When Bad Weather Strikes!

How to deal with unexpected closures

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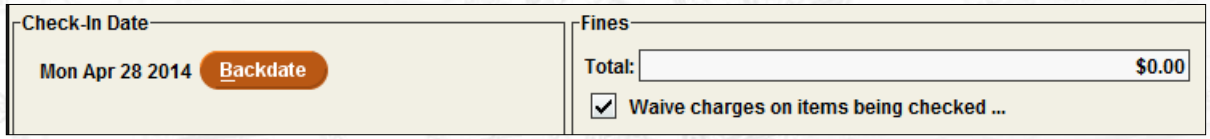
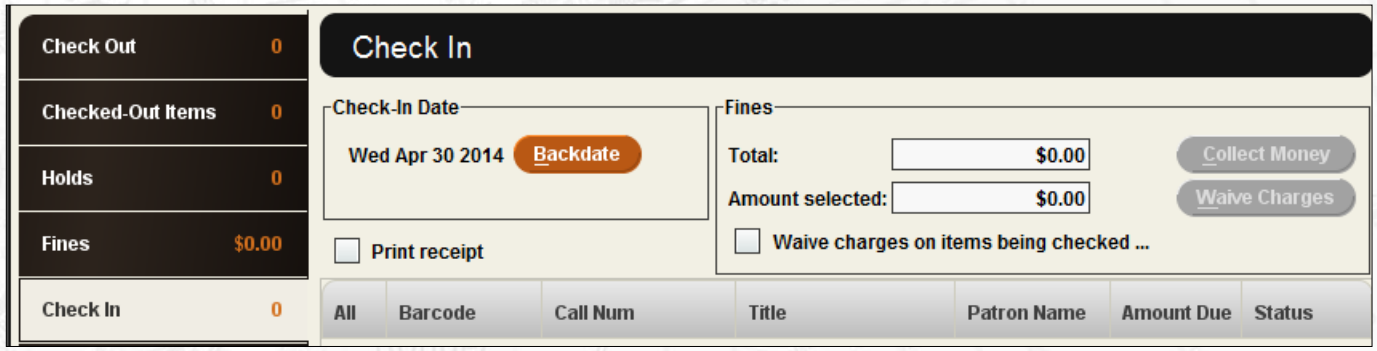
Talking about…

- **Sierra/Millennium features that can help you to cope with short term library closures due to:**
  - **Blizzard**
  - **Ice storm**
  - **Heat wave**
  - **???**

In my day, we walked through four feet of snow to get to the library! Uphill each way!

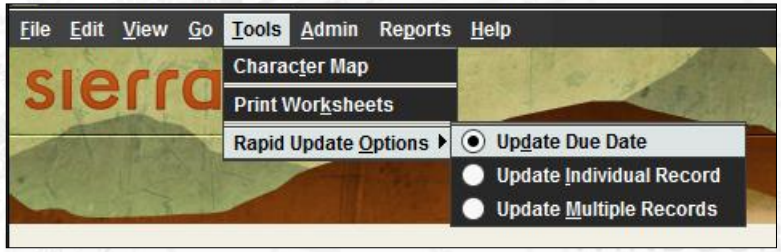
- **Backdate checkins**
  - **If done in Check-In (No Patron), today's date is recorded in item record**
  - **If done in Circulation Desk, Check In tab, the backdated date is recorded in the item record**
  - **Backdated date will always appear in fine displays, regardless of where checkin is done**





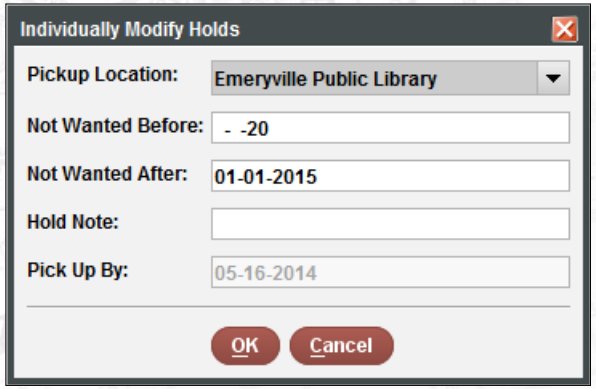
Give me just a little more time…

- **Batch Due Date Extension feature (extending item due dates from a review file)**
  - **Uses Rapid Update**
  - **Service Commitment to enable: http://csdirect.iii.com/support/servcomm_form.php?id=425**



