts for information about the damage.	R2: LA types damage description and clicks 'Continue'.
	S3: System calculates and displays charge based on item value and other system parameters.	R3: LA confirms charge with Patron, if present, and collects fines if desired. LA clicks 'Continue'.
	S4: System checks in item without triggering fines or holds; sets item status to 'Problem Shelf'; prompts for item location; records damage information in patron record and item record. System prints patron letter and problem slip.	R4: LA clicks 'Finish'.
	S5: System displays last X items checked in, grouped by patron record.	R5: LA gives letter to patron or files for mailing. LA attaches problem slip and copy of patron



		letter to damaged item and sends to problem shelf.
<b>Alternative Flows and Exceptions:</b>		
<b>Includes:</b>		
<b>Priority:</b>	3 (High)	
<b>Frequency of Use:</b>	Hundreds of times per month	
<b>Business Rules:</b>		
<b>Assumptions:</b>		
<b>Notes and Issues:</b>	Claim processing (REQ-5405), lost item processing (REQ-5391), and missing items processing (REQ-5407) all have a similar use case.	

#### 4.6 Self Check-Out Session

<b>Use Case ID:</b>	USE-005		
<b>Use Case Name:</b>	Self Check-Out Session		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	04/12/08	<b>Date Last Updated:</b>	04/12/08

<b>Actors:</b>	Library Patron	
<b>Description:</b>	Patron uses a self check-out station	
<b>Trigger:</b>	Patron approaches a self check-out station	
<b>Preconditions:</b>	<ol style="list-style-type: none"> <li>Patron is carrying a valid library card, or knows patron barcode number, or has set up a username in his/her account.</li> <li>Patron has a PIN, and knows what it is.</li> </ol>	
<b>Postconditions:</b>	<ol style="list-style-type: none"> <li>Transactions have been recorded.</li> </ol>	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>	S1: Self check-out station (SCO) displays a prompt to scan barcode or enter username or barcode.	R1: Patron types or scans barcode or types username, and enters PIN.
	S2: SCO displays a welcome screen, including current number of items checked out, current number of overdue items, account balance, current number of holds, and number of holds ready for pickup.	R2: Patron selects 'Check Items Out' and begins scanning items.
	S3: If Holds button is chosen, SCO displays a split screen: holds ready to pick up in the top half, and items scanned in the bottom half. As a held item is scanned, it is moved from the top half to the bottom half.	R3: Patron finishes scanning items, then selects 'Renew Items'. (If a checked-out item is scanned, it is automatically renewed.)
	S4: SCO displays a list of checked-out items in due date order, and a 'Renew' button beside each item.	R4: Patron selects 'Renew' for each item s/he wants to renew, or selects 'Renew All'.
	S5: SCO updates list with new due dates, and/or status messages (e.g. 'Item on hold for another patron', 'Item has already been renewed 3 times', etc.).	R5: Patron finishes renewing items, then selects 'Review Holds'.
	S6: SCO displays a list of holds, including title, date placed, queue position, number of circulating copies, date not wanted before, date not wanted after, and	R6: Patron selects the 'Not Wanted Before' date for an item, then selects a new date from the popup calendar. Patron selects 'ASAP' to disable 'Not Wanted

	active/frozen status.	Before' date.
		R7: Patron selects the 'Not Wanted After' date for an item, and selects a new date from the popup calendar.
		R8: Patron selects the 'Active/Frozen' button for an item to toggle between Active and Frozen.
		R9: When Patron is finished managing queue, Patron selects 'Pay Fines' button.
	S10: SCO displays a list of fines, including item, due date, check-in date, number of (open) days late, and total fine. SCO displays total fines.	R10: Patron selects the checkboxes beside several items.
	S11: SCO shows subtotal of selected fines, along with total.	R11: Patron selects 'Select All' button and selects 'Pay All Fines' or 'Pay Selected Fines'.
	S12: SCO prompts for an amount to pay.	R12: Patron types amount to pay, and selects 'Pay Now'.
	S13: SCO prompts to scan credit card or debit card.	R13: Patron scans credit card or debit card, types PIN if applicable, and selects 'Confirm'.
	S14: SCO prints payment receipt.	R14: Patron selects 'Log Out'.
	S15: SCO prompts whether to print transaction receipt.	R15: Patron selects 'Print Receipt' or 'No Receipt'.
	S16: SCO prints transaction receipt, if desired, and returns to login prompt.	
<b>Alternative Flows and Exceptions:</b>	<ol style="list-style-type: none"> <li>1. If Patron fails to log out, SCO resets to login screen after a configurable idle period.</li> <li>2. System may be configured to require PIN for all transactions, or just for account management and fine payment options.</li> </ol>	
<b>Includes:</b>		
<b>Priority:</b>	3 (High)	
<b>Frequency of Use:</b>	Thousands of times per month	
<b>Business Rules:</b>	Self check-out stations are subject to all of the loan rules, blocks and messages, etc. defined in the System.	
<b>Assumptions:</b>		
<b>Notes and Issues:</b>	<p>It is desirable, though not necessary, that the self check-out account management interface mirror the OPAC account management interface, as far as possible.</p> <p>Several advanced features have been removed from this use case, in order to avoid complexity. If patron linking (REQ-5409) is enabled in the ILS, Patron should be able to review and manage links on the SCO.</p>	

	In addition, Patrons may be able to sequence holds (REQ-1843), update address information, and enable or disable features such as check-out history (REQ-5046) and mailing preferences.
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# **Software Requirements Specification**

**for the**

## **Outreach Module**

**of an**

## **Integrated Library System**

Version 3.0 final

Prepared by Lori Ayre and Lucien Kress  
Galecia Group  
January 28, 2009

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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	10/09/08	Initial Draft	1.0 draft
Lucien Kress	12/1/08	Revisions, Requirements workshop	2.0 draft
Lucien Kress	12/28/09	Revisions, Final	3.0 final

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the Outreach Module of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The Outreach Module will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The Outreach Module facilitates the processing of materials, patrons, and routes for Outreach programs. Specifically, the Outreach Module supports the following activities, among others:

- Managing routes for delivery materials to Outreach patrons.
- Managing records of patrons who are served by Outreach programs.
- Managing materials that are provided to Outreach programs.
- Managing holds, check-outs, and check-ins for Outreach patrons, including special processes for ensuring that hold expiration and check-out duration rules are sufficient to allow delivery to patrons.
- Managing special collections of materials. Collections may be permanent or temporary and may require transferring materials to or from branches or other collections.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to Outreach activities. King County Library has previously published specifications for Acquisitions and Serials Management, Circulation, and Cataloging modules. Requirements for OPAC, web services, and management reporting are currently under development.

Moreover, the current specification is focused on functional characteristics of an Outreach Module. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.



It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

## 1.4 Document Conventions

The SRS includes requirements and use cases. Requirements include a reference to a process flowchart where appropriate. Use cases are included for some of the most frequently performed activities. They are intended to supplement the requirements and highlight activities that offer a great potential for increased efficiency and ease of use. Use cases should be considered to be contextual rather than prescriptive.

## 1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Outreach Staff	Outreach staff include managers, librarians, library technicians, library assistants, and library pages who are involved with designing and implementing Outreach programs, searching for materials, moving materials between libraries and Outreach locations, processing hold requests, check-outs, and check-ins, and developing statistics and analysis of Outreach programs.
Outreach Managers	Outreach Managers include management staff who oversee the Outreach programs.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the Outreach programs.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

## 1.6 Operating Environment

- OE-1: The Outreach Module supports the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.
- OE-2: The Outreach Module shall operate on a Linux or Solaris server.
- OE-3: The Outreach Module shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, the Outreach Module shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-5: The Outreach Module shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## **1.7 Design and Implementation Constraints**

- CO-1: The Outreach Module shall use a fully relational database back-end.
- CO-2: The Outreach Module shall produce standards-compliant HTML.
- CO-3: The Outreach Module shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.
- CO-5: These requirements shall not constrain functionality or features of the Online Public Access Catalog (OPAC) module.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for authority records, bibliographic records, order records, item records, hold/request records, and other records maintained or accessed by the Outreach Module.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including bibliographic record import and export, validation of bibliographic records against internal and external authority sources, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: The Outreach Module is part of an enterprise-level Library Automation System.
- AS-2: Outreach processes are consolidated at a central location, and accept input and provide services to multiple locations.
- DE-1: The Outreach Module relies on the data structures and functionality of an enterprise-level Library Automation System, including Acquisitions and Cataloging modules.
- DE-2: The Outreach Module interfaces with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. USMARC21, EDIFACT).
- DE-3: The Outreach module interacts with a patron interface, also known as an Online Public Access Catalog (OPAC), accepting input in the form of materials searches and materials requests, and providing output in the form of bibliographic and item record displays and patron account information.

## System Requirements

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### Category: Outreach: General

---

**Req ID:** 5802                      **Source:** OUT                      **Priority:** 2  
**Name:** outreach database support  
**Description:** System supports synchronization of outreach patron and outreach route data with an external database (e.g. Microsoft Access).

**Related Reqs:**                      **Related Process**

---

**Req ID:** 2415                      **Source:** OUT                      **Priority:** 3  
**Name:** low-bandwidth support  
**Description:** System can be accessed using a low-bandwidth network connection.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5816                      **Source:** OUT                      **Priority:** 3  
**Name:** offline utility  
**Description:** System provides an offline utility for recording check-in and check-out transactions, in case the system is unavailable.

**Related Reqs:**                      **Related Process**

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### Category: Outreach: Route Management

---

**Req ID:** 5806                      **Source:** OUT                      **Priority:** 3  
**Name:** outreach routes and stops  
**Description:** System stores Outreach routes and stops which are used to group patrons and schedule visits. Patron records can be assigned a route and stop, and outreach patrons can be queried by route or stop. Stops are easily moved between routes.

**Related Reqs:** 5412                      **Related Process**

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**Req ID:** 5807                      **Source:** OUT                      **Priority:** 2  
**Name:** outreach route queries and reports  
**Description:** System supports querying of patrons by route and by stop; list patrons by route and by stop; search patrons at a specific stop by name, address, phone number, birthdate, etc.; list all addresses for a specific stop.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5811                      **Source:** OUT                      **Priority:** 2  
**Name:** outreach patron broadcast  
**Description:** Ability to send email and text message broadcasts to patrons on a specified route or at a specified stop. (For example, send an alert if a visit is cancelled due to weather.)

**Related Reqs:**                      **Related Process**

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Category: Outreach: Patron Management

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**Req ID:** 2416                      **Source:** OUT                      **Priority:** 3  
**Name:** outreach patron records  
**Description:** Patron records can be flagged as Outreach patrons; Outreach patron records can be queried and exported separately from other types of patron records.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5803                      **Source:** OUT                      **Priority:** 2  
**Name:** patron groups  
**Description:** Ability to define a group of patrons and perform batch tasks on the group. For example, define a group called "Historical Fiction Fans" and add selected patrons to the group.

**Related Reqs:** 5804                      **Related Process**

---

<b>Req ID:</b> 2417	<b>Source:</b> OUT	<b>Priority:</b> 2
<b>Name:</b> volunteer patron type		
<b>Description:</b> Outreach volunteers can pick up holds for homebound patrons, when preauthorized. Volunteer uses their own card to pick up the hold, but the item is checked out to the homebound patron's account.		
<b>Related Reqs:</b> 5362		<b>Related Process</b>

---

<b>Req ID:</b> 5362	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron record, pickup authorization field		
<b>Description:</b> Patron can review list of those authorized to pick up holds in the patron record. Hold is checked out to the patron who placed the hold, regardless of who picks it up.		
<b>Related Reqs:</b> 5410		<b>Related Process</b>

---

<b>Req ID:</b> 2396	<b>Source:</b> OUT	<b>Priority:</b> 1
<b>Name:</b> check-out history printout		
<b>Description:</b> Patron check-out history can be printed in an easily readable format. (Assumes patron has enabled check-out history.)		
<b>Related Reqs:</b> 5046		<b>Related Process</b>

---

<b>Req ID:</b> 2408	<b>Source:</b> OUT	<b>Priority:</b> 2
<b>Name:</b> print custom patron info from barcode		
<b>Description:</b> Ability to print custom labels from a patron record, e.g. displaying patron identifying information and Outreach route/stop information. Label contents and format can be saved, modified, and deleted at will.		
<b>Related Reqs:</b> 5322		<b>Related Process</b>

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### Category: Outreach: Collection Management

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<b>Req ID:</b> 5393	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> rotating collections		
<b>Description:</b> System supports rotating collections (such as large print and audiobook collections). Bibliographic records can be added or removed from the collection and can be updated in batch.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5818	<b>Source:</b> OUT	<b>Priority:</b> 3
<b>Name:</b> item transfer utility		
<b>Description:</b> System provides a utility for transferring batches of items between branches, used for example to move books into a mobile library, an outreach program collection, or a "just-in-time" warehouse. Utility includes ability to query for candidate materials; ability to save queries for repeated use; ability to manually select titles from query results; and ability to change records of all or selected items to move to new location. Mechanisms for moving items include changing location field, generating pull lists, etc. In addition, utility provides means to revert items to original location after a set period of time, and/or based on other criteria.		
<b>Related Reqs:</b> 5603		<b>Related Process</b>

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<b>Req ID:</b> 5286	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> sets and kits		
<b>Description:</b> Support sets (large number of items sharing one barcode) and kits (small number of items sharing one barcode). Ability to display the number of items and a list of descriptions.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5801	<b>Source:</b> OUT	<b>Priority:</b> 3
<b>Name:</b> missing kit items		
<b>Description:</b> Ability to flag items that are missing from a kit. Staff can mark an individual item as missing; search for kits with missing items; and view missing item details easily from the search results.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 6003	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> favorite searches		
<b>Description:</b> Patrons can save their favorite searches. Favorite searches are accessible in patron account. Favorite searches can be edited, copied, deleted, and printed in a friendly format defined by the Library. Favorite searches can be used to generate RSS feeds or book alerts (see REQ-6001).		
<b>Related Reqs:</b> 6001 7021 711		<b>Related Process</b>

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<b>Req ID:</b> 5278	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> suppression rules		
<b>Description:</b> System provides customizable 'Rules of Suppression' that specify whether patrons and staff can view authority, bibliographic, order, and item records in staff and public (OPAC) interfaces. Records may be visible to specific workgroups only; to all staff and patrons at specific locations; or to all staff and all patrons. (See REQ-5057 for related requirements on loan rules, and REQ-5190 for related requirements on holdability.)		
<b>Related Reqs:</b> 5057 5190 580		<b>Related Process</b> CAT180

---

<b>Req ID:</b> 5805	<b>Source:</b> OUT	<b>Priority:</b> 3
<b>Name:</b> collection visibility and requestibility		
<b>Description:</b> Collections of items can be suppressed or made visible as a collection. Collections of items can be made requestable or not unrequestable as a collection. For example, ABC books are visible to staff but not to patrons, and cannot be requested by either patrons or staff.		
<b>Related Reqs:</b> 5278 5190		<b>Related Process</b>

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Category: Outreach: Searching and Selecting Items

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<b>Req ID:</b> 5809	<b>Source:</b> OUT	<b>Priority:</b> 2
<b>Name:</b> outreach patron item search		
<b>Description:</b> When viewing the results of an item search, ability to toggle highlighting for items that have not been previously checked-out or refused by a specific patron. (Assumes patron has enabled check-out history.)		
<b>Related Reqs:</b> 5810		<b>Related Process</b>

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<b>Req ID:</b> 5813	<b>Source:</b> OUT	<b>Priority:</b> 1
<b>Name:</b> original publication date sort		
<b>Description:</b> Ability to sort search results by original publication date.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 2394	<b>Source:</b> OUT	<b>Priority:</b> 1
<b>Name:</b> forthcoming new book alert		
<b>Description:</b> When placing a hold for an Outreach patron on a specific author, system displays staff alert if books by the same author are on order and facilitates placement of holds on those books.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5814	<b>Source:</b> OUT	<b>Priority:</b> 2
<b>Name:</b> cover display		
<b>Description:</b> System provides option to display book covers on patron's checked-out item list and check-out history list.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5810	<b>Source:</b> OUT	<b>Priority:</b> 2
<b>Name:</b> rejected items		
<b>Description:</b> Ability to record that an outreach patron has rejected specific items in the past, and alert if staff attempts to place a hold for that patron.		
<b>Related Reqs:</b> 5809		<b>Related Process</b>

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<b>Req ID:</b> 5812	<b>Source:</b> OUT	<b>Priority:</b> 1
<b>Name:</b> outreach book alerts		
<b>Description:</b> Ability to set up an automated query that locates new items and places in patron booklists, or places holds, or alerts staff to place holds, for specified groups of patrons.		
<b>Related Reqs:</b>		<b>Related Process</b> 5803 6001 711

