

# CLAIMS RETURNED PROCESS: USING OUR VALUES TO IMPROVE THE SERVICE

"We will provide efficient and convenient access to library resources, while creating a welcoming environment and anticipating the needs of every patron. We will always go the extra mile for our library users." Vision Statement, Access Services Department of J. Murrey Atkins Library

## INTRODUCTION

Claims returns are an inevitable occurrence in library institutions. While our Access Services department does their 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

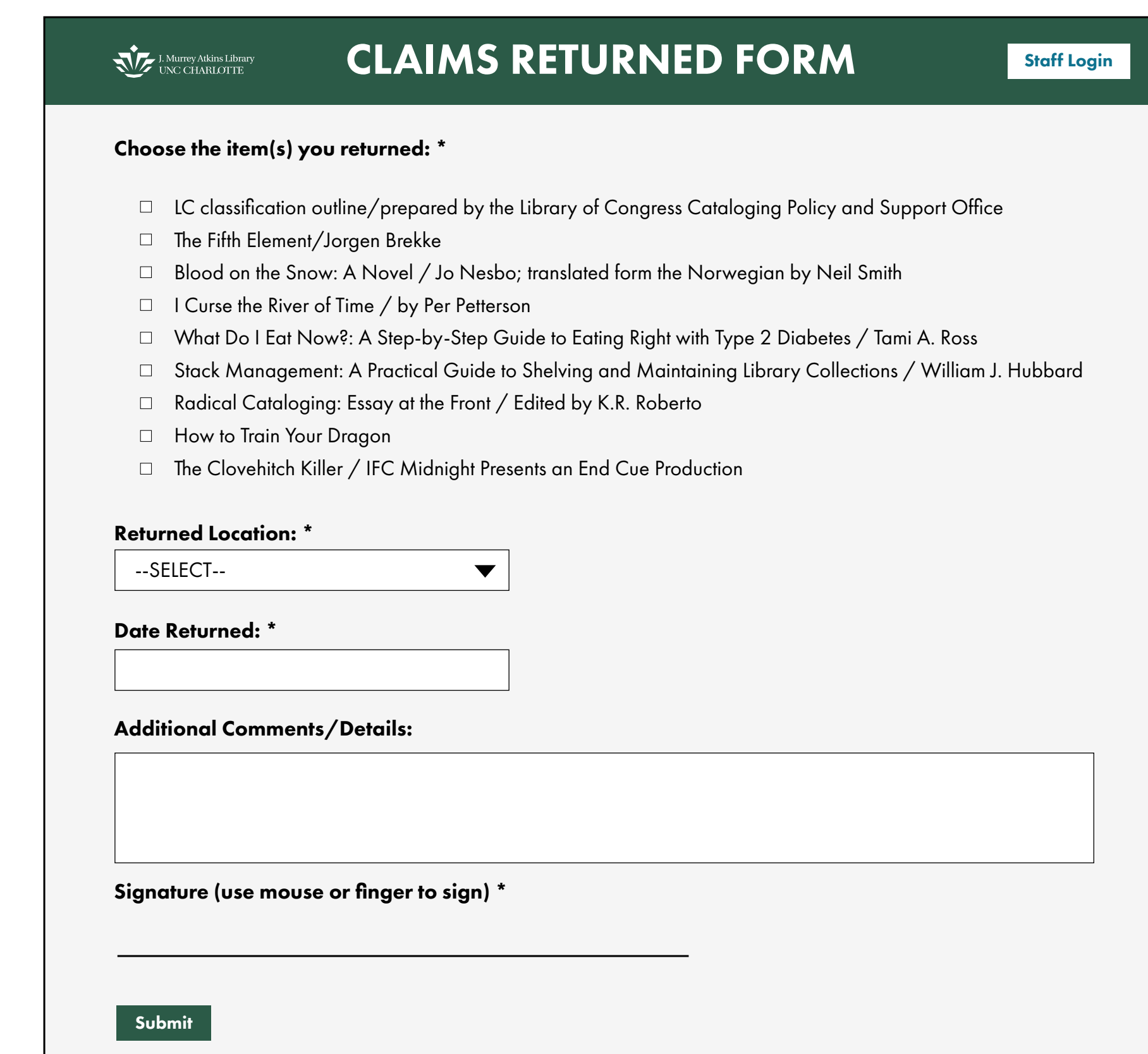
- Inconsistent means for submitting claims
- Execution of the search process was undefined
- Minimal interactions with patrons during the process
- Circulation Desk email was bombarded with Claims Returned emails