Hold it a little bit longer…

- **Change Pickup Date feature (allows editing the pickup by date for items on the holdshelf)**
  - **Submit a Service Request to enable**

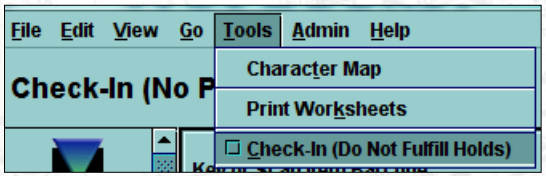


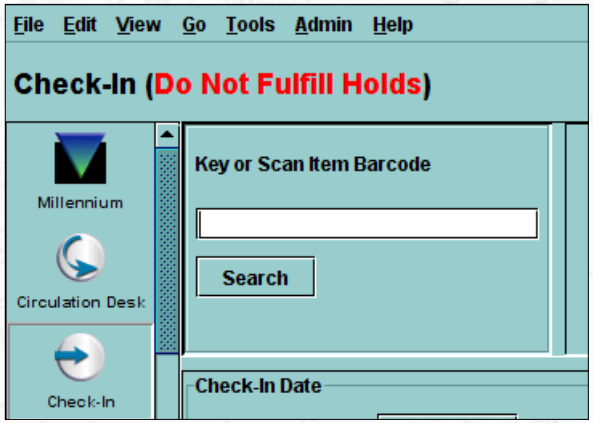
We missed it!

- Cycling through the Title Paging List multiple times
  - Available for Sierra libraries using Title Priority Paging only
  - Number of times is specified by library
  - Service Commitment to enable: http://csdirect.iii.com/support/servcomm_form.php?id=615

Wet books?

- Check in items without fulfilling holds
  - From Check-In (No Patron)
  - Tools | Check In (Do Not Fulfill Holds)





Get the word out!

- Communicate with your patrons
  - WebPAC (mainmenu.html or toplogo files)
  - Encore (custom links or custom header in 4.4)
  - Patron message feature for the patron account page in Encore/WebPAC

Encore custom links

< Back to Settings

Library Links

SAVE Discard changes

Basic information

Setting:
Library Links

Description:
Custom links that display in the header or footer

Links markup

ENGLISH

Link text	URL	Display in header	Display in footer	
April 1 - Library	http://www.library.org/closures	☐	☑	