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<b>Req ID:</b> 1704	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> search results: display		
<b>Description:</b> Ability to customize all search result display screens, including selection of fields to display and sorting/limiting options. Ability to set preferred default displays defined by individual user logons with ability to further customize and change settings as needed.		
<b>Related Reqs:</b> 2271 2272 227		<b>Related Process</b> CAT010



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<b>Req ID:</b> 2412	<b>Source:</b> OUT	<b>Priority:</b> 2
<b>Name:</b> remember prior searches per patron		
<b>Description:</b> Ability to store prior searches for each patron group.		
<b>Related Reqs:</b>		<b>Related Process</b> 5803

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Category: Outreach: Holds

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<b>Req ID:</b> 2395	<b>Source:</b> OUT	<b>Priority:</b> 1
<b>Name:</b> automated check out		
<b>Description:</b> System can be set to automatically check out items when holds are triggered for specific patron types and/or for patrons from specific home libraries. (Primary use case is Outreach patrons.)		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5233	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold rollover days		
<b>Description:</b> Ability to control which days auto-transfer of holds occurs, on a per-branch basis.		
<b>Related Reqs:</b> 5232		<b>Related Process</b> HOL-070

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<b>Req ID:</b> 5817	<b>Source:</b> OUT	<b>Priority:</b> 3
<b>Name:</b> hold expiration		
<b>Description:</b> Hold expiration period can be configured separately for Outreach patrons.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5804	<b>Source:</b> OUT	<b>Priority:</b> 3
<b>Name:</b> group holds		
<b>Description:</b> Ability to place holds for a group of patrons on a group of one or more bibliographic records. For example, select a group of historical novels and place holds for all members of the group "Historical Fiction Fans".		
<b>Related Reqs:</b> 5803		<b>Related Process</b>

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<b>Req ID:</b> 5189	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holds, multiple per item		
<b>Description:</b> Allow specified patron types to place multiple holds on a single title. (At a minimum, these types will include branch cards.) Also see REQ-5190, rules of requesting.		
<b>Related Reqs:</b> 5190 5386 730		<b>Related Process</b>

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<b>Req ID:</b> 7301	<b>Source:</b> OUT	<b>Priority:</b> 2
<b>Name:</b> multiple holds on multiple formats		
<b>Description:</b> Ability for specified patron types to easily place multiple holds on items from related bibliographic records (e.g. multiple formats of the same title). For example, a bookclub leader could search for a title, select several formats from the results, and specify the number of items to hold for each format.		
<b>Related Reqs:</b> 5189 5386		<b>Related Process</b>

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**Category:** Outreach: Check-in and Check-out

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<b>Req ID:</b> 5815	<b>Source:</b> OUT	<b>Priority:</b> 3
<b>Name:</b> custom due date		
<b>Description:</b> Ability to set a custom due date; all items are subsequently checked out with the custom due date, until it is changed or reset.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5808	<b>Source:</b> OUT	<b>Priority:</b> 3
<b>Name:</b> override due date		
<b>Description:</b> Ability for staff (with sufficient privileges) to override renewal rules and renew items for outreach patrons even if there are unfilled holds on the items.		
<b>Related Reqs:</b> 5191		<b>Related Process</b>

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<b>Req ID:</b> 5191	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> due date extension		
<b>Description:</b> Allow staff to renew or extend due date on selected items. If this is prohibited by loan/renewal rules (e.g., there are holds on the item, or patron has reached renewal limits, or the patron record has a block), require approval at specified permissions level. Renewal or due date extension is tallied as a renewal.		
<b>Related Reqs:</b> 5808 5815		<b>Related Process</b>

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<b>Req ID:</b> 5400	<b>Source:</b> OUT	<b>Priority:</b> 1
<b>Name:</b> checking out same item		
<b>Description:</b> During check-out process, provide an indicator of whether the same patron has checked out the same item before. Ability to enable this indicator by patron type and check-out location. (This feature is required by Library Outreach staff and is not generally required elsewhere. To be effective, it requires patrons to opt-in to retaining check-out history.)		
<b>Related Reqs:</b>		<b>Related Process</b>

### 3. Use Cases

#### 3.1 Use Case List

We have written use cases for selected, frequently-performed activities. These are included to supplement the requirements, and to highlight places where good software could bring great improvements in efficiency and ease of use. The steps of the use cases should be considered suggestive rather than prescriptive.

<b>Primary Actor</b>	<b>Use Cases</b>
Outreach Librarian	Place Group Holds

### 3.2 Place Group Holds

<b>Use Case ID:</b>	3.2		
<b>Use Case Name:</b>	Place Group Holds		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	11/15/08	<b>Date Last Updated:</b>	11/15/08

<b>Actors:</b>	Outreach Librarian (OL)	
<b>Description:</b>	Outreach Librarian places holds for a group of patrons on a group of items.	
<b>Trigger:</b>	Routine, periodic activity.	
<b>Preconditions:</b>	OL is logged into Outreach Module with correct credentials.	
<b>Postconditions:</b>	Holds have been placed.	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>		R1: OL selects “patron groups” tab.
	S2: System displays list of patron groups.	R2: OL reviews patron groups, and selects the “Mystery Lovers” group.
	S3: System displays group information.	R3: OL selects a saved search for that patron group, “recent mysteries”.
	S4: System displays recent mysteries.	R4: OL clicks checkboxes to select several mysteries. OL clicks “Place holds” button.
	S5: System displays a confirmation prompt.	R5: OL clicks “OK” to confirm.
	S6: System places holds on selected items for each patron in the group.	
<b>Alternative Flows and Exceptions:</b>	<ol style="list-style-type: none"> <li>1. While displaying list of patron groups, OL has option of editing a patron group. OL can add patrons by barcode or by searching on a patron record field (e.g. route stop, patron type) and selecting all or specific patrons from the search results.</li> <li>2. While viewing the patron group, OL can select a saved search; initiate a new search and save it to the patron group; or initiate a new search without saving it.</li> <li>3. OL can initiate a search without first selecting a patron group. OL can select results from the search, click to place hold, and enter either a patron barcode (for a single hold) or select a group (for a group of holds).</li> <li>4. If a particular patron has already checked out an item, and has enabled check-out history, that patron will not be included in the hold requests.</li> </ol>	
<b>Includes:</b>		
<b>Priority:</b>	3 (High)	
<b>Frequency of</b>	Hundreds of times per month.	

<b>Use:</b>	
<b>Business Rules:</b>	
<b>Assumptions:</b>	
<b>Notes and Issues:</b>	

---

# **Software Requirements Specification**

**for the**

## **Interlibrary Loan Module**

**of an**

## **Integrated Library System**

Version 2.0 draft

Prepared by Lori Ayre and Lucien Kress  
Galecia Group  
December 1, 2008

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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	10/09/08	Initial Draft	1.0 draft
Lucien Kress	12/1/08	Revisions, Requirements workshop	2.0 draft

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the Interlibrary Loan Module of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The ILL Module will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The ILL Module facilitates the processing of incoming (“lending”) and outgoing (“requesting”) interlibrary loan requests. Specifically, the ILL Module supports the following activities, among others:

- Providing patrons and staff a facility for requesting materials from other library systems.
- Processing borrowing requests and verifying that the local library system does not have materials available prior to requesting from other library systems.
- Processing incoming interlibrary loan requests, verifying availability of materials, and accepting or rejecting requests.
- Posting requests to an interlibrary loan management system such as OCLC Resource Sharing.
- Creating temporary bibliographic and item records for materials received from other library systems.
- Tracking movement of requested items between branches, to patrons, and back to the lending library system.
- Querying and analyzing interlibrary loan transaction records to support decision-making about participation in interlibrary loan agreements and relationships.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to ILL activities. King County Library has previously published specifications for Acquisitions and Serials Management, Circulation, and Cataloging modules. Requirements for OPAC, web services, and management reporting are currently under development.

Moreover, the current specification is focused on functional characteristics of an ILL Module. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

## 1.4 Document Conventions

The SRS includes requirements, process flowcharts, and use cases. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to ILL processes at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

Use cases are included for some of the most frequently performed activities. They are intended to supplement the requirements and highlight activities that offer a great potential for increased efficiency and ease of use. Again, they should be considered to be contextual rather than prescriptive.

## 1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
ILL Staff	ILL staff include managers, librarians, library technicians, library assistants, and library pages who are involved with processing ILL requests, searching for materials, directing movement of materials between branches, processing materials for shipment, tracking interlibrary loans, and developing statistics and analysis of ILL transactions.
ILL Managers	ILL Managers include management staff who oversee the ILL processes.
ILL Libraries	ILL Libraries include libraries who lend materials to, and receive materials from KCLS through the ILL process.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the ILL processes.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

## 1.6 Operating Environment

- OE-1: The ILL Module supports the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. The ILL Department processes over 5000 requests for new materials per month, approximately 2000 of which turn into ILL requests. The ILL Department also

processes approximately 3000 ILL requests from other libraries, 1000 of which result in loans. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.

- OE-2: The ILL Module shall operate on a Linux or Solaris server.
- OE-3: The ILL Module shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, the ILL Module shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-5: The ILL Module shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## **1.7 Design and Implementation Constraints**

- CO-1: The ILL Module shall use a fully relational database back-end.
- CO-2: The ILL Module shall produce standards-compliant HTML.
- CO-3: The ILL Module shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.
- CO-5: These requirements shall not constrain functionality or features of the Online Public Access Catalog (OPAC) module.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for authority records, bibliographic records, order records, item records, hold/request records, and other records maintained or accessed by the ILL Module.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including bibliographic record import and export, validation of bibliographic records against internal and external authority sources, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: The ILL Module is part of an enterprise-level Library Automation System.
- AS-2: ILL processes are consolidated at a central location, and accept input and provide services to multiple locations.
- DE-1: The ILL Module relies on the data structures and functionality of an enterprise-level Library Automation System, including Acquisitions and Cataloging modules.
- DE-2: The ILL Module interfaces with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. USMARC21, EDIFACT).
- DE-3: The ILL module interacts with a patron interface, also known as an Online Public Access Catalog (OPAC), accepting input in the form of materials requests and providing output in the form of temporary bibliographic and item records and hold requests.

## System Requirements

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Category: ILL: General

---

**Req ID:** 5705                      **Source:** ILL                      **Priority:** 3

**Name:** patron ILL requests via OPAC

**Description:** Patron requests are collected through OPAC (or, less preferably, through a separate webform); patron information is authenticated against ILS; if blocks or limits exist, patron is notified; requested items are checked for existence in the collection; patron is notified of existence of items; unowned items directly populate a selection list (see REQ-3004) in the ILS so that retyping is unnecessary. ILL staff use the selection list to process ILL requests.

**Related Reqs:** 3101 5706                      **Related Process**

---

**Req ID:** 5711                      **Source:** ILL                      **Priority:** 2

**Name:** serials ILL requests

**Description:** ILL requests for serials articles are handled through the OPAC request process, as in REQ-5705. The process includes a search of locally available physical and electronic resources. If the request cannot be filled locally, it is processed through the ILL system. When the Library receives an ILL serials photocopy from the lending library, the ILL item record contains periodical name, date, article title, and page numbers.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5713                      **Source:** ILL                      **Priority:** 3

**Name:** manual ILL requests

**Description:** System allows manual entry of ILL requests (for example, when patrons submit requests on paper) in a way that takes advantage of the automation described in REQ-5705, while allowing simple and efficient data entry.

**Related Reqs:**                      **Related Process**

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<b>Req ID:</b> 5717	<b>Source:</b> ILL	<b>Priority:</b> 2
<b>Name:</b> ILL lending request preprocessing		
<b>Description:</b> System provides a utility to import outstanding ILL requests, search by author and title, and output availability and status of each item. To the extent that the external ILL system allows, staff can accept or refuse a request within the ILS interface with a single click.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2344	<b>Source:</b> ILL	<b>Priority:</b> 2
<b>Name:</b> ILL request status		
<b>Description:</b> Request status is updated at each stage of lending and receiving process, to the extent that status information is available from the external ILL system. Ideally, status updates include: request created, request received by lending library, request accepted or rejected by lending library, requested item shipped by lending library (including shipment method), requested item received at borrowing library, requested item sent to pickup location, requested item available on hold shelf, requested item returned by borrower, requested item in transit to shipping location, requested item shipped to lending library (including shipment method), and requested item received by lending library.		
<b>Related Reqs:</b> 5706		<b>Related Process</b>

---

<b>Req ID:</b> 2335	<b>Source:</b> ILL	<b>Priority:</b> 3
<b>Name:</b> ILL fees and restrictions		
<b>Description:</b> System allows ILL fines and charges to be tracked separately from other charges. Some restrictions may be applied according to ILL account balance, independently of other outstanding fees. In addition, presence of a fee for a specific item can prevent that item from being checked out until the fee is paid.		
<b>Related Reqs:</b> 2333		<b>Related Process</b>

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<b>Req ID:</b> 2333	<b>Source:</b> ILL	<b>Priority:</b> 3
<b>Name:</b> ILL request limits		
<b>Description:</b> Ability to set interlibrary loan limits for patrons, both globally and individually. For example, limit the total number of outstanding ILL requests; limit ability to place new ILL requests before current ILL items are returned; limit ability to place new ILL requests based on standard patron blocks, account balance, etc.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5716	<b>Source:</b> ILL	<b>Priority:</b> 3
<b>Name:</b> ILL request search		
<b>Description:</b> System allows searching ILL requests by patron, title, author, lending library, and OCLC request number.		
<b>Related Reqs:</b>		<b>Related Process</b>

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Category: ILL: Integration

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<b>Req ID:</b> 2338	<b>Source:</b> ILL	<b>Priority:</b> 3
<b>Name:</b> integrated ILL module		
<b>Description:</b> ILL module is completely integrated with the rest of the system and with external interlibrary loan systems (OCLC, Sirsi Dynix URSA, Innovative InnReach, Relais ILL, Auto-Graphics AGent Resource Sharing, etc.). To the extent that the external system supports it, the ILL module is able to use borrower records and item records from the external system, to avoid the necessity of manually creating temporary records. Imported records can easily be distinguished from non-ILL records, and can be included or excluded in queries and reports.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5700	<b>Source:</b> ILL	<b>Priority:</b> 3
<b>Name:</b> compatibility with external interlibrary loan systems		
<b>Description:</b> Ability to import, export, and track interlibrary loan patrons and requests with external interlibrary loan systems.		
<b>Related Reqs:</b>		<b>Related Process</b>

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Category: ILL: Requesting

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**Req ID:** 2345                      **Source:** ILL                      **Priority:** 1

**Name:** ILL due date and renewal rules

**Description:** System retrieves owning library's due date and renewal rules from external interlibrary loan system.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5712                      **Source:** ILL                      **Priority:** 3

**Name:** "use in library" items

**Description:** When the Library requests and receives an ILL item that is reserved for use inside the Library, the item record is marked with a "use in library" flag. The item can only be checked out to the patron's home library. The item record has an easily-identifiable visual indicator (such as a colored background).

**Related Reqs:**                      **Related Process**



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**Category:** ILL: Patron Notifications
 

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**Req ID:** 5706                      **Source:** ILL                      **Priority:** 3

**Name:** patron ILL request notifications

**Description:** Patrons can receive automatic or manual notifications according to preference at each stage of ILL request processing. Notification preferences can include status changes to be notified about (see REQ-3102) and notification method (email, text message, etc.). In addition, status changes are recorded in the patron account. (Library chooses which status changes are visible to patrons.) Patrons can track ILL request status and progress through their account.

**Related Reqs:** 2344 3102                      **Related Process**

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**Req ID:** 2336                      **Source:** ILL                      **Priority:** 3

**Name:** ILL notices

**Description:** ILL overdue and charge notifications are handled as part of the larger notification system.

**Related Reqs:**                      **Related Process**

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**Req ID:** 2506                      **Source:** ILL                      **Priority:** 2

**Name:** ILL patron special notifications

**Description:** Ability to click to notify patron of special circumstances in ILL requests, e.g. if there is a charge for an ILL request, or if item unexpectedly becomes unavailable, etc. Notification method and template is customizable per system. Notification method uses patron preferences (email, phone, text message, etc.)

**Related Reqs:** 5706                      **Related Process**

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**Req ID:** 2511                      **Source:** ILL                      **Priority:** 3

**Name:** ILL patron account messages

**Description:** Ability to place a non-blocking ILL message in the patron account, e.g. requested ILL item has a fee, or requested ILL item is unavailable.

**Related Reqs:** 5706                      **Related Process**

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**Category:** ILL: Records
 

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**Req ID:** 5702                      **Source:** ILL                      **Priority:** 3

**Name:** ILL patron records

**Description:** Ability to identify patron records created for remote libraries that borrow through ILL, for example through a unique patron type. ILL patrons have different rules of requesting and loan rules than other patrons. (See REQ-5057 and REQ-5190 for specification of rules.)