## 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

## DATA COLLECTION

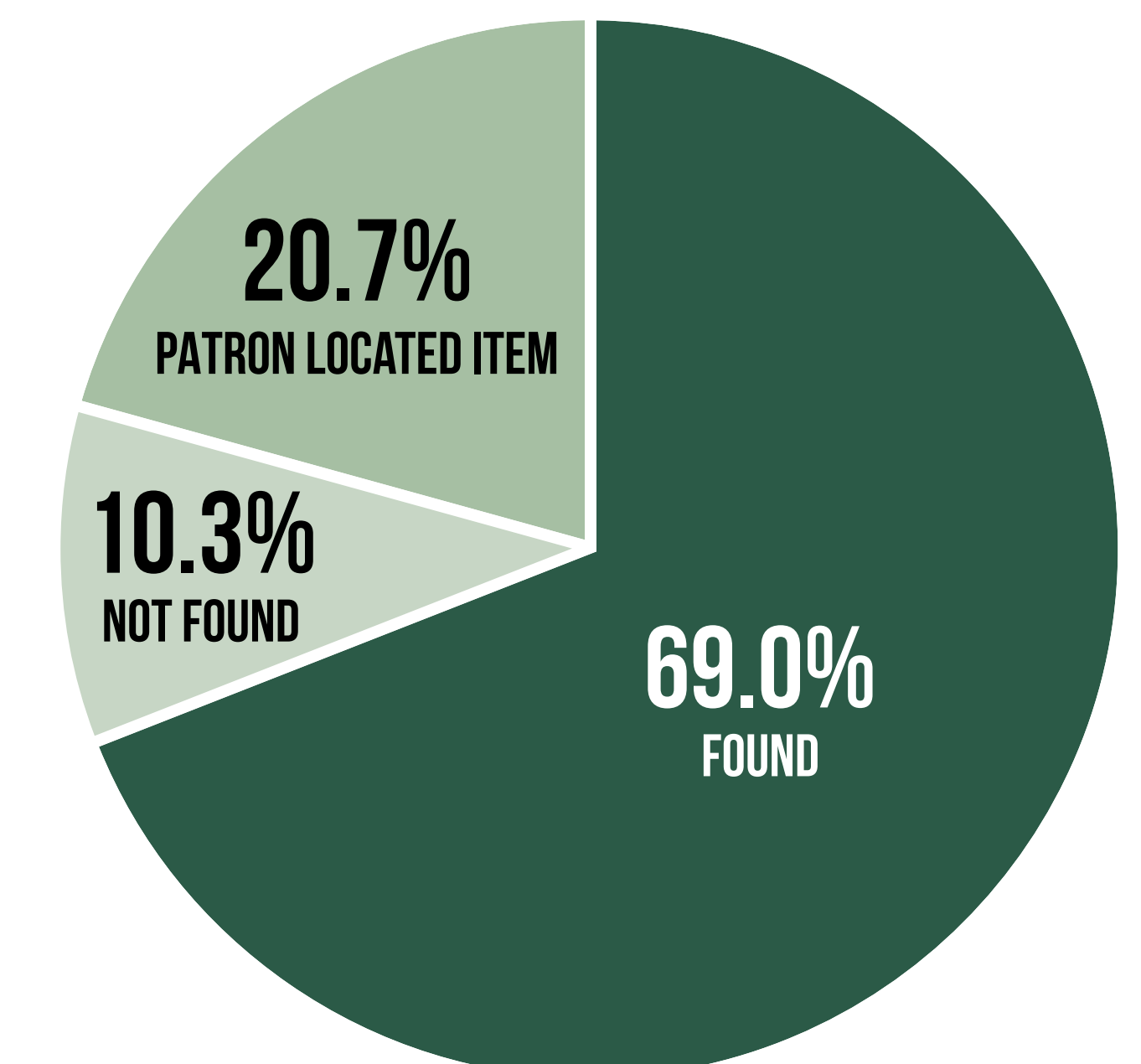
The process has made it easier to collect data of claims returns, with the hopes of addressing the predominant reason claims returns are submitted.



The screenshot shows the 'CLAIMS RETURNED FORM' with a 'Staff Login' button. The form includes a section to 'Choose the item(s) you returned:' with a list of items and checkboxes. Below this is a 'Returned Location:' dropdown menu, a 'Date Returned:' field, and an 'Additional Comments/Details:' text area. At the bottom, there is a 'Signature (use mouse or finger to sign)' line and a 'Submit' button.