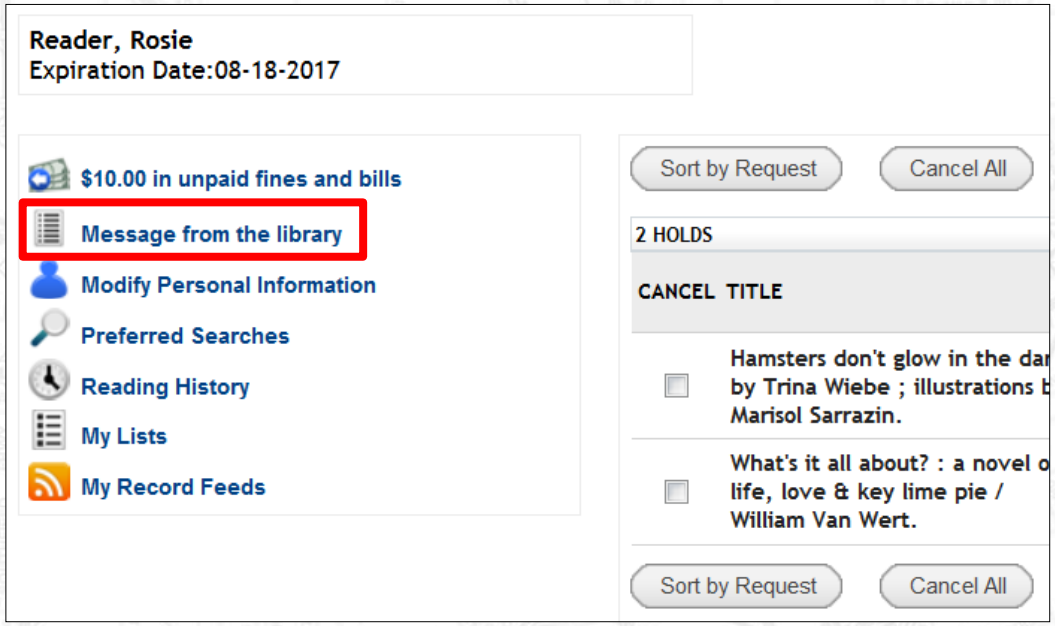
add another

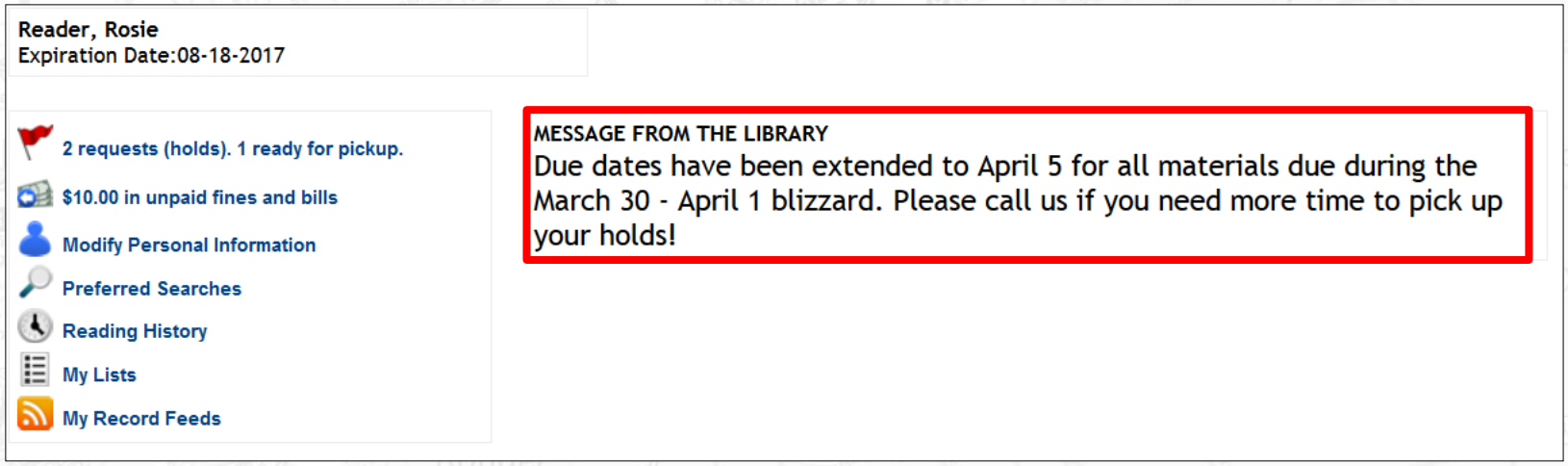
SAVE Discard changes

Patron message feature for Encore/WebPAC

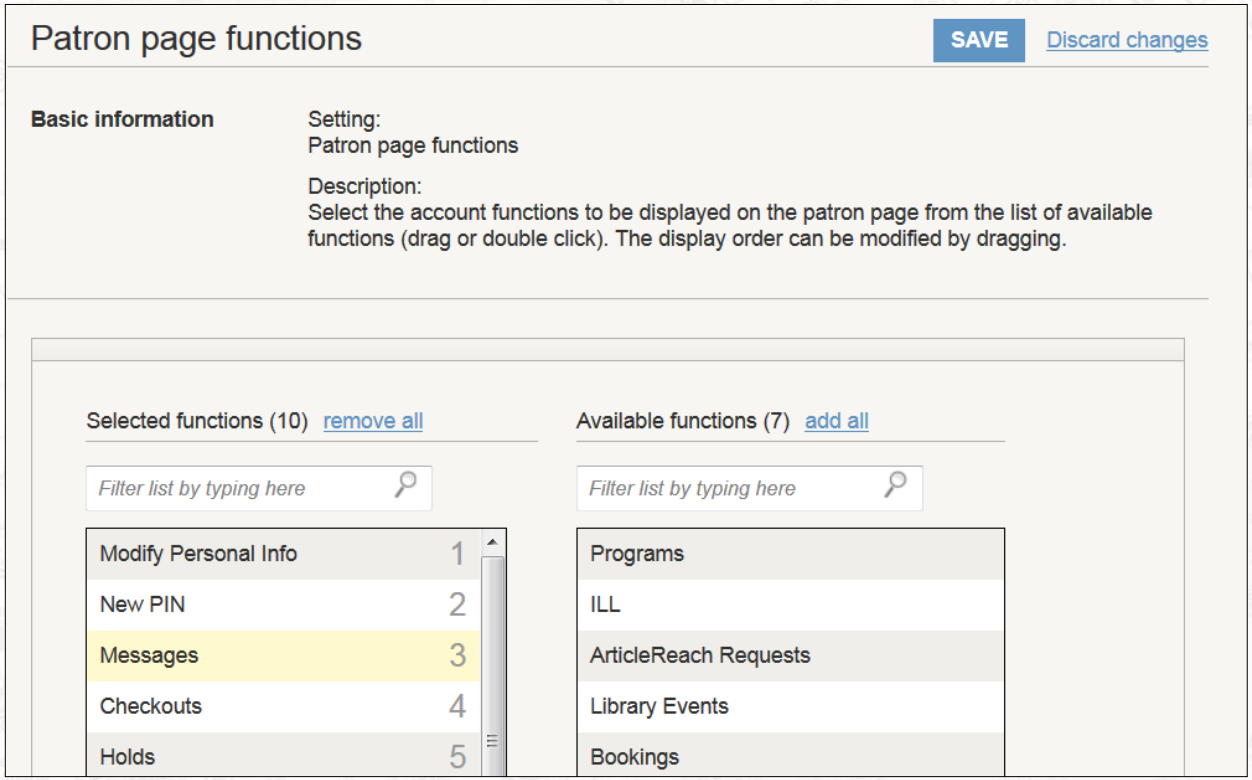
- Activated with the PATRON_MSG Web Option
  - PATRON_MSG=z|Message from the library
  - Can ask Customer Support to create a new patron record variable-length field for this message
- For WebPAC, add <!--{msgsbtn}--> token to patronview_web.html
- For Encore, edit the patron page functions to set Messages as a selected function

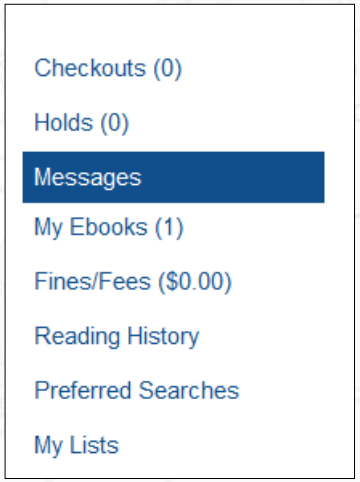
Patron message in WebPAC





Patron message in Encore





To think about…

- **Should key staff members have remote access to your Sierra/Millennium system to batch extend due dates, update WebPAC pages, change Encore Administration options, etc., from home?**
  - **Considerations include installing client software, access through firewalls, adjusting the Limit Network Access table, using VPN software, etc.**

If a branch needs to close for a longer period

- **Temporary location close information on CSDirect: http://csdirect.iii.com/documentation/tempclose.shtml**

If a branch needs to close for a longer period

- Communicating with patrons
  - Use Statement of Checked Out Items notice to send a special notice that provides instructions and a link to online info
- Updating Encore/WebPAC
  - Change location code labels to indicate closure
  - Suppress items
  - Service Commitment to update Request Rule file to block Encore/WebPAC requests for that location (or do with ASAA)
- Dealing with holds
  - Change pickup locations for existing holds
  - Update Hold Pickup Location table

When you get home…

- **Quick Hit Theater PowerPoint slides will be posted in the CSDirect Presentation Archive http://csdirect.iii.com/documentation/presentation_archive.php**

Questions?

Thank You!