**Related Reqs:** 5057 5190                      **Related Process**

---

**Req ID:** 5701                      **Source:** ILL                      **Priority:** 3

**Name:** ILL item records

**Description:** Ability to flag a bibliographic record as an ILL record. When staff view an ILL-flagged bibliographic record, or an item record attached to an ILL-flagged bibliographic record, or an ILL item record in a patron's checked-out items list, there should be an easily visible indicator (e.g. customizable background color, etc.) that the record is for a borrowed ILL item. The item record includes a link to the interlibrary loan system request record. ILL items will always be suppressed in patron interfaces.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5715                      **Source:** ILL                      **Priority:** 3

**Name:** ILL request history

**Description:** ILL requests are written to the patron's check-out history, if the patron has opted in.

**Related Reqs:** 5046                      **Related Process**

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Category: ILL: Miscellaneous

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**Req ID:** 5703                      **Source:** ILL                      **Priority:** 3

**Name:** ILL patron address export

**Description:** Ability to export ILL patron address from the patron record in any of several data formats: XML, comma-separated text, tab-delimited text, format specified by an external postage system, or format specified by label printing software. Ability to specify additional formats as required. Ability to specify a default format and to pick other formats from a drop-down menu.

**Related Reqs:**

**Related Process**

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**Req ID:** 5714                      **Source:** ILL                      **Priority:** 2

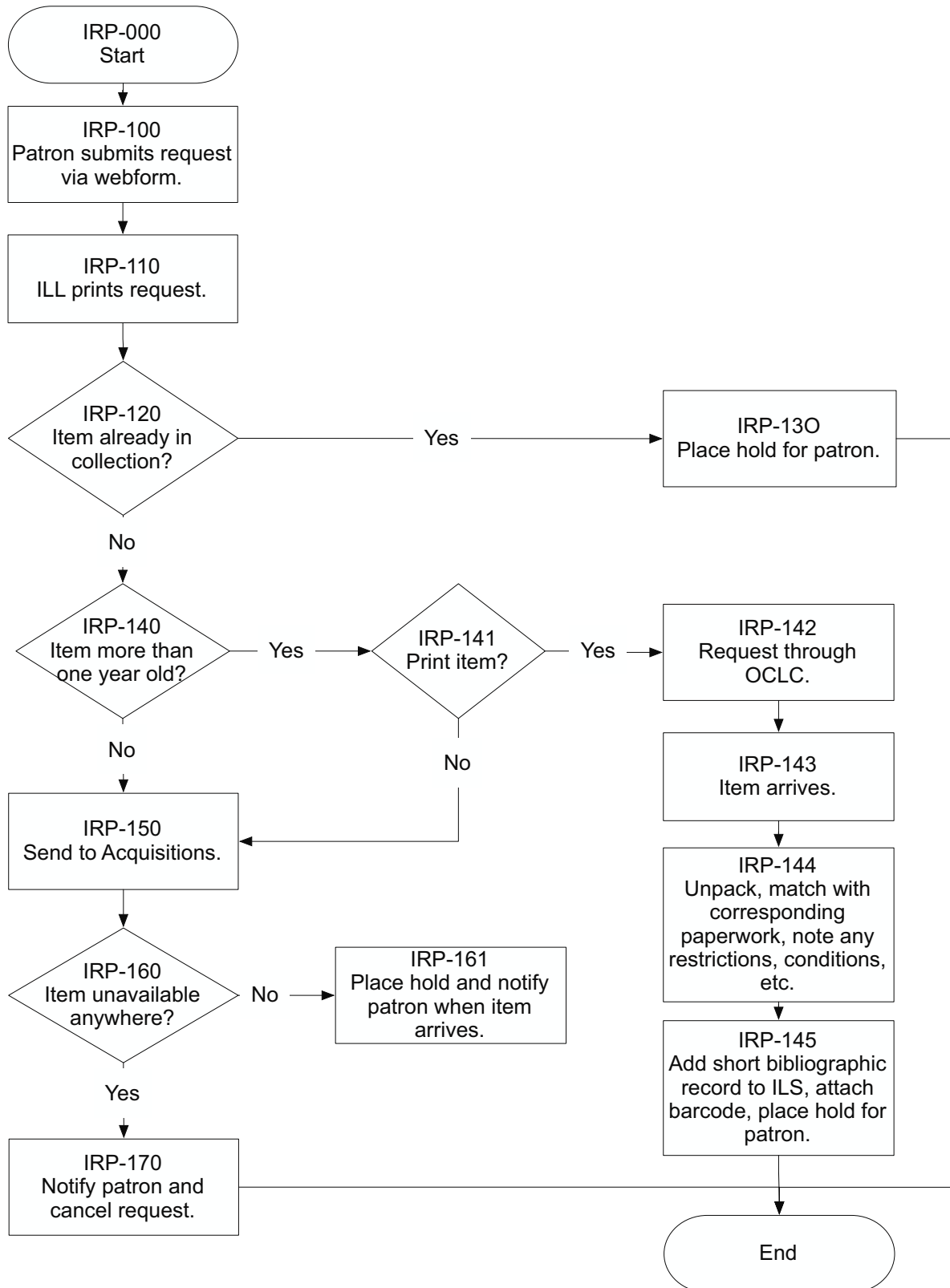
**Name:** ILL transaction labels

**Description:** System provides a utility to generate an information label from an ILL request or item record.

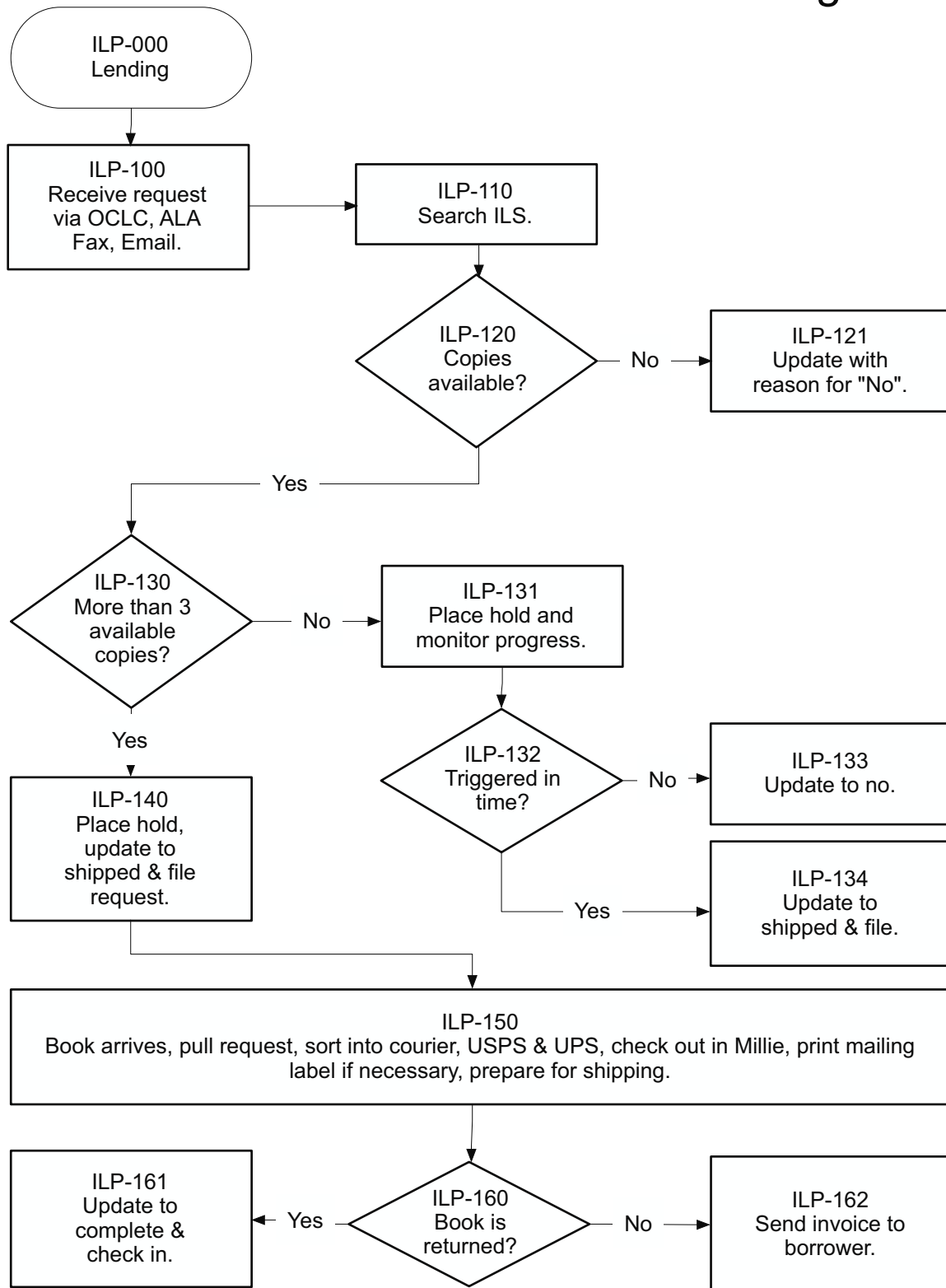
**Related Reqs:**

**Related Process**

# ILL Receiving Process



# ILL Lending Process



## 4. Use Cases

### 4.1 Use Case List

We have written use cases for selected, frequently-performed activities. These are included to supplement the requirements, and to highlight places where good software could bring great improvements in efficiency and ease of use. The steps of the use cases should be considered suggestive rather than prescriptive.

<b><i>Primary Actor</i></b>	<b><i>Use Cases</i></b>
ILL Technician	Process Local Materials Requests
ILL Technician	Process External Materials Requests
ILL Technician	Create Temporary Bibliographic/Item Record

## 4.2 Process Local Materials Requests

<b>Use Case ID:</b>	USE-001		
<b>Use Case Name:</b>	Process Local Materials Requests		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	11/15/08	<b>Date Last Updated:</b>	11/15/08

<b>Actors:</b>	ILL Technician (Tech)	
<b>Description:</b>	Tech processes local materials requests for delegation to Acquisitions or Interlibrary Loan vendor.	
<b>Trigger:</b>	Routine process.	
<b>Preconditions:</b>	Tech is logged into library system and ILL system with appropriate privileges.	
<b>Postconditions:</b>	Requests have been delegated as appropriate.	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>		R1: Tech selects incoming requests list and clicks "Process" button.
	S2: System processes incoming requests and marks status for each request.	R2: Tech reviews items with "invalid patron" or "blocked patron" status and chooses to notify patrons with email addresses of request failure, and chooses to delete other "invalid patron" requests.
	S3: System redisplay list without "invalid patron" and "blocked patron" items.	R3: Tech reviews items with "unidentifiable item" status. Tech performs searches to identify items and add necessary fields, and clicks "Process" button.
	S4: System redisplay list without "unidentifiable item" items.	R4: Tech reviews items with "available locally" status and chooses to notify patrons with email addresses of availability, including a "click to place hold" link. Tech chooses to place holds automatically for patrons without email addresses.
	S5: System redisplay list without "available locally" items.	R5: Tech reviews items with "prefer to order" status (i.e. recently published items, media items, etc.) and chooses to route to an Acquisitions selection list.
	S6: System redisplay list without "prefer to order" items.	R6: Tech reviews remaining items and clicks to transfer to ILL.
	R7: System places requests or prepares output file to upload to ILL system.	R7: Tech deletes remaining unidentifiable items.
<b>Alternative</b>		

<b>Flows and Exceptions:</b>	
<b>Includes:</b>	
<b>Priority:</b>	3 (High)
<b>Frequency of Use:</b>	Thousands of times per month
<b>Business Rules:</b>	
<b>Assumptions:</b>	
<b>Notes and Issues:</b>	



### 4.3 Process External Materials Requests

<b>Use Case ID:</b>	USE-002		
<b>Use Case Name:</b>	Process External Materials Requests		
<b>Created By:</b>	Lucien Kress	<b>Last Updated By:</b>	Lucien Kress
<b>Date Created:</b>	11/15/08	<b>Date Last Updated:</b>	11/15/08

<b>Actors:</b>	ILL Technician (Tech)	
<b>Description:</b>	Tech processes external materials request from ILL system.	
<b>Trigger:</b>	Routine process.	
<b>Preconditions:</b>	Tech is logged into library system and ILL system with appropriate privileges.	
<b>Postconditions:</b>	Requests have been accepted or rejected as appropriate.	
	<b>Stimulus</b>	<b>Response</b>
<b>Normal Flow:</b>		R1: Tech imports outstanding requests from ILL system and clicks "Process".
	S2: System displays requests, status, item availability, and approximate time to arrive.	R2: Tech selects items that are not owned by Library and clicks "Reject".
	S3: System sends rejection statuses, deletes rejected requests, and redisplay remaining requests.	R3: Tech selects new and pending items that won't be available within 20 days and clicks "Reject".
	S4: System sends rejection statuses, deletes rejected requests, and redisplay remaining requests.	R4: Tech selects items that may be available within 20 days and clicks "Tentative".
	S5: System places holds, marks items as "pending", and redisplay remaining requests.	R5: Tech selects items that are in "pending" status and currently in transit, and clicks "Accept".
	S6: System sends acceptance statuses, marks items as "accepted", and redisplay remaining requests.	R6: Tech reviews remaining items, sends acceptance or rejection status manually where appropriate, and leaves most items unchanged.
<b>Alternative Flows and Exceptions:</b>		
<b>Includes:</b>		
<b>Priority:</b>	3 (High)	
<b>Frequency of Use:</b>	Thousands of times per month	
<b>Business Rules:</b>		
<b>Assumptions:</b>		
<b>Notes and</b>		

<b>Issues:</b>	
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# **Software Requirements Specification**

**for the**

## **Management Processes**

**of an**

## **Integrated Library System**

Version 3.0 final

Prepared by Lori Ayre and Lucien Kress  
Galecia Group  
January 27, 2009

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## Revision History

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	9/26/08	Initial Draft	1.0 draft
Lucien Kress	12/1/08	Revisions, Requirements workshop	2.0 draft
Lucien Kress	1/27/09	Revisions, final	3.0 final

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the Management Processes of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The Management Processes will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The Management Processes facilitates the management of Library services, programs, and policies. Specifically, the Management Processes support the following activities, among others:

- Analyzing the Library collection and its use by patrons.
- Analyzing branch capacity and optimal distribution of the collection.
- Analyzing the demographics and interests of the Library's patrons.
- Analyzing staff productivity and workflow.
- Tracking and verifying financial transactions.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to management activities. King County Library has previously published specifications for Acquisitions and Serials Management, Circulation, and Cataloging modules. Requirements for OPAC and web services are currently under development.

Moreover, the current specification is focused on functional characteristics of Management Processes. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

## **1.4 Document Conventions**

The SRS includes requirements. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to Management Processes at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

## **1.5 User Classes and Characteristics**

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Staff	Staff include managers, librarians, library technicians, library assistants, and library pages who are involved in designing and providing services for the Library.
Managers	Managers include management staff who oversee Library processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the design and implementation of Library services.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

## **1.6 Operating Environment**

- OE-1: Management Processes support the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.
- OE-2: Management Processes shall operate on a Linux or Solaris server.
- OE-3: Management Processes shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, Management Processes shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-5: Management Processes shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

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- CO-1: Management Processes shall use a fully relational database back-end.
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- CO-5: These requirements shall not constrain functionality or features of the Online Public Access Catalog (OPAC) module.

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- DE-2: Management Processes interface with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. USMARC21, EDIFACT).
- DE-3: Management Processes interact with a patron interface, also known as an Online Public Access Catalog (OPAC).



