INTRODUCTION

Claims returns are an inevitable occurrence in library institutions. While our Access Services department does its best to manage the influx of these claims, the original approach for the management and execution of Claims Returned items was subpar.

THE GOAL

To provide a seamless and user-friendly process for staff members and patrons to use, that reflects the vision and values of the Access Services Department at the J. Murrey Atkins Library.

CONCLUSION

Through collaboration among Collections Maintenance, Circulation, and Technology and Digital Strategies, an online Claims Returned Form was established. The process for claims returns has drastically improved and accurately depicts our dedication to patron satisfaction.

ORIGINAL PROCESS

- Inconsistent means for submitting claims
- Execution of the search process was undefined
- Minimal interactions with patrons during the process
- Circulation Desk email was bombarded with Claims Returned emails

THE IMPROVED PROCESS

- A user-friendly online form, featuring a unique API component
- An efficient and structured workflow
- Streamlined submissions
- Patrons remain informed and involved

CLAIMS RETURNED PROCESS

Patron submits Claims Returned form.
Form is reviewed by Stacks Maintenance and the initial search is conducted.

If item is found:

Stacks Maintenance contacts the patron that the initial search was successful.

If item is not found:

Stacks Maintenance notifies the patron that the initial search was not successful.

They have two options: either return the item in person or complete the form twice.

If the item is returned in person:

The Claims Returned status is removed from item, and sits in the patron's record until its status automatically turns to lost.

If the item is returned online:

Stacks Maintenance emails the patron that the search is complete and checks the item in.

DATA COLLECTION

The process has made it easier to collect data of claims returns, with the hopes of addressing the predominant reason claims returns are submitted.

SUBMISSION OUTCOME PERCENTAGES

Based on a total of 29 submissions from December 2018 to March 2019

- 20.7% Patrons Located Item
- 10.3% Not Found

VALUES

How are our Values represented in this service improvement?

- Access: The online submission form is accessible and user-friendly for both patrons and staff members
- Collaboration: The collaboration among different units is what made this service improvement possible
- Adaptability: Our ability to adapt allows us to effectively address each submission claim with confidence and flexibility
- Integrity: The streamlined process guarantees patrons that their concerns are being handled modestly and with full accountability
- Kindness: Patrons are involved in the process from start to finish, with respect, empathy, and consideration of the patron always in mind

Erika Boardman | Collection Maintenance Specialist | efols@uncc.edu
Derek Norton | Head of Software Development | DerekNorton@uncc.edu

CLAIMS RETURNED FORM

<table>
<thead>
<tr>
<th>Choose the item(s) you returned: *</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] The Fifth Element/Jorgen Brekke</td>
</tr>
<tr>
<td>[ ] Blood on the Snow: A Novel / Jo Nesbo; translated form the Norwegian by Neil Smith</td>
</tr>
<tr>
<td>[ ] I Curse the River of Time / by Per Petterson</td>
</tr>
<tr>
<td>[ ] What Do I Eat Now?: A Step-by-Step Guide to Eating Right with Type 2 Diabetes / Tami A. Ross</td>
</tr>
<tr>
<td>[ ] Stack Management: A Practical Guide to Shelving and Maintaining Library Collections / William J. Hubbard</td>
</tr>
<tr>
<td>[ ] Radical Cataloging: Essay at the Front / Edited by K.R. Roberto</td>
</tr>
<tr>
<td>[ ] How to Train Your Dragon</td>
</tr>
<tr>
<td>[ ] The Clovehitch Killer / IFC Midnight Presents an End Cue Production</td>
</tr>
</tbody>
</table>

RETURNED LOCATION: *

DATE RETURNED: *

ADDITIONAL COMMENTS/DETAILS:

SIGNATURE (USE MOUSE OR FINGER TO SIGN) *

API COMPONENT

For this form, we leveraged the Exlibris Alma Users API. The user is prompted to log in using their campus NinerNet credentials in order to use the form. Once they have logged in, we query the Users API to retrieve the patron’s outstanding loans, which are rendered in a dropdown box on the form. The patron then selects which item they are inquiring about.