## SUBMISSION OUTCOME PERCENTAGES

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

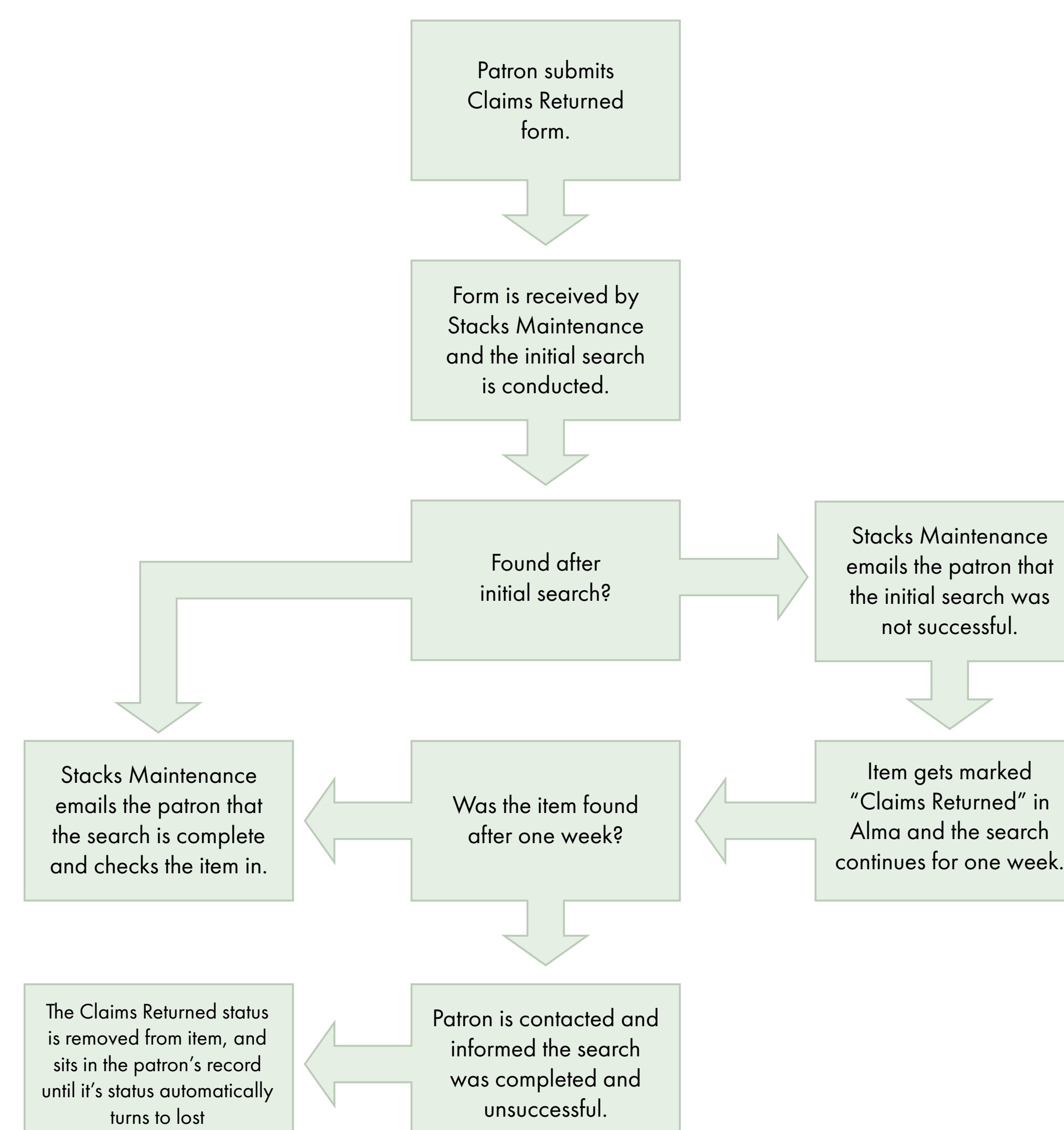


## HOW ARE OUR VALUES REPRESENTED IN THIS SERVICE IMPROVEMENT

VALUES	HOW DOES IT APPLY TO THE CLAIMS RETURNED PROCESS?
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.



## CLAIMS RETURNED PROCESS



## 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 can select which item they are inquiring about.