## System Requirements

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### Category: Management Tools: General

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<b>Req ID:</b> 5616	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> streamlined staff login		
<b>Description:</b> The system supports (but does not require) streamlined staff login methods, for example staff member swipes a card to log into a terminal.		
<b>Related Reqs:</b>		<b>Related Process</b>
<hr/>		
<b>Req ID:</b> 5607	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> report templates		
<b>Description:</b> System administrators can create report templates that are available to front-line staff, and can be run as is or modified to the staff person's particular needs.		
<b>Related Reqs:</b>		<b>Related Process</b>
<hr/>		
<b>Req ID:</b> 5617	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> reports permissions		
<b>Description:</b> System provides fine-grained permissions to allow or disallow staff to run specific reports, and/or to run ad hoc reports on specific sets of data.		
<b>Related Reqs:</b>		<b>Related Process</b>
<hr/>		
<b>Req ID:</b> 5624	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> query tool		
<b>Description:</b> System provides a user-friendly interface for designing queries against all record types. Staff can select fields to query; select values from picklist of possible values; select regular expressions from drop-down menu, and use a full range of Boolean operators. Administrators control staff access to tables and fields.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5618	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> board reports		
<b>Description:</b> The system provides canned reports for consumption by Library Board or other external consumers. Generally, reports display statistics on check-outs, check-ins, number of holds placed, number of holds filled. Statistics should be cross-tabulated per terminal, per branch, per cluster of branches, per hour, per patron age range, per patron type, and per patron location.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5609	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> transaction data archive		
<b>Description:</b> Transactions are archived in a form that protects patron privacy, while providing useful demographic statistics.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5631	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> periodic reports, examples		
<b>Description:</b> Examples of periodic reports: bibliographic records with holds; items that have not been checked out in X days; item-level holds; items with invalid item type; in-transit items with outstanding hold; items that have been in-transit for more than X days; items that are the last copy in the system; items with a long call number; missing items; bibliographic records with no item records; patrons with invalid home library.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

**Category: Management Tools: Demographics**

---

**Req ID:** 5606                      **Source:** MGT                      **Priority:** 3

**Name:** behavior and use analysis

**Description:** The system produces statistics that can be used to understand and predict patron behavior and use of materials. For example, how quickly is a particular book returned, on average? How likely is a particular book to be renewed? What percent of check-outs at a particular branch are renewals?

**Related Reqs:** 5609

**Related Process**

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**Req ID:** 5605                      **Source:** MGT                      **Priority:** 3

**Name:** demographic statistics

**Description:** The system produces useful demographic statistics, including transactions by geographical regions, age ranges, ethnicity, etc. The data used to produce these statistics must be anonymized, i.e. information that could be used to identify a patron is deleted.

**Related Reqs:** 5609

**Related Process**

---

**Req ID:** 5613                      **Source:** MGT                      **Priority:** 3

**Name:** collection use outcomes

**Description:** The system provides tools for capturing outcomes of collection use. For example, the system provides feedback mechanisms to ask follow-up questions (Did you read this item? Did you like it? Was it useful?).

**Related Reqs:**

**Related Process**

---

**Category: Management Tools: Inventory Control**


---

**Req ID:** 5634                      **Source:** MGT                      **Priority:** 3

**Name:** material volume report

**Description:** Ability to report on the volume of material in a given library at any point in time, based on new acquisitions, items on the shelf, and items out in circulation, with the ability to break down volume in categories (e.g. total items in library, number of holds, number of adult fiction, number of board books, etc).

**Related Reqs:** 5635

**Related Process**

---

**Req ID:** 5635                      **Source:** MGT                      **Priority:** 3

**Name:** system capacity dashboard

**Description:** The system provides a dashboard showing capacity of all branches (as defined in REQ-5634).

**Related Reqs:** 5634

**Related Process**

---

**Req ID:** 5638                      **Source:** MGT                      **Priority:** 3

**Name:** shelf space report

**Description:** For each genre and format of material, ability to compare the percentage of total circulations, the percentage of the collection, and the percentage of total shelf space that genre/format comprises. Ability to report per library and per system.

**Related Reqs:**

**Related Process**

---

**Req ID:** 5602                      **Source:** MGT                      **Priority:** 3

**Name:** floating materials load balancing

**Description:** Ability to maintain appropriate load of floating material at each branch, depending on branch capacity, age of materials, etc.

**Related Reqs:**

**Related Process**

---

<b>Req ID:</b> 5601	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> uncataloged material		
<b>Description:</b> Ability to control inventory of uncataloged material, such as paperback books and children's board books. Support for quick distribution; minimal branch labor; and ability to identify how the material is being used. Ability to count transactions and include in circulation statistics and reports.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5603	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> just-in-time collection		
<b>Description:</b> Ability to maintain a central "just in time" collection, in which holds are serviced from a warehouse. For example, popular titles with a short lifespan, and books that are often assigned at schools.		
<b>Related Reqs:</b> 5818		<b>Related Process</b>

---

<b>Req ID:</b> 5818	<b>Source:</b> OUT	<b>Priority:</b> 3
<b>Name:</b> item transfer utility		
<b>Description:</b> System provides a utility for transferring batches of items between branches, used for example to move books into a mobile library, an outreach program collection, or a "just-in-time" warehouse. Utility includes ability to query for candidate materials; ability to save queries for repeated use; ability to manually select titles from query results; and ability to change records of all or selected items to move to new location. Mechanisms for moving items include changing location field, generating pull lists, etc. In addition, utility provides means to revert items to original location after a set period of time, and/or based on other criteria.		
<b>Related Reqs:</b> 5603		<b>Related Process</b>

---

<b>Req ID:</b> 5636	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> track recently returned materials		
<b>Description:</b> Ability to issue a real-time query of recently-returned, currently-available material.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5626	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> missing and damaged items report		
<b>Description:</b> The system provides reports of missing and damaged items per branch.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5627	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> in-transit items report		
<b>Description:</b> The system generates a list of items that have been in-transit for more than X days (X configurable), per branch, per cluster, and per system.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5630	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> item record purging		
<b>Description:</b> The system provides a utility for identifying item records to purge, based on customizable criteria such as: an item has been in status "missing" for more than X days; an item has status "weeded"; etc. Matching items can be reviewed and removed from the set prior to deleting. Delete items can be undeleted for a customizable period of time.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5610	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> deletions		
<b>Description:</b> Ability to count and track record deletions (e.g. item records, patron records) per location and per system.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

Category: Management Tools: Patron Records

---

**Req ID:** 5619                      **Source:** MGT                      **Priority:** 3

**Name:** patron characteristics

**Description:** Queries and reports can be limited or grouped by various patron characteristics, including: age range, neighborhood, county of residence, home branch, patron type, and preferred language.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5620                      **Source:** MGT                      **Priority:** 3

**Name:** GIS interface

**Description:** Patron records can store GIS data, and/or interface with external GIS resources.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5629                      **Source:** MGT                      **Priority:** 3

**Name:** inactive patrons report

**Description:** The system generates a list of patrons with no circulation or electronic activity in the last X days (X configurable).

**Related Reqs:**                      **Related Process**

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**Category: Management Tools: Transaction Records**


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**Req ID:** 5604                      **Source:** MGT                      **Priority:** 3

**Name:** transaction history

**Description:** Transaction history is maintained for X days (X is configurable); monthly and annual aggregate information is maintained indefinitely.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5614                      **Source:** MGT                      **Priority:** 3

**Name:** examples of useful backroom statistics

**Description:** Transactions can be grouped by hour, staff person, staff hours, terminal, branch, and branch cluster. Transactions include check-ins, check-outs, fines collected, patron registrations, etc., and can be queried by all transactions or by type of transaction. Additional examples of useful statistics include: amount of time processing check-ins per branch; time between return of items and placement on shelf per branch; etc. One application is to evaluate optimal staff allocation between branches, and between tasks within branches.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5621                      **Source:** MGT                      **Priority:** 3

**Name:** types of check-in

**Description:** The system counts all types of check-in individually and cumulatively: book-drop, backroom, self-service, staff check-in, paging list check-in, and status flip.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5622                      **Source:** MGT                      **Priority:** 3

**Name:** types of check-out

**Description:** The system counts all types of check-out individually and cumulatively: staff check-out, self check-out, staff renewal, self check-out renewal, PAC renewal, OPAC renewal, telephone renewal. In addition, check-outs are categorized by whether they were checked out from the holdshelf or from browsing shelves.

**Related Reqs:**                      **Related Process**



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<b>Req ID:</b> 5623	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> holds and locations		
<b>Description:</b> The system counts all hold requests, including how the hold was placed: at a staff desk, at a public computer inside the library, or remotely.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5628	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> transactions report		
<b>Description:</b> The system can generate a report of transactions (holds placed, holds filled, and check-outs) per patron, per branch, per cluster, per system, per county, per GIS sector, and per library jurisdiction. The system displays the number of check-outs and placed holds per patron. Holds are subtalled by type, e.g. active, frozen, and frozen-until holds.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category: Management Tools: Financial Records**


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**Req ID:** 5639                      **Source:** MGT                      **Priority:** 3

**Name:** standard accounting practice and auditing requirements

**Description:** All reports and data archiving must comply with standard accounting practice and state, county, and municipal auditing requirements.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5611                      **Source:** MGT                      **Priority:** 3

**Name:** financial data (patrons)

**Description:** Fines, charges, waivers, and ecommerce transactions are attached to patron and item records. System tracks fines waived and payments made per library. Financial information can be updated easily. As an example, a staff user can easily query patron accounts with balances greater than X dollars.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5625                      **Source:** MGT                      **Priority:** 3

**Name:** financial reports

**Description:** The system provides financial reports including: patron account balances by patron, home library, cluster, and system; fines and charges accrued per time period (e.g. last twelve months, YTD, last month) and per type of charge (overdue fines, damaged item charges, lost item charges, etc.); fines waived per time period and per branch; payments made per time period and per payment method (e.g. staff desk, self-check station, OPAC).

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5637                      **Source:** MGT                      **Priority:** 3

**Name:** financial audit trail

**Description:** The system maintains a ledger of patron payments, including which charges payments are applied to, to facilitate reconciliation.

**Related Reqs:**                      **Related Process**

---

# **Software Requirements Specification**

**for the**

## **Web Services**

**of an**

# **Integrated Library System**

Version 2.0 draft

Prepared by Lori Ayre and Lucien Kress  
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December 15, 2008

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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	11/25/08	Initial Draft	1.0 draft
Lucien Kress	12/15/08	Revisions, Requirements workshop	2.0 draft

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the Web Services of an Integrated Library System (ILS), including staff and patron catalog interfaces, patron account management, and web-based or web-related programs and services. The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The Web Services will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The Web Services of the ILS facilitate the management and presentation of staff and public interfaces, patron account management, and web-based or web-related programs and services. Specifically, the Web Services support the following activities, among others:

- Designing, creating, and publishing web interfaces to the catalog, for staff and patron use.
- Designing, creating, and publishing an interface for managing patron account information, preferences, content sharing, etc.
- Designing, creating, and publishing patron programs and services, such as book alerts, RSS feeds, etc.
- Providing a platform for patrons to create and share content, including book ratings, book reviews, book lists, book discussion groups, etc.
- Generating and publishing statistics and reports in support of web service management.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to management activities. King County Library has previously published specifications for Acquisitions and Serials Management, Circulation, and Cataloging modules, among others.

Moreover, the current specification is focused on functional characteristics of Web Services. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

## 1.4 Document Conventions

The SRS includes requirements. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to services at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

## 1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using print materials, media materials, or electronic resources.
Staff	Staff includes managers, librarians, library technicians, library assistants, and library pages who are involved in designing and providing services for the Library.
Web Services Staff	Web Services Staff includes web developers, web designers, programmers, and others who are involved in designing and publishing Library web pages, web applications, and web sites.
Managers	Managers include management staff who oversee Library processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the design and implementation of Library services.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

## 1.6 Operating Environment

- OE-1: Web services support the needs of a large, multiple-branch library system with an advanced, complex website. Specifically, the system must support a library system with over 1.25 million patrons, 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.
- OE-2: The King County Library System website receives over 2,000,000 visits per month.
- OE-3: Web Services operate on a Linux or Solaris server.
- OE-4: Web Services shall be accessible through a web-browser or a Windows-compatible client.
- OE-5: Web Services shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-6: Web Services shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## **1.7 Design and Implementation Constraints**

- CO-1: Web Services shall use a fully relational database back-end.
- CO-2: Web Services shall produce standards-compliant HTML.
- CO-3: Web Services shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for authority records, bibliographic records, order records, item records, hold/request records, and other records maintained or accessed by Web Services.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including bibliographic record import and export, validation of bibliographic records against internal and external authority sources, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: Web Services are part of an enterprise-level Library Automation System.
- AS-2: Web Service process are consolidated at a central location, and accept input and provide services to multiple locations.
- DE-1: Web services rely on the data structures and functionality of an enterprise-level Library Automation System, including Acquisitions, Cataloging, and Circulation modules.
- DE-2: Web Services interface with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. USMARC21, EDIFACT).
- DE-3: Web Services include and interact with a patron interface, also known as an Online Public Access Catalog (OPAC).



## System Requirements

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### Category: Web Services: General

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<b>Req ID:</b> 7110	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> web usability		
<b>Description:</b> The catalog website, patron account website, and related components use standards-compliant HTML, XHTML, XML, CSS, JAVA, ASP.NET, and/or ColdFusion code which is fully within the control of the Library. Global and contextual navigation elements are fully customizable. The web architecture supports the embedding of custom code, widgets, and data extracted from external APIs. Catalog website and related components must be Section 508 compliant.		
<b>Related Reqs:</b> 7120		<b>Related Process</b>
<b>Req ID:</b> 7112	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> catalog home page		
<b>Description:</b> The catalog home page is configured by the Library. The system includes modular components (e.g. widgets) that can be added to library pages, including: a search box; buttons for browsing the collection; library news and events; library event calendar; a toggle to limit searches to available items; library branch information; lists of currently popular items; lists of new items; personalized recommendations; a chat box; current holds status; current checked-out item status, and events at the patron's home library.		
<b>Related Reqs:</b> 7101 7109		<b>Related Process</b>
<b>Req ID:</b> 7120	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> modular website		
<b>Description:</b> System provides modular customizations for patron web interface, allowing patron to select a base template and add modules or applications, singly or in batch. For example, a patron might select a simple search interface, add a bundle of child-related services, and add "top ten circulating DVDs" and "top ten new mysteries" widgets.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 7106	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> patron web templates		
<b>Description:</b> System supports creation of web templates for different types of patrons -- those who want a simple interface, those who want advanced features, those mainly interested in children's services, etc. -- and allows patrons to switch interfaces and customize interfaces.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 7202	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> web session length		
<b>Description:</b> Ability to set separate session lengths based on browser IP address ranges. For example, web sessions expire sooner for public computers inside the Library than for remote computers.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 7012	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> MARC 245 field support		
<b>Description:</b> System uses MARC 245 field to determine where to start title field when indexing. For example, when title field begins with an article (a, an, the, etc.), the 245 field gives the number of initial characters to omit.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7228	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> electronic resources indexing		
<b>Description:</b> Ability to include electronic resources in indexes.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category:** Web Services: Administrative
 

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**Req ID:** 7006                      **Source:** WEB                      **Priority:** 3

**Name:** availability status

**Description:** Library can define availability status of items based on item status and other criteria. For example, items may show as available only when their status is "on shelf", or when their status is either "on shelf" or "just returned", etc. This definition is the basis of availability display (see REQ-7009) and "limit to available" searches (see REQ-7224).

**Related Reqs:** 7009 7224                      **Related Process**

---

**Req ID:** 7220                      **Source:** WEB                      **Priority:** 2

**Name:** error message administration

**Description:** Administrative staff can create and modify staff and patron error messages and specify triggers for error messages.

**Related Reqs:** 5216                      **Related Process**

---

**Req ID:** 7111                      **Source:** WEB                      **Priority:** 1

**Name:** default patron account view

**Description:** When a patron clicks the "my account" link, the default view is configured by the Library. For example, the default view may show holds that are ready to pick up and checked-out items, with other account pages accessible through navigation elements. Library may specify whether empty lists will be displayed (e.g. when there are no holds ready to pick up, Library specify whether to omit that section or display "0 holds available for pickup").

**Related Reqs:**                      **Related Process**

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**Req ID:** 7211                      **Source:** WEB                      **Priority:** 3

**Name:** contextual help

**Description:** System supports addition of custom, context-sensitive help on any page.

**Related Reqs:**                      **Related Process**

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<b>Req ID:</b> 7109	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> library events		
<b>Description:</b> System manages library events, and/or interfaces with external event management software. Patrons can sign up for events online, import events from the library website in standard calendar formats, receive reminders by email or text message, and evaluate or comment on events online. Events can be included in search scopes. Library defines message format, including data fields to include. Patrons may opt out of event notifications.		
<b>Related Reqs:</b> 7101 7116		<b>Related Process</b>

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<b>Req ID:</b> 7116	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> event-related resources		
<b>Description:</b> System can be used to record relationships between events and resources, so that patrons who register for an event can receive recommendations of related materials, and patrons who search for materials can learn about related events.		
<b>Related Reqs:</b> 7109		<b>Related Process</b>

---

<b>Req ID:</b> 7020	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> top ten searches		
<b>Description:</b> System tracks patron and staff searches separately, and administrators can review and publish a dynamic list of the most popular search types, search terms, limits, and sorts.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 7225	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> trend reports		
<b>Description:</b> Ability to generate a report showing top ten holds, top ten circulations, etc., per library branch and per system.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

**Category:** Web Services: Search and Browse
 

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**Req ID:** 7003                      **Source:** WEB                      **Priority:** 3

**Name:** search: scope

**Description:** System provides robust and fast searching capabilities. Search scopes can be defined to include any or all indexed fields, bibliographic record information, and any or all meta-data attached to the bibliographic and item record. Ranking of search results can be defined by which field(s) the keyword was found in.

**Related Reqs:** 1726 7014                      **Related Process**

---

**Req ID:** 7013                      **Source:** WEB                      **Priority:** 3

**Name:** search: general characteristics

**Description:** System supports wildcards (any single character, any group of characters). System supports "AND", "OR", and "NOT" keywords. System supports regular expressions, BOOLEAN, and proximity searches, but each of these can be enabled or disabled independently for staff and patron interfaces. System supports case-sensitive and case-insensitive searches. System supports limiting searches to a specified date range. System supports a method for literal interpretation of reserved characters (for example, interpret "\*" as a wildcard, but interpret "\" as an asterisk). In general, all ASCII characters, including symbols, can be included in a search term.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 7011                      **Source:** WEB                      **Priority:** 2

**Name:** search: interface

**Description:** Search interfaces should be consistent for staff and patrons, with similar look-and-feel even when staff interfaces include additional options or features not available to patrons.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 7016                      **Source:** WEB                      **Priority:** 3

**Name:** search: engines

**Description:** All search pages should provide the same options and the same look and feel, even when they rely on different search engines.

**Related Reqs:**                      **Related Process**

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<b>Req ID:</b> 7210	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> default search box		
<b>Description:</b> Default search box does not require selecting a search type. The Library defines the default search type.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7017	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search: custom templates		
<b>Description:</b> Ability to create pre-defined searches and provide them to users. Users can modify and save searches, and can limit and refine searches from the initial search results screen.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 7206	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search: word stemming		
<b>Description:</b> Ability to broaden search results by including all word stems (e.g. word tenses, singular and plural, etc.).		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7221	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search: number		
<b>Description:</b> System supports number searches, including call number, ISBN, OCLC number, government document number, barcode number, bibliographic record number, title control number, and item record number.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2380	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search: non-roman characters		
<b>Description:</b> Ability to search for non-roman characters, using standard input methods.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b>	7015	<b>Source:</b>	WEB	<b>Priority:</b>	2
<b>Name:</b>	<b>search: shortcuts</b>				
<b>Description:</b>	System provides a variety of search shortcuts (e.g. "T:abc" to search Title field for "abc") which can be used from any search field. Expert users can perform advanced searches in a simple search field, without going to an advanced search screen.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

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<b>Req ID:</b>	7201	<b>Source:</b>	WEB	<b>Priority:</b>	3
<b>Name:</b>	<b>search: add more rows</b>				
<b>Description:</b>	Advanced search provides the ability to add additional criteria rows.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

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<b>Req ID:</b>	7022	<b>Source:</b>	WEB	<b>Priority:</b>	3
<b>Name:</b>	<b>search: spell check</b>				
<b>Description:</b>	System suggests alternate spellings for search terms, based on words that occur in indexes. (In other words, the system will not suggest a word that will result in no search results.) Library can modify the system thesaurus as needed to reflect local preferences.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

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<b>Req ID:</b>	7018	<b>Source:</b>	WEB	<b>Priority:</b>	3
<b>Name:</b>	<b>search limits: scope</b>				
<b>Description:</b>	Library can define multiple scopes for limiting searches. Examples of limiting scopes are: "DVDs and video downloads", "items at nearby libraries", "Chinese language books, DVDs, and CDs", "large print items", etc. Scopes may include search targets outside the library catalog as well.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

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<b>Req ID:</b>	7007	<b>Source:</b>	WEB	<b>Priority:</b>	3
<b>Name:</b>	<b>search limits: display</b>				
<b>Description:</b>	System supports placing multiple limits on any search. System provides a visual indicator when limits are in effect on search results. Limits can be toggled on and off individually.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

<b>Req ID:</b> 5501	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> opac displays call numbers in initial search results		
<b>Description:</b> opac displays call numbers in initial search results		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7224	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search limits: available		
<b>Description:</b> Ability to limit searches to available items, as defined in REQ-7006.		
<b>Related Reqs:</b> 7006		<b>Related Process</b>
<b>Req ID:</b> 7205	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search limits: call number range		
<b>Description:</b> Ability to limit keyword searches by call number range.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7002	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> search limits: reading level		
<b>Description:</b> Ability to limit searches by one or more reading levels, as defined by library. Reading levels may be defined at will, based on MARC Audience field, item call number, owning library, internal or external metadata, and other information in the bibliographic and item record.		
<b>Related Reqs:</b> 7007		<b>Related Process</b>
<b>Req ID:</b> 7216	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search limits: nonfiction		
<b>Description:</b> Ability to limit search results to nonfiction materials.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7014	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results: relevancy ranking		
<b>Description:</b> Relevancy ranking can be customized based on which field the search term was found in, individual weighting of fields, and other criteria from the bibliographic record.		
<b>Related Reqs:</b> 7222		<b>Related Process</b>



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<b>Req ID:</b> 1704	<b>Source:</b> CAP	<b>Priority:</b> 3
<b>Name:</b> search results: display		
<b>Description:</b> Ability to customize all search result display screens, including selection of fields to display and sorting/limiting options. Ability to set preferred default displays defined by individual user logons with ability to further customize and change settings as needed.		
<b>Related Reqs:</b> 2271 2272 227		<b>Related Process</b> CAT010

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<b>Req ID:</b> 7226	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results: deduplication		
<b>Description:</b> All search results are deduplicated.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7209	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results: refinement		
<b>Description:</b> Search results can be refined, limited, and sorted from the initial results list. All search criteria are remembered when search results are refined, limited, or sorted.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2361	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results: sorting		
<b>Description:</b> System provides ability to sort search results by any field by clicking on column heading, or by selecting a predefined sort from a drop-down menu.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7213	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results: highlight search terms		
<b>Description:</b> Ability to toggle highlighting of search terms in search results screens.		
<b>Related Reqs:</b>		<b>Related Process</b>

<b>Req ID:</b> 2366	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> search results: details		
<b>Description:</b> When viewing search results, ability to view selected details in a pop-up window by hovering mouse cursor over an item. Clicking a search result displays the full bibliographic record. This capability can be toggled on or off per patron and per system.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7223	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> search results: details level		
<b>Description:</b> Ability to expand and collapse search results to view different levels of details.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7208	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results navigation		
<b>Description:</b> Ability to navigate back and forth between search criteria; initial search results; and refined, limited, and/or sorted search results.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7212	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search scope expansion		
<b>Description:</b> Searches can be expanded on-the-fly to include additional sources, e.g. journals, external websites, WorldCat, Google Books, etc.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7009	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results: availability		
<b>Description:</b> Ability to display availability (as defined in REQ-7006), last check-in location, and/or last check-in time in search results and on bibliographic or item records. Library may choose to display any or all of this information, in staff interfaces, patron interfaces, or both.		
<b>Related Reqs:</b> 1922		<b>Related Process</b>

<b>Req ID:</b> 7217	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results: related items		
<b>Description:</b> Ability to expand search to include related items, e.g. items that have the same subject headings, authors, etc. as the items in the original search results.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7204	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> faceted search		
<b>Description:</b> Ability to browse search results by format, language, location, and other categories specified by the Library.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7021	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> search results to RSS		
<b>Description:</b> Every search can be turned into an RSS feed directly from the search results page.		
<b>Related Reqs:</b> 6003		<b>Related Process</b>
<b>Req ID:</b> 7207	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> search results pages		
<b>Description:</b> Specific search types can be configured to display the nearest matches in browse mode. For example, when executing a subject search without any results, the system displays nearest matches in index order, and allows browsing up and down the index.		
<b>Related Reqs:</b> 7119		<b>Related Process</b>
<b>Req ID:</b> 7119	<b>Source:</b> WEB	<b>Priority:</b> 2
<b>Name:</b> empty search results		
<b>Description:</b> Empty search results screens are fully customizable, with ability to specify different screens for different types of search. For example, keyword searches and subject browse searches may have different empty results screens. Each empty results screen can include custom links, buttons, widgets, and applications.		
<b>Related Reqs:</b> 7207		<b>Related Process</b>

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<b>Req ID:</b> 7101	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> personalized recommendations		
<b>Description:</b> System provides recommendations and event notifications and reminders, based on patron's stated preferences, borrowing patterns, home library, and demographic information.		
<b>Related Reqs:</b> 7112		<b>Related Process</b>

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<b>Req ID:</b> 7214	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> visual search refinements		
<b>Description:</b> Visually associative search refinements by type, subject, genre, etc. (Need clarification on this one!)		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7203	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> item records: persistent URLs		
<b>Description:</b> Item records have persistent URLs.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7227	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> material type icons		
<b>Description:</b> Search results and item lists display material type icons.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7215	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> item record export		
<b>Description:</b> Ability to export a single item record to file, printer, or email, in any of several specified formats (APA, MLA, etc.) specified by the Library.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2391	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> visual shelf browsing		
<b>Description:</b> Provide visual browsing by call number so that a remote patron can see what is on the shelf.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7005	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> patron preferred search types		
<b>Description:</b> System remembers patrons' search types and defaults to preferred search types on search pages and in search type menus. Patrons can manually specify and save preferred search types.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 6003	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> favorite searches		
<b>Description:</b> Patrons can save their favorite searches. Favorite searches are accessible in patron account. Favorite searches can be edited, copied, deleted, and printed in a friendly format defined by the Library. Favorite searches can be used to generate RSS feeds or book alerts (see REQ-6001).		
<b>Related Reqs:</b> 6001 7021 711		<b>Related Process</b>

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<b>Req ID:</b> 7222	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> patron search ranking		
<b>Description:</b> Patrons can assign weights to fields to change their default search result rankings.		
<b>Related Reqs:</b> 7014		<b>Related Process</b>

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**Category:** Web Services: Patron Services
 

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**Req ID:** 7108                      **Source:** WEB                      **Priority:** 1

**Name:** patron content

**Description:** System provides a platform for creating and sharing patron content, to include reviews, forums and discussion, ratings, book lists, photos, video, blog entries, shared searches, etc. Patrons have full control over sharing of their content.

**Related Reqs:** 2190

**Related Process**

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**Req ID:** 7118                      **Source:** WEB                      **Priority:** 1

**Name:** patron friends

**Description:** System allows patrons to add "friends" and create "friends groups", to easily share item lists and other patron content. As in Facebook and other social networking sites, friends can only be added with their approval. Patrons can set permissions to identify how much of their account information and personal content their friends can view.

**Related Reqs:**

**Related Process**

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**Req ID:** 6001                      **Source:** INT                      **Priority:** 1

**Name:** book alerts: definition

**Description:** Patrons can set up automated book alerts based on author, subject heading, call number range, and format. During process of creating book alert, system displays number of books received in the last year that match the book alert. Book alerts are viewable in patron account and can be delivered via patron-specified methods, including email, text message, and/or RSS. Book alerts include selected fields from the bibliographic record. When the delivery mechanism supports it, book alerts include item covers. All book alerts include a link to book alert results in patron account. Patron may specify that matching books are automatically added to a patron item list (see REQ-7114). Book alerts can be put in "vacation mode"; further alerts are not delivered until vacation mode is turned off. Administrators control format and timing of email messages.

**Related Reqs:** 6003 7114

**Related Process**

<b>Req ID:</b> 6002	<b>Source:</b> INT	<b>Priority:</b> 1
<b>Name:</b> book alerts: restrictions		
<b>Description:</b> Book alerts are generated using rules of suppression (REQ-5278), i.e. books that cannot be viewed or held are not included in book alerts.		
<b>Related Reqs:</b> 5278 6001		<b>Related Process</b>
<b>Req ID:</b> 2394	<b>Source:</b> OUT	<b>Priority:</b> 1
<b>Name:</b> forthcoming new book alert		
<b>Description:</b> When placing a hold for an Outreach patron on a specific author, system displays staff alert if books by the same author are on order and facilitates placement of holds on those books.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7103	<b>Source:</b> WEB	<b>Priority:</b> 1
<b>Name:</b> automatic subscriptions		
<b>Description:</b> System provides ability for patrons to subscribe to specific authors, subject headings, magazine titles, or series. When a relevant item is ordered and released to the catalog, the item is added to a patron item list and/or a patron hold is automatically placed. The Library can the select item list to add to. The Library can select whether holds will be active or frozen by default.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7114	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> item lists: definition		
<b>Description:</b> Patron can create multiple item lists. If a patron is not logged into his/her account, the list is purged when the session cookie times out. If a patron logs into his/her account, lists are saved to the patron account and remain accessible until deleted or purged. Patrons are prompted to save lists to their accounts. Items can be added to or removed from lists; can be moved between lists; and can be annotated by the patron. Patrons can place holds simultaneously on all items in a list, or on selected items. Patrons can export lists to file, printer, or email in several specified formats (e.g. APA, MLA, CSV, etc.) specified by the Library. The Library may configure an "idle" period after which lists are automatically deleted.		
<b>Related Reqs:</b> 7105		<b>Related Process</b>

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**Req ID:** 7105                      **Source:** WEB                      **Priority:** 1

**Name:** shared lists

**Description:** System provides ability to share item lists with other patrons, including several levels of permission (visible to all, visible in search results, visible to "friends", visible to specified patrons only).

**Related Reqs:** 7114

**Related Process**



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**Category: Web Services: Patron Account Management**


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**Req ID:** 7113                      **Source:** WEB                      **Priority:** 2

**Name:** patron information

**Description:** System provides an architecture for storing information related to a patron, in addition to identification information, holds, circulation transactions, and charges and payments. For example, the patron account may hold information about patron preferences and interests; event registration; links to electronic resources; etc.

**Related Reqs:**

**Related Process**

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**Req ID:** 7115                      **Source:** WEB                      **Priority:** 1

**Name:** patron favorite places

**Description:** System remembers common activities and destinations for each patron, for use in a "favorite places" web page or widget. Library can set default opt-in/opt-out setting, and patrons can opt in or out at any time.

**Related Reqs:**

**Related Process**

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**Req ID:** 7104                      **Source:** WEB                      **Priority:** 2

**Name:** patron PIN reset

**Description:** System provides a utility for resetting patron PIN and/or password online, without staff intervention.

**Related Reqs:**

**Related Process**

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**Req ID:** 7107                      **Source:** WEB                      **Priority:** 1

**Name:** patron activity history

**Description:** System provides a log of patron activities in the patron account. Activities might include placing a hold, freezing or unfreezing a hold, subscribing to an RSS feed, signing up for a book alert, etc. Patrons can delete activities or purge the activity log, but this does not remove activities from the system. Library can specify which types of activities are included; whether patron can opt in or out, and retention policy for patron activities.

**Related Reqs:**

**Related Process**

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<b>Req ID:</b> 7218	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> holds ready for pickup		
<b>Description:</b> The patron holds list displays the date by which each hold must be picked up.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7230	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> patron messages		
<b>Description:</b> System supports internal messaging system, allowing staff and patrons to exchange messages. Patron account includes a message inbox and a "sent" folder, where patrons can read, archive, reply to, and delete messages. Staff can access all messages, including those deleted by patrons. Patron notices can be copied to the patron inbox, regardless of the method they are sent by. Email messages from patrons can be copied to the patron "sent" folder.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category:** Global Requirements
 

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**Req ID:** 6512                      **Source:** ITS                      **Priority:** 3

**Name:** SQL-based database

**Description:** System runs on a fully relational, SQL-based database system. Ability to run SQL queries against any table in the database. Ability to access database as an ODBC source. All data tables and data storage are fully accessible.

**Related Reqs:** 2456 2475                      **Related Process**

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**Req ID:** 6511                      **Source:** ITS                      **Priority:** 3

**Name:** secure protocol support

**Description:** System supports secure protocols, including SFTP, SSL, and SSH. SFTP is supported in both active and passive modes, configurable per vendor.

**Related Reqs:**                      **Related Process**

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**Req ID:** 7010                      **Source:** WEB                      **Priority:** 3

**Name:** staff access to patron functions

**Description:** Staff can perform actions on behalf of patrons, such as placing holds, checking availability, etc., without logging out of staff accounts or changing current view. For example, from a search results screen, staff can select one or more items and place a hold for a specific patron, without leaving the current window. In cases where the action requires displaying additional information, a new window is opened and the staff person returns to the original window when done.

**Related Reqs:** 5264                      **Related Process**

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**Category: Interface Requirements**


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**Req ID:** 7001                      **Source:** WEB                      **Priority:** 3

**Name:** authentication gateway

**Description:** System serves as an authentication gateway for online subscription databases and other electronic resources and external services. For example, patron clicks to access a subscription database on the Library website; system prompts for username or patron barcode, and password or PIN; system authenticates patron and redirects to subscription database with an authorized session cookie and/or an authorized referring URL. In case of an invalid username, patron barcode, password, or PIN, the system returns a customizable error message to the patron. On successful authentication, the patron's "last electronic use date" field is updated with the current date. System supports single login for multiple resources. Session cookies can be configured to expire after a specified time period. Referring URL can be configured per subscription database and updated at will.

**Related Reqs:** 6101**Related Process**


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**Req ID:** 6026                      **Source:** INT                      **Priority:** 3

**Name:** transactional communication

**Description:** System supports transactional communication with external services, for example providing APIs to read and update patron records, bibliographic records, item records, etc.

**Related Reqs:** 2438 1636**Related Process**


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**Req ID:** 1636                      **Source:** INT                      **Priority:** 3

**Name:** SIP2 and NCIP2 support

**Description:** System supports SIP2 and NCIP2 for interfacing with external applications. Support standard SIP2 and NCIP2 messages, and provide capacity for adding additional messages as formats evolves.

**Related Reqs:** 6026**Related Process**

<b>Req ID:</b> 2438	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> patron API		
<b>Description:</b> System provides a well-documented Patron API, for interfacing with external applications. System receives either a username, a barcode or a record number, and optionally either a PIN or a password. System returns an error code and patron information, if available. Error codes include: valid patron (no PIN or password provided), valid patron and valid PIN or password; valid patron and invalid PIN or password; invalid patron. Patron information includes at least: patron username, patron barcode, patron record number, patron type, name, address, phone, birthdate, creation date, last updated date, last use date, last electronic use date, expiration date, account balance, number of items checked out, number of items on hold, blocks, collections blocks.		
<b>Related Reqs:</b> 6026		<b>Related Process</b>
<b>Req ID:</b> 6124	<b>Source:</b> INT	<b>Priority:</b> 2
<b>Name:</b> suppress patron name		
<b>Description:</b> Ability to suppress patron name on all displays, on a per-system or per-patron basis. Patron may select option to display or mask patron name through patron account settings.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 7121	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> notification preferences		
<b>Description:</b> Patrons can select notifications they would like to receive; specify one or more methods for receiving each type of notice; specify preferred frequency of notifications; and specify whether to receive repeat notices (e.g. receive hold pickup notices every day until hold is picked up or expired, or receive one hold pickup notice per item). See Requirements 1938, 5101, 5109, 5111, 5211, 5384, and 7229 for related requirements.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 6201	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> self check-out user interface		
<b>Description:</b> Self check-out system shows the same data to patrons as all other interfaces, including staff check-out interface and patron web interface.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 7229	<b>Source:</b> WEB	<b>Priority:</b> 3
<b>Name:</b> RSS notices		
<b>Description:</b> System supports RSS feeds for patron notices.		
<b>Related Reqs:</b> 6122		<b>Related Process</b>

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**Category:** Acquisitions Requirements

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<b>Req ID:</b> 3101	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> patron purchase requests		
<b>Description:</b> Patron requests are collected through website (or, less preferably, through a separate webform); patron information is authenticated against ILS; requested items are checked for existence in the collection; owned items are flagged for communication to patron; unowned items directly populate a selection list (see REQ-3004) in the ILS so that retyping is unnecessary. Additionally, information on which vendors have the requested titles would be helpful at the review stage. Ability to manage patron requests throughout the selection and ordering process and generate patron notifications (see REQ-3102).		
<b>Related Reqs:</b> 3102 3004 430		<b>Related Process</b> PAT000

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<b>Req ID:</b> 2190	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> enhanced vendor content		
<b>Description:</b> Ability to accept enhanced opac content from vendors, e.g. jacket images, full-text reviews, tags, read-alike suggestions, etc. System will support LibraryThing, ChiliFresh, Content Café, LiveChat, and others vendors.		
<b>Related Reqs:</b> 2188 7108		<b>Related Process</b>

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<b>Req ID:</b> 4303	<b>Source:</b> SER	<b>Priority:</b> 3
<b>Name:</b> serials holdings record display in opac		
<b>Description:</b> Information from the serials holdings record can be displayed in the OPAC in a customizable, user-friendly way. Specifically, summary holdings statement is easily browsable, issues are listed in reverse chronological order, and patron can easily place holds on first available copy.		
<b>Related Reqs:</b> 2309 2311		<b>Related Process</b>

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Category: Cataloging Requirements

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**Req ID:** 5517

**Source:** CAP

**Priority:** 2

**Name:** material type codes

**Description:** Support unlimited number of user-definable material type codes, values, and indexes (e.g. book, music CD, online resource, etc.).

**Related Reqs:**

**Related Process**

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**Category:** Circulation Requirements
 

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<b>Req ID:</b> 5175	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> held items do not count against hold limit		
<b>Description:</b> When hold is ready for pick up, item should no longer count as one of patron's maximum number of holds. (This rule should be configurable at a system level.)		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 1959	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> patron password (PIN)		
<b>Description:</b> Patron passwords are alphanumeric; numeric-only passwords are allowed. Library may set minimum and maximum limits on password length.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2039	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron pin override		
<b>Description:</b> Staff are able to assist patrons with functions that require a PIN. System provides a way to authenticate a patron PIN from the staff interface. System provides the possibility for patrons of specified patron type (e.g. Outreach patrons) to have a second PIN, visible to staff. Staff can reset PINs.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5408	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron-selected username		
<b>Description:</b> System provides option for patron to select a username and password, which can then be used to access OPAC, self check-out station, online databases, public PC booking system, and other electronic resources. In every case where patron authentication occurs, patrons can enter either a patron barcode or a username, and a password, and the system will handle authentication transparently.		
<b>Related Reqs:</b>		<b>Related Process</b>



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<b>Req ID:</b> 1979	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron address changes		
<b>Description:</b> Patrons can update their addresses, phone numbers, email addresses, and pickup location through the public web interface. Address changes are put in a review list for confirmation by library staff.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5226	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron hold position		
<b>Description:</b> Current hold position is shown as 'nth hold on x circulating copies' or 'Ready for Pickup'. Additional statuses like 'In Transit' are hidden from patron but visible in staff interfaces.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5214	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold wait estimate		
<b>Description:</b> Ability for patron hold list to include an estimate of how long patron will wait for a hold, based on position in queue, number of circulating copies, average length of time kept by patrons, and other criteria specified by Library. When held item is in transit, display a system-defined value (e.g. "1-2 days"). This feature can be enabled or disabled by a system parameter.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5216	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron error messages		
<b>Description:</b> Patron error messages are specific and unambiguous. For example, if a hold request is unsuccessful, the error message should say why (hold limit reached, no available copies, etc.).		
<b>Related Reqs:</b> 1652 7220		<b>Related Process</b>

<b>Req ID:</b> 5409	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> linked patrons (patron version)		
<b>Description:</b> System provides ability for patrons to link their records in a way that grants privileges. A patron can request a link to another patron's record. The target patron must accept the link. A patron may select an option to refuse all links. Once a link is accepted, a patron can review a linked patron's hold list and checked-out item list at a self check-out station or through the OPAC. A patron can pay fines belonging to a linked patron.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5046	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> patron holds and check-out history		
<b>Description:</b> Patrons can choose to keep history of items held and/or checked out. By default, no check-out history is maintained. If enabled, history is visible through the patron account and can be searched. Patron can export history to file, printer, or email, in any of several formats defined by the Library. Patron can clear history and can set a parameter to retain items for X months. Opting out deletes existing history, with appropriate warnings to patron. Staff can not view patron history. When patron is deleted, patron holds and check-out history is cleared (along with all other patron lists). Patron record has a field showing whether history is enabled.		
<b>Related Reqs:</b> 5410		<b>Related Process</b>
<b>Req ID:</b> 2184	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> view copies, holds, and check-out status		
<b>Description:</b> Ability to see number of copies, check-out status, and number of holds all on one screen. (Staff interface and patron interface.)		
<b>Related Reqs:</b>		<b>Related Process</b> SEL005
<b>Req ID:</b> 5181	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold functions		
<b>Description:</b> All hold functions are available in all modules and modes, including placing holds, freezing holds, and changing position in queue.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5271	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> hold note field (patron)		
<b>Description:</b> Have a hold note field for patrons that would print within the (email or mail) pickup notice but not on the holds slip and would display in My Account.		
<b>Related Reqs:</b> 5272		<b>Related Process</b>

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<b>Req ID:</b> 1843	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> sequenced holds		
<b>Description:</b> Ability to place hold on a several items, and have them arrive in order. (I.e., hold B is not triggered until hold A is filled, checked out, and returned.)		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5276	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> 'deny if locally available' setting		
<b>Description:</b> By default, items can be held regardless of whether they are available on the shelf. If the 'deny' flag is on, that condition is evaluated after the loan and holdability rules are evaluated. The existence of non-circulating copies should never prevent a hold on a title. Requesting rules may prevent placing holds on locally available items, if desired. In that case, staff may override for specific holds. (See REQ-5190 for details on holdability.)		
<b>Related Reqs:</b> 5190		<b>Related Process</b>

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<b>Req ID:</b> 5267	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> default hold pickup location		
<b>Description:</b> When patron places hold, the pickup location defaults to the patron's home library.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5263	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> 'not wanted after' holds		
<b>Description:</b> Patrons can enter Not Wanted After date. Holds are removed from patron hold list after Not Wanted After date. Do not send cancellation notice. Default to two years.		
<b>Related Reqs:</b>		<b>Related Process</b>

<b>Req ID:</b> 5262	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> 'not wanted before' holds		
<b>Description:</b> Patrons can enter Not Wanted Before date. Request process does not start until this date.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 5176	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> freezing holds (patrons)		
<b>Description:</b> Patrons can freeze any hold at any time, except those on the hold shelf. Hold continues to move up within the queue but will not trigger while frozen. Patron can specify a date to 'unfreeze' the hold.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 1803	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> hold first available copy		
<b>Description:</b> Allow staff and patrons to place holds on first available copies of materials, including first available copies of specific magazine issues or specific volumes in a multi-volume set.		
<b>Related Reqs:</b> 5268		<b>Related Process</b>
<b>Req ID:</b> 5388	<b>Source:</b> CIR	<b>Priority:</b> 2
<b>Name:</b> multiple format holds		
<b>Description:</b> Ability to place a hold that can be filled by one or more formats or editions, as specified by the patron. For example, a patron could place a hold on "War and Peace" that could be filled by several editions of the book, or by the audiobook, but not by the DVD.		
<b>Related Reqs:</b> 5189 7301		<b>Related Process</b>
<b>Req ID:</b> 5260	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> holds on non-circulating items		
<b>Description:</b> Ability to place holds on non-circulating items, such as new issues of magazines. The hold is 'frozen' until the item starts circulating. There needs to be a special indicator in the item record to designate that a currently non-circulating item will eventually start circulating.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5103	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> fine calculator		
<b>Description:</b> Fine Calculator calculates total fines owed if patron pays today, as well as subtotal of selected overdue items in checked-out list.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5129	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> credit card payments		
<b>Description:</b> Accept credit and debit card payments at accounts desks, self check-out stations, and through the public web interface. Payments should be visible in the patron account immediately, and related blocks should be removed immediately.		
<b>Related Reqs:</b>		<b>Related Process</b>

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# **Software Requirements Specification**

**for the**

## **System Administration**

**of an**

## **Integrated Library System**

Version 3.0 final

Prepared by Lori Ayre and Lucien Kress  
Galecia Group  
January 28, 2009

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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	9/26/08	Initial Draft	1.0 draft
Lucien Kress	12/1/08	Revisions, Requirements workshop	2.0 draft
Lucien Kress	1/28/09	Revisions, Final	3.0 final



# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the System Administration Module of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The System Administration Module will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The System Administration Module facilitates the management of every aspect of the Integrated Library System. Specifically, the System Administration Module support the following activities, among others:

- Configuring the ILS to enable and support features and processes required for management of the Library branches, patrons, collections, and circulation transactions.
- Monitoring, troubleshooting, and controlling server performance.
- Monitoring, troubleshooting, and controlling database and application performance.
- Monitoring, troubleshooting, and controlling services, ports, and application programming interfaces.
- Managing user and group accounts and privileges.
- Managing server and client software installation, upgrades, and updates.
- Backing up databases, configuration files, log files, etc.

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to management activities. King County Library has previously published specifications for Acquisitions and Serials Management, Circulation, and Cataloging modules. Requirements for OPAC and web services are currently under development.

Moreover, the current specification is focused on functional characteristics of System Administration. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

## 1.4 Document Conventions

The SRS includes requirements. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to System Administration at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

## 1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Staff	Staff include managers, librarians, library technicians, library assistants, and library pages who are involved in designing and providing services for the Library.
System Administrators Managers	System Administrators include staff with responsibility for managing servers, databases, applications, services, ports, and APIs related to the ILS. Managers include management staff who oversee Library processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the design and implementation of Library services.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

## 1.6 Operating Environment

- OE-1: System Administration support the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.
- OE-2: System Administration shall operate on a Linux or Solaris server.
- OE-3: System Administration shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, System Administration shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-5: System Administration shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## 1.7 Design and Implementation Constraints

- CO-1: System Administration Module shall use a fully relational database back-end.

- CO-2: System Administration Module shall produce standards-compliant HTML.
- CO-3: System Administration Module shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for authority records, bibliographic records, order records, item records, hold/request records, and other records maintained or accessed by the System Administration Module.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including bibliographic record import and export, validation of bibliographic records against internal and external authority sources, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: The System Administration Module is part of an enterprise-level Library Automation System.
- AS-2: System Administration process are consolidated at a central location, and accept input and provide services to multiple locations.
- DE-1: The System Administration Module relies on the data structures and functionality of an enterprise-level Library Automation System, including Acquisitions and Cataloging modules.
- DE-2: The System Administration Module interface with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. USMARC21, EDIFACT).
- DE-3: The System Administration Module interacts with a patron interface, also known as an Online Public Access Catalog (OPAC).

## System Requirements

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Category: Systems: General

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**Req ID:** 6512                      **Source:** ITS                      **Priority:** 3  
**Name:** SQL-based database  
**Description:** System runs on a fully relational, SQL-based database system. Ability to run SQL queries against any table in the database. Ability to access database as an ODBC source. All data tables and data storage are fully accessible.

**Related Reqs:** 2456 2475                      **Related Process**

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**Req ID:** 5615                      **Source:** MGT                      **Priority:** 3  
**Name:** real-time processing  
**Description:** The system provides real-time processing. For example: pull lists are up to date at time of viewing or printing; system supports live shelf reading and weeding.

**Related Reqs:**                      **Related Process**

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**Req ID:** 5323                      **Source:** CIR                      **Priority:** 3  
**Name:** field and record sharing  
**Description:** Ability for multiple staff members and patrons to simultaneously access and update patron and item records, including on staff check-in and check-out terminals, on self check-out stations, through SIP2/NCIP2 and similar protocols and APIs, and in OPAC. Depending on assigned privileges, staff can view all patron and item fields; patrons can access only selected fields. Record changes are applied in a reasonable way, with prompts to warn when a record has been changed since it was displayed.

**Related Reqs:**                      **Related Process**

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**Req ID:** 6513                      **Source:** ITS                      **Priority:** 3  
**Name:** record lock management  
**Description:** For any patron record or item record, staff can identify where it is in use (location, user, date and time placed).

**Related Reqs:** 6501 7302                      **Related Process**

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<b>Req ID:</b> 2492	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> individual and shared staff login accounts		
<b>Description:</b> Support for individual and shared staff login accounts; access to modules is granted by use of "roles" or "privileges" that allow each account to access as many (or as few) modules as needed. Individual logins allow user-level preferences and audit trail.		
<b>Related Reqs:</b> 5514		<b>Related Process</b>

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<b>Req ID:</b> 2428	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> system documentation		
<b>Description:</b> System documentation is library-specific and follows standard formats for technical documentation. Documentation is specific to the particular version of the software in use at library. Documentation is web-based, indexed, organized by function, and easily searchable.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2431	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> system upgrade guidelines		
<b>Description:</b> System upgrades and updates include written guidelines for updating servers and clients. Includes list of new, changed, and removed features.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2479	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> configuration file access		
<b>Description:</b> System provides access to all configuration files.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2474	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> log file access		
<b>Description:</b> System provides full access to all log files. Log files can be reviewed without stopping system. Logs can be enabled, disabled, and set to a specific retention threshold.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 2470	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> root shell access		
<b>Description:</b> System provides access to root shell.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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Category: Systems: Consoles and Dashboards

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<b>Req ID:</b> 6520	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> dashboard configuration		
<b>Description:</b> System supports creation of custom dashboards that display current and historical data about system performance, record creation and modification, circulation transactions, etc. Administrators can create dashboards and give access to selected users and groups.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 6501	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> system monitoring		
<b>Description:</b> System provides full support for SNMP and supports monitoring of system resources, including disk space, CPU load, memory load, system processes, system interfaces and ports. Alert thresholds are configurable. Alerts can be sent via administrative dashboards, email messages, and text messages. Alerts can be sent to unlimited number of recipients via any or all alert methods.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 7302	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> record lock administration		
<b>Description:</b> Ability to set thresholds on the length of time records are locked and provide, for all record types, a list of records in sustained use/locked condition. Ability from the same console to unlock one or more records.		
<b>Related Reqs:</b> 6513	<b>Related Process</b>	



<b>Req ID:</b> 6503	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> circulation dashboard		
<b>Description:</b> System provides a circulation dashboard showing key performance indicators such as check-outs per hour, check-ins per hour, holds placed per hour, holds paged per day, etc. Indicators can be limited to a single branch or set to systemwide.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 6517	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> configuration file console		
<b>Description:</b> System provides a single console with access to all configuration files. Read and write permission to individual configuration files can be assigned to users and groups.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 2433	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> log-file dashboard		
<b>Description:</b> System provides a dashboard for locating and viewing log files.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 6521	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> job scheduling console		
<b>Description:</b> System provides a single interface for reviewing and controlling scheduled tasks, including staff-scheduled tasks, automated reports, scheduled imports and exports, software updates, etc.		
<b>Related Reqs:</b>		<b>Related Process</b>
<b>Req ID:</b> 6515	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> email configuration		
<b>Description:</b> Ability to access and edit email configuration, including a quick menu of common settings (such as masquerading, log retention, bounce management).		
<b>Related Reqs:</b>		<b>Related Process</b>



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<b>Req ID:</b> 6516	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> SMTP support		
<b>Description:</b> System supports SMTP for email transport.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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Category: Systems: Business Rules

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<b>Req ID:</b> 2445	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> business rules		
<b>Description:</b> System supports restrictions based on business rules, e.g. restrictions on deleting item records that are in checked-out status, or restrictions on deleting bibliographic records with existing holds.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 5278	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> suppression rules		
<b>Description:</b> System provides customizable 'Rules of Suppression' that specify whether patrons and staff can view authority, bibliographic, order, and item records in staff and public (OPAC) interfaces. Records may be visible to specific workgroups only; to all staff and patrons at specific locations; or to all staff and all patrons. (See REQ-5057 for related requirements on loan rules, and REQ-5190 for related requirements on holdability.)		
<b>Related Reqs:</b> 5057 5190 580	<b>Related Process</b> CAT180	

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<b>Req ID:</b> 5190	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> requesting rules		
<b>Description:</b> System allows creation and modification of requesting rules that determine whether a patron can place a hold on an item. Requesting rules may evaluate patron type, current number of holds, current patron account balance, item type, item status, owning location code, and other criteria. For example, requesting rules may prohibit patrons from placing holds on on-order CD titles, but allow patrons to place holds on other on-order titles. Requesting rules also specify whether staff with specific privileges or roles can override specific criteria. (See REQ-5057 re loan rules, REQ-5278 re visibility.)		
<b>Related Reqs:</b> 5057 5278	<b>Related Process</b> HOL-011	

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<b>Req ID:</b> 5057	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> loan rules		
<b>Description:</b> System allows creation and modification of loan rules that allow or disallow check-out of items, calculate loan periods, and determine renewal limits. Loan rules may evaluate patron type, current number of items checked out, current patron account balance, item type, item status, owning location code, check-out location code, and other criteria. For example, loan rules may prohibit patrons from checking out items with an unavailable status, e.g. an item with a triggered hold for another patron or an item that is already checked out to another patron. Loan rules can access check-out location open/closed schedule in calculating due date. Loan rules also specify whether a specific criteria may be overridden by staff with specific privileges or roles. (Also see REQ-5190 re requesting rules.)		
<b>Related Reqs:</b> 5190		<b>Related Process</b> HOL-131

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<b>Req ID:</b> 5328	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> data validation		
<b>Description:</b> Ability to specify default value, data validation, automatic formatting, and required status for any field.		
<b>Related Reqs:</b>		<b>Related Process</b>

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Category: Systems: Data Recovery

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<b>Req ID:</b> 6502	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> system backup		
<b>Description:</b> System provides capability to perform live incremental and full backups of data and transaction logs. System supports use of third-party backup software such as EMC NetWorker.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 6505	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> data rollback		
<b>Description:</b> System logs data changes (such as record deletions) and provides "undo" functionality. Ideally, system provides revision control.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Req ID:** 2462                      **Source:** ITS                      **Priority:** 3  
**Name:** server clustering  
**Description:** Ability to cluster servers for failover capability.  
**Related Reqs:**                      **Related Process**

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Category: Systems: Security

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**Req ID:** 6510                      **Source:** ITS                      **Priority:** 3  
**Name:** patron data security  
**Description:** Patron data is secure in all transfers to and from the system.  
**Related Reqs:**                      **Related Process**

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**Req ID:** 6509                      **Source:** ITS                      **Priority:** 3  
**Name:** user account privileges  
**Description:** System administrative staff has full visibility and control of user privileges.  
**Related Reqs:**                      **Related Process**

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**Req ID:** 6511                      **Source:** ITS                      **Priority:** 3  
**Name:** secure protocol support  
**Description:** System supports secure protocols, including SFTP, SSL, and SSH. SFTP is supported in both active and passive modes, configurable per vendor.  
**Related Reqs:**                      **Related Process**

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Category: Systems: Maintenance

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**Req ID:** 1716                      **Source:** CAP                      **Priority:** 3  
**Name:** MARC import/export  
**Description:** MARC bibliographic and authority records can be imported and exported, singly and in batch, all fields or selected fields, to and from vendors including OCLC. Imported records can overlay existing short or full bibliographic records. Imported batches can be maintained and manipulated as selection lists (see REQ-3004).  
**Related Reqs:** 3004                      **Related Process** CAT180

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**Req ID:** 6518                      **Source:** ITS                      **Priority:** 3  
**Name:** record sets  
**Description:** System supports an unlimited number of record sets, with the ability to import and export set members in batch. Record sets can be the basis for batch field updates; can be used as a limiting scope for queries; can be used to delete original records with the ability to review prior to deletion, write errors to a log file, and undo one or more deletions.  
**Related Reqs:** 2204                      **Related Process**

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**Req ID:** 2420                      **Source:** ITS                      **Priority:** 3  
**Name:** staff account setup  
**Description:** System provides a dedicated interface for creating new staff accounts. New staff account creation process provides configurable templates for account administrator use; provides granular privileges for account creation, modification, and deletion.  
**Related Reqs:**                      **Related Process**

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**Req ID:** 2419                      **Source:** ITS                      **Priority:** 3  
**Name:** patron account setup  
**Description:** System provides a dedicated interface for creating new patron accounts. Patron account creation process provides configurable templates for staff use; supports field validation and required fields; provides configurable defaults.  
**Related Reqs:**                      **Related Process**

---

<b>Req ID:</b> 6507	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> job scheduling		
<b>Description:</b> System supports scheduling of maintenance tasks, reports, and data exports. Jobs can be scheduled in sequence ("start job B when job A finishes") and can be modified or cancelled at any time prior to starting.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 6508	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> job scheduling: management		
<b>Description:</b> Staff can be given permission to schedule tasks, reports, and data exports. System administration staff can view and manage jobs scheduled by other staff.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 2220	<b>Source:</b> ACQ	<b>Priority:</b> 3
<b>Name:</b> keyboard macros and shortcuts		
<b>Description:</b> System supports administrator-programmable and user-programmable macros and/or keyboard shortcuts. Shortcut keys may be assigned to macros (e.g. 'Insert Field') or to text strings. Macros are centrally managed on server, can be imported from and exported to individual users, and can be restricted for use and/or editing through centrally-managed permissions.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

Category: Systems: Client Management

---

<b>Req ID:</b> 6514	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> accounts independent from workstation		
<b>Description:</b> Staff and group accounts are independent from workstations; client install should not be tied to a specific location.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 6504	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> client software updates		
<b>Description:</b> Client software installation and updates must be centrally managed, using standard or proprietary network management tools, allowing streaming updates from server. Ability to specify specific clients to be updated. Client software can be managed with VNC and Remote Desktop.		
<b>Related Reqs:</b> 2430		<b>Related Process</b>

---

<b>Req ID:</b> 6519	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> client configurations		
<b>Description:</b> All client configuration files are server based; configurations can be exported and imported between clients.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

Category: Systems: Queries & Reports

---

<b>Req ID:</b> 2197	<b>Source:</b> ACQ	<b>Priority:</b> 2
<b>Name:</b> report format and output		
<b>Description:</b> Ability to fully customize layout and appearance of reports. Ability to display, print, email, or save report to standard formats including CSV and Excel, as well as to customizable formats.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5624	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> query tool		
<b>Description:</b> System provides a user-friendly interface for designing queries against all record types. Staff can select fields to query; select values from picklist of possible values; select regular expressions from drop-down menu, and use a full range of Boolean operators. Administrators control staff access to tables and fields.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5607	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> report templates		
<b>Description:</b> System administrators can create report templates that are available to front-line staff, and can be run as is or modified to the staff person's particular needs.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5617	<b>Source:</b> MGT	<b>Priority:</b> 3
<b>Name:</b> reports permissions		
<b>Description:</b> System provides fine-grained permissions to allow or disallow staff to run specific reports, and/or to run ad hoc reports on specific sets of data.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 2465	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> record number report		
<b>Description:</b> System reports for each record type: current record number, current number of records, number deleted, and number purged. Record types include patron, bibliographic, item, order, invoice, etc. Access to record numbers is controlled at the user/group level.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 2441	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> printer support		
<b>Description:</b> Ability to define and select four types of printers: receipt printer, standard printer, label printer, and forms printer. All Windows printers are supported.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 2439	<b>Source:</b> ITS	<b>Priority:</b> 3
<b>Name:</b> multiple print output options		
<b>Description:</b> Ability to print to a file on the server, ftp , email, or printer from any part of the application. When applicable, the ability to select record fields and control order of fields when printing.		
<b>Related Reqs:</b>		<b>Related Process</b>

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# **Software Requirements Specification**

**for the**

## **System Interfaces**

**of an**

## **Integrated Library System**

Version 3.0 final

Prepared by Lori Ayre and Lucien Kress  
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January 28, 2009



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## **Revision History**

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Lucien Kress	10/21/08	Initial Draft	1.0 draft
Lucien Kress	12/1/08	Revisions, Requirements workshop	2.0 draft
Lucien Kress	1/28/09	Revisions, Final	3.0 final

# **1. Introduction**

## **1.1 Purpose and Perspective**

This Software Requirements Specification (SRS) describes the functional and nonfunctional requirements for the System Interfaces of an Integrated Library System (ILS). The requirements were developed specifically for King County Library System, but are believed to be suitable for many large, urban, multiple-branch, centralized library systems.

The requirements in this SRS presuppose the general data structures and functionality of a full-fledged ILS. The System Interfaces will replace and enhance the current capabilities of commercially available ILSes, as well as add new functionality.

## **1.2 Product Scope and Features**

The System Interfaces facilitate communication with external vendors, applications, and services that augment the ILS. Specifically, the System Interfaces support the following processes and services, among others:

- Patron authentication to allow access to licensed or limited resources
- Electronic resources such as subscription databases
- Automated Materials Handling processes
- Self Check-in and Self Check-out stations
- Telephone notification and renewal services
- Text notification services
- Holds delivery services
- Ecommerce and Collections processes

The current specification presupposes the general functionality of an ILS and specifies only those requirements that directly or indirectly relate to external vendors, applications, and services. King County Library has previously published specifications for Acquisitions and Serials Management, Circulation, and Cataloging modules. Requirements for OPAC, web services, and management reporting are currently under development.

Moreover, the current specification is focused on functional characteristics of System Interfaces. Data structures and user interfaces will require further specification and development using an iterative, prototype-oriented software development methodology.

## **1.3 Intended Audience**

This SRS is intended both for library managers and staff who may contribute additional requirements or commentary, and for software project managers and developers who will implement the requirements. As such, it aims for a high level of readability for a non-technical audience, while providing enough specificity to be useful to a software developer.

It is assumed that when software development occurs, it will be in a highly collaborative and iterative environment in which end-users have multiple opportunities to review prototypes and refine the user interface and software functionality.

It is also assumed that the reader has a general understanding of Library services and processes and does not require definition of common Library terminology.

## 1.4 Document Conventions

The SRS includes requirements. Requirements include a reference to a process flowchart where appropriate. Flowcharts generally indicate the current approach to System Interfaces at King County Library System, and should be considered to give contextual information rather than to prescribe or constrain new software development.

## 1.5 User Classes and Characteristics

Patron	A Patron is a customer of King County Library System, either possessing a library card or not, either on site of a community library or not, using either print materials, media materials, or electronic resources.
Staff	Staff include managers, librarians, library technicians, library assistants, and library pages who are involved in designing and providing services for the Library.
Managers	Managers include management staff who oversee Library processes.
Library Managers	Library Managers include Cluster and Site Managers who provide input to the design and implementation of Library services.
Library Directors	Library Directors include members of the Library Executive Team who plan and direct Library services and priorities.

## 1.6 Operating Environment

- OE-1: System Interfaces support the needs of a large, multiple-branch library system. Specifically, the system must support a library system with 50 locations, 20 million circulations, purchasing and processing over 500,000 items per year. It is highly desirable that searches and reports can be processed during open hours without disrupting other system functions.
- OE-2: System Interfaces shall operate on a Linux or Solaris server.
- OE-3: System Interface configurations shall be accessible through a web-browser or a Windows-compatible client.
- OE-4: If web-browser based, System Interface configurations shall be accessible through Microsoft Internet Explorer (v.6.0 and later) and Mozilla Firefox (v.2.0 and later).
- OE-5: System Interface configurations shall be accessible with screen-reading software, screen-magnification software, and other software programs designed to increase accessibility.

## 1.7 Design and Implementation Constraints

- CO-1: System Interfaces shall use a fully relational database back-end.
- CO-2: System Interfaces shall produce standards-compliant HTML.

- CO-3: System Interfaces shall provide a development and training environment with the ability to migrate configurations to a production environment.
- CO-4: User rights and privileges will be controlled through security groups and/or “roles” that allow access control for individuals, workgroups, and arbitrary staff groups.
- CO-5: These requirements shall not constrain functionality or features of the Online Public Access Catalog (OPAC) module.

## **1.8 User Documentation**

- UD-1: The software developer shall provide complete data specifications for authority records, bibliographic records, order records, item records, hold/request records, and other records maintained or accessed by System Interfaces.
- UD-2: The software developer shall provide a thorough high-level description of major processes, including bibliographic record import and export, validation of bibliographic records against internal and external authority sources, and standard reports.
- UD-3: The system shall provide an online, hierarchical, and cross-linked help system in HTML that describes and illustrates all system functions.

## **1.9 Assumptions and Dependencies**

- AS-1: System Interfaces are part of an enterprise-level Library Automation System.
- AS-2: System Interfaces are consolidated at a central location, and accept input and provide services to multiple locations.
- DE-1: System Interfaces rely on the data structures and functionality of an enterprise-level Library Automation System, including Acquisitions and Cataloging modules.
- DE-2: System Interfaces interact with a variety of vendor websites, via published APIs and/or automated transfer of standard-format data files (e.g. USMARC21, EDIFACT).
- DE-3: System Interfaces interact with a patron interface, also known as an Online Public Access Catalog (OPAC).

# System Requirements

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Category: Interfaces: General

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**Req ID:** 5323                      **Source:** CIR                      **Priority:** 3

**Name:** field and record sharing

**Description:** Ability for multiple staff members and patrons to simultaneously access and update patron and item records, including on staff check-in and check-out terminals, on self check-out stations, through SIP2/NCIP2 and similar protocols and APIs, and in OPAC. Depending on assigned privileges, staff can view all patron and item fields; patrons can access only selected fields. Record changes are applied in a reasonable way, with prompts to warn when a record has been changed since it was displayed.

**Related Reqs:**

**Related Process**

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**Req ID:** 7001                      **Source:** WEB                      **Priority:** 3

**Name:** authentication gateway

**Description:** System serves as an authentication gateway for online subscription databases and other electronic resources and external services. For example, patron clicks to access a subscription database on the Library website; system prompts for username or patron barcode, and password or PIN; system authenticates patron and redirects to subscription database with an authorized session cookie and/or an authorized referring URL. In case of an invalid username, patron barcode, password, or PIN, the system returns a customizable error message to the patron. On successful authentication, the patron's "last electronic use date" field is updated with the current date. System supports single login for multiple resources. Session cookies can be configured to expire after a specified time period. Referring URL can be configured per subscription database and updated at will.

**Related Reqs:** 6101

**Related Process**

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**Req ID:** 6026                      **Source:** INT                      **Priority:** 3

**Name:** transactional communication

**Description:** System supports transactional communication with external services, for example providing APIs to read and update patron records, bibliographic records, item records, etc.

**Related Reqs:** 2438 1636

**Related Process**

---

<b>Req ID:</b>	1636	<b>Source:</b>	INT	<b>Priority:</b>	3
<b>Name:</b>	<b>SIP2 and NCIP2 support</b>				
<b>Description:</b>	System supports SIP2 and NCIP2 for interfacing with external applications. Support standard SIP2 and NCIP2 messages, and provide capacity for adding additional messages as formats evolves.				
	<b>Related Reqs:</b>	6026	<b>Related Process</b>		

---

<b>Req ID:</b>	2438	<b>Source:</b>	ITS	<b>Priority:</b>	3
<b>Name:</b>	<b>patron API</b>				
<b>Description:</b>	System provides a well-documented Patron API, for interfacing with external applications. System receives either a username, a barcode or a record number, and optionally either a PIN or a password. System returns an error code and patron information, if available. Error codes include: valid patron (no PIN or password provided), valid patron and valid PIN or password; valid patron and invalid PIN or password; invalid patron. Patron information includes at least: patron username, patron barcode, patron record number, patron type, name, address, phone, birthdate, creation date, last updated date, last use date, last electronic use date, expiration date, account balance, number of items checked out, number of items on hold, blocks, collections blocks.				
	<b>Related Reqs:</b>	6026	<b>Related Process</b>		

---

<b>Req ID:</b>	5408	<b>Source:</b>	CIR	<b>Priority:</b>	3
<b>Name:</b>	<b>patron-selected username</b>				
<b>Description:</b>	System provides option for patron to select a username and password, which can then be used to access OPAC, self check-out station, online databases, public PC booking system, and other electronic resources. In every case where patron authentication occurs, patrons can enter either a patron barcode or a username, and a password, and the system will handle authentication transparently.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

---

<b>Req ID:</b>	6124	<b>Source:</b>	INT	<b>Priority:</b>	2
<b>Name:</b>	<b>suppress patron name</b>				
<b>Description:</b>	Ability to suppress patron name on all displays, on a per-system or per-patron basis. Patron may select option to display or mask patron name through patron account settings.				
	<b>Related Reqs:</b>		<b>Related Process</b>		

---

<b>Req ID:</b> 6121	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> external application monitoring		
<b>Description:</b> Ability to view and log system load placed by external applications using SIP2, NCIP2, Patron API, and other ports and APIs. Ability to isolate load per port, device or workstation, and/or transaction type.		
<b>Related Reqs:</b>	<b>Related Process</b>	

---

**Category:** Automated Materials Handling

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<b>Req ID:</b> 5010	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> integration with automated materials handling system		
<b>Description:</b> Full integration with Automated Materials Handling System (AMH) via SIP2/NCIP2, including ability to change all status types to checked-in status. Materials handling via SIP should result in exactly the same results as manual processes. SIP2 messages currently used by AMH include 09, 10, 11, 12, 17, 18, 63, and 64.		
<b>Related Reqs:</b>	<b>Related Process</b>	

---

<b>Req ID:</b> 6152	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> batch check-in		
<b>Description:</b> System provides a batch check-in utility that can be accessed by external materials handling systems to manipulate batches of item records, change statuses in batch, etc.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 6123	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> SIP2 emulator support		
<b>Description:</b> System supports 3M SIP2 emulator.		
<b>Related Reqs:</b>	<b>Related Process</b>	



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**Category:** Notifications

---

**Req ID:** 6122                      **Source:** INT                      **Priority:** 3**Name:** notices engine

**Description:** System provides a single "notices engine" that defines conditions for sending notifications, generates data for all notification systems, receives feedback from all notification systems, and provides a single target for statistical queries related to notices. Each type of notice can have a configurable default notification method, can be configured to allow patrons to (or disallow patrons from) opting in or out of the notification, and can be configured to allow patrons to (or disallow patrons from) changing their preferred notification method.

**Related Reqs:** 1938 5111 521                      **Related Process**

---

**Req ID:** 7121                      **Source:** WEB                      **Priority:** 3**Name:** notification preferences

**Description:** Patrons can select notifications they would like to receive; specify one or more methods for receiving each type of notice; specify preferred frequency of notifications; and specify whether to receive repeat notices (e.g. receive hold pickup notices every day until hold is picked up or expired, or receive one hold pickup notice per item). See Requirements 1938, 5101, 5109, 5111, 5211, 5384, and 7229 for related requirements.

**Related Reqs:**                      **Related Process**

---

**Req ID:** 5224                      **Source:** CIR                      **Priority:** 3**Name:** patron notification log

**Description:** Log all notices sent to patron, including patron barcode, date/time, notice type, delivery method (email, telephone, text, mail, direct communication), item record number, and success/error status. Provide a link from patron record to the log. Log can be printed from patron record.

**Related Reqs:** 5206                      **Related Process**

---

**Category:** Telephone Notifications

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**Req ID:** 6071                      **Source:** INT                      **Priority:** 3**Name:** telephone notices: definition**Description:** System provides a telephone notification system, by which patrons receive automated telephone calls for specified events, e.g. courtesy notices, overdue notices, hold pickup notices. The telephone notification system supports multiple trunks.**Related Reqs:**                      **Related Process**

---

**Req ID:** 6072                      **Source:** INT                      **Priority:** 3**Name:** telephone notices: features**Description:** Telephone notification administrators set criteria for telephone notices; record spoken scripts; define variables such as branch names; and define schedule of calls including days, hours, and number of tries. Telephone notification system speaks patron name at beginning of call.**Related Reqs:** 6071                      **Related Process**

---

**Req ID:** 6075                      **Source:** INT                      **Priority:** 2**Name:** telephone notices: advanced features**Description:** Telephone notification system provides patrons the ability to record their spoken names for use in future calls. System provides patrons an "opt-out" or "do-not-call" option.**Related Reqs:** 6071                      **Related Process**

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**Req ID:** 5207                      **Source:** CIR                      **Priority:** 3**Name:** telephone notices schedules**Description:** Ability to maintain separate telephone notice calling schedules for weekdays and weekends.**Related Reqs:** 6071                      **Related Process**

---

<b>Req ID:</b> 1637	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> telephone notices: call grouping		
<b>Description:</b> Telephone notifications are grouped, so that patrons receive a maximum of one call per notice type per day.		
<b>Related Reqs:</b> 6071		<b>Related Process</b>

---

<b>Req ID:</b> 6073	<b>Source:</b> INT	<b>Priority:</b> 2
<b>Name:</b> telephone notices: multiple phone numbers		
<b>Description:</b> Telephone notification system can use multiple phone numbers per patron.		
<b>Related Reqs:</b> 6071		<b>Related Process</b>

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<b>Req ID:</b> 1638	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> telephone notices: prioritization		
<b>Description:</b> Telephone notifications can be prioritized by several criteria, including the type of notification; the number of notifications that will be included in a single call; and whether previous call attempts have failed. Call queue is prioritized prior to beginning the day's calls.		
<b>Related Reqs:</b> 6071		<b>Related Process</b>

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**Category:** Telephone Renewal System

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<b>Req ID:</b> 6051	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> telephone renewal system: definition		
<b>Description:</b> System supports incoming telephone renewal; requires patron to enter username or barcode, and password or personal identification number; provides titles of checked-out items in due-date order; allows patrons to skip to next title; allows patron to renew all items, or specific item by selecting a keypad command when the item is spoken by the system; allows patrons to return to beginning of list.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 6053	<b>Source:</b> INT	<b>Priority:</b> 1
<b>Name:</b> telephone renewal system: speech recognition		
<b>Description:</b> System provides interface for a speech recognition system, for use in telephone renewals.		
<b>Related Reqs:</b> 6051	<b>Related Process</b>	

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<b>Req ID:</b> 6052	<b>Source:</b> INT	<b>Priority:</b> 1
<b>Name:</b> telephone renewal system: advanced features		
<b>Description:</b> System provides advanced options for telephone renewal system: ability to list holds, freeze or unfreeze all holds or a specific hold, and cancel a specific hold; ability to hear account balance and list fines and charges.		
<b>Related Reqs:</b> 6051	<b>Related Process</b>	

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**Category:** Text Notifications

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<b>Req ID:</b> 6004	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> text messaging: definition		
<b>Description:</b> System supports management of text-message notifications. Patrons may select text messaging for courtesy (item due soon) notices, first overdue notices, hold pickup notices, and hold expiration notices.		
<b>Related Reqs:</b>	<b>Related Process</b>	

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<b>Req ID:</b> 6011	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> text messaging: message control		
<b>Description:</b> System sends one text message per item for each type of notice requested, by default. I.e., patron receives one courtesy reminder per item; one first overdue message per item; one hold pickup notice per item. (However, see REQ-7121 re patron preferences.)		
<b>Related Reqs:</b> 7121	<b>Related Process</b>	

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**Req ID:** 6005                      **Source:** INT                      **Priority:** 1

**Name:** text messaging: advanced features

**Description:** System supports interactive text message processing. Patrons can register text-messaging device through patron account, and access account information by text messaging. For example, patrons can text keywords such as "checked out", "due soon", "overdue", "on hold", "hold shelf", "balance", "help", etc. and receive corresponding information by text message. Patrons can renew items and cancel holds by text message.

**Related Reqs:**

**Related Process**

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Category: Mailing of Holds

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**Req ID:** 6006                      **Source:** INT                      **Priority:** 2

**Name:** mail delivery: definition

**Description:** Patrons can elect to receive held items by mail. Patrons specify a delivery address and a cost accrual limit.

**Related Reqs:**

**Related Process**

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**Req ID:** 6007                      **Source:** INT                      **Priority:** 2

**Name:** mail delivery: system settings

**Description:** System supports mail delivery of patron holds. Delivery charges can be set on a per item, per item format, and/or per package basis. Delivery charges can be differentiated by service area (e.g. delivery outside local service area has different costs than local delivery). System manages delivery charge accrual and can place patron blocks when delivery charges are overdue by X days or more (X configurable). System flags patron accounts with bad mailing addresses and does not attempt to mail to those patrons until address is reverified.

**Related Reqs:**

**Related Process**

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**Req ID:** 6125                      **Source:** INT                      **Priority:** 2

**Name:** mail delivery: over-limit

**Description:** When shipment costs reach the patron-specified limit, the system can be configured to either 1) send all of the day's remaining holds, and send subsequent holds to the holdshelf until the balance is paid down; or 2) send all remaining and subsequent holds to the holdshelf until the balance is paid down.

**Related Reqs:**

**Related Process**

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Category: PC Management

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**Req ID:** 6101                      **Source:** INT                      **Priority:** 3

**Name:** public computer management: definition

**Description:** System supports external public computer management systems through SIP2, NCIP2, and/or a patron API. System provides access to patron barcode, record number, patron type, patron name, account balance, birthdate, telephone number, filtering level, expiration date, and patron blocks. System logs authentication to the patron record so that "last electronic use" field is up to date.

**Related Reqs:** 7001

**Related Process**

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Category: Ecommerce

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**Req ID:** 6008                      **Source:** INT                      **Priority:** 3

**Name:** ecommerce: definition

**Description:** System interfaces with third-party ecommerce gateway providers and leading shopping cart software solutions and supports multiple forms of payment (e.g. Paypal, credit cards, electronic checks). Payment forms, if provided by the system, are customizable. System records and stores transaction number, patron record number, IP address, date/time stamp, configurable payment type, payment amount, transaction description, and transaction status (success/failure). System provides option to print and/or email a configurable transaction confirmation to patron, including the vendor transaction number and other payment details.

**Related Reqs:**

**Related Process**

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<b>Req ID:</b> 5129	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> credit card payments		
<b>Description:</b> Accept credit and debit card payments at accounts desks, self check-out stations, and through the public web interface. Payments should be visible in the patron account immediately, and related blocks should be removed immediately.		
<b>Related Reqs:</b>		<b>Related Process</b>

---

<b>Req ID:</b> 5128	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> charge types		
<b>Description:</b> Ability to record charge type for every transaction. Charge types include Overdue, Replacement, Donation, Manual Charge, Copying, etc. Additional charge types can be configured.		
<b>Related Reqs:</b> 6008		<b>Related Process</b>

---

<b>Req ID:</b> 6010	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> ecommerce: patron interface		
<b>Description:</b> Payment interface should be identical, whether online or at a self-check station. Payment form should be staged ("Enter your billing address and click Next to continue...") and include mouse-tip help and full help links. Patrons can select one, several, or all items; see the payment due in each case; and make a payment in that amount.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 1652	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> ecommerce error messages		
<b>Description:</b> The system is able to parse vendor error codes, in order to provide specific and user-friendly error messages.		
<b>Related Reqs:</b> 5216		<b>Related Process</b>

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<b>Req ID:</b> 5401	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> payment receipts		
<b>Description:</b> Payment receipts show date, branch and workstation, vendor transaction number, patron record number, patron name, form of payment, last four digits of credit card, fines/charges detail, payment amount, account balance. System provides multiple configurations for payment receipts (e.g. self-check station receipts may use a different paper size and layout). Ability to print a separate "lost and paid" receipt.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 6009	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> ecommerce: reporting		
<b>Description:</b> System provides monthly reports showing vendor transaction number, date and time, form of payment, summary and detail of transactions. Transactions are categorized by transaction type (overdue fine payment, lost/damaged payment, donation, etc.), payment location (online, onsite) and station (public computer, self-check station, customer service desk, etc.).		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category: Collections**

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<b>Req ID:</b> 5121	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> collections flagging		
<b>Description:</b> Flag patron record for Collections processing if account is greater than some configurable limit, and some configurable number of days have elapsed since sending of a billing notice. Eligibility limits may differ per patron type.		
<b>Related Reqs:</b>		<b>Related Process</b>



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<b>Req ID:</b> 6081	<b>Source:</b> INT	<b>Priority:</b> 3
<b>Name:</b> collections processing		
<b>Description:</b> System exports patron records and recent transaction records in configurable format for processing by external collections vendor. Patrons with "no collections" flag are omitted. In the case of minors, parent/guardian information is included. System supports automatic delivery method for collections data (e.g. FTP, email). System supports test run of collections export without sending files.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5120	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> remove fines-related block		
<b>Description:</b> Remove fine-related blocks (maximum fines block, collections block, etc.) immediately when charges are paid down to required threshold, whether payment is at customer service desk, at self check-out station, or online.		
<b>Related Reqs:</b>		<b>Related Process</b>

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<b>Req ID:</b> 5119	<b>Source:</b> CIR	<b>Priority:</b> 3
<b>Name:</b> report: payment plans and collections		
<b>Description:</b> Generate report of patrons by home branch who have payment plans or suspended collections to assist staff in tracking and managing these accounts.		
<b>Related Reqs:</b>		<b>Related Process</b>

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**Category:** Weeding

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**Req ID:** 5901                      **Source:** INT                      **Priority:** 3**Name:** item deletion utility

**Description:** System provides an item deletion utility that allows processing of large quantities of items. Items are scanned in succession with no intermediate keystrokes required. If the item cannot be deleted (see below), a visible and audible alert notifies staff member to put the item aside. When a batch of items have been scanned, the utility logs the items and deletes the item records. The utility logs the items that cannot be deleted, with the reasons, as follows: item is still checked out; item is needed to fill a hold; item is the last copy in the system. Criteria for refusing deletion can be added, modified, and deleted. Log file is stored on server.

**Related Reqs:****Related Process**

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**Req ID:** 2195                      **Source:** ACQ                      **Priority:** 3**Name:** audit trail

**Description:** System creates a transaction log when records are updated or deleted during batch processes.

**Related Reqs:****Related Process**

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**Req ID:** 5902                      **Source:** INT                      **Priority:** 3**Name:** deleted items history

**Description:** Deleted items remain accessible for reporting and statistical purposes for at least 13 months.

**Related Reqs:****Related Process**

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7009	search results: availability	13
7226	search results: deduplication	12
2366	search results: details	13
7223	search results: details level	13

## WEB - Web Services

<b>Req ID</b>	<b>Name</b>	<b>Page</b>
7213	search results: highlight search terms	12
7209	search results: refinement	12
7217	search results: related items	14
7014	search results: relevancy ranking	11
2361	search results: sorting	12
7212	search scope expansion	13
7201	search: add more rows	10
7017	search: custom templates	9
7016	search: engines	8
7013	search: general characteristics	8
2380	search: non-roman characters	9
7221	search: number	9
7003	search: scope	8
7015	search: shortcuts	10
7022	search: spell check	10
7206	search: word stemming	9
6201	self check-out user interface	24
7105	shared lists	19
7020	top ten searches	7
7225	trend reports	7
7214	visual search refinements	15
2391	visual shelf browsing	15
7202	web session length	5
7110	web usability	4