



# When Bad Weather Strikes! How to deal with unexpected closures

**Christine Haggstrom**  
Instructional Designer, Education Services

Innovative Users Group  
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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

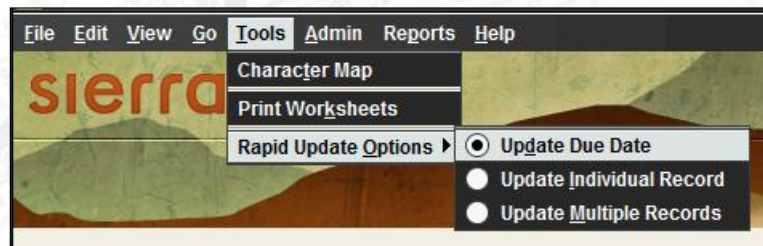
Check-In Date Mon Apr 28 2014 <b>Backdate</b>	Fines Total: <input type="text" value="\$0.00"/> <input checked="" type="checkbox"/> Waive charges on items being checked ...
--	---

<b>Check Out</b> 0	<b>Check In</b>							
<b>Checked-Out Items</b> 0	Check-In Date Wed Apr 30 2014 <b>Backdate</b>							
<b>Holds</b> 0	Fines Total: <input type="text" value="\$0.00"/> <b>Collect Money</b>							
<b>Fines</b> \$0.00	Amount selected: <input type="text" value="\$0.00"/> <b>Waive Charges</b>							
<b>Check In</b> 0	<input type="checkbox"/> Print receipt							
	<input type="checkbox"/> Waive charges on items being checked ...							
	<table border="1"><thead><tr><th>All</th><th>Barcode</th><th>Call Num</th><th>Title</th><th>Patron Name</th><th>Amount Due</th><th>Status</th></tr></thead></table>	All	Barcode	Call Num	Title	Patron Name	Amount Due	Status
All	Barcode	Call Num	Title	Patron Name	Amount Due	Status		



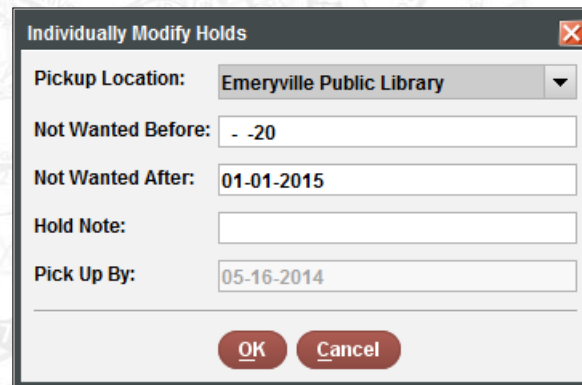
# Give me just a little more time...

- **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](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**



Individually Modify Holds

Pickup Location: Emeryville Public Library

Not Wanted Before: - -20

Not Wanted After: 01-01-2015

Hold Note:

Pick Up By: 05-16-2014

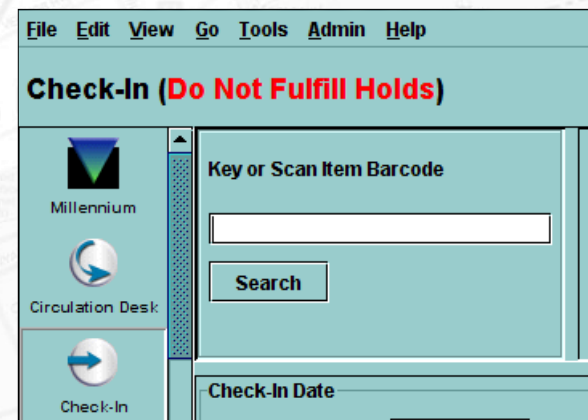
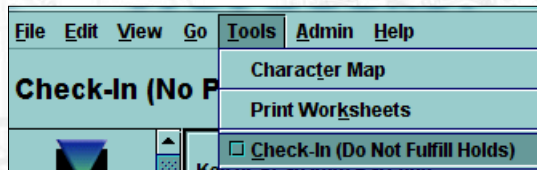
OK Cancel

# 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](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	<a href="http://www.library.org/closures">http://www.library.org/closures</a>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

[add another](#)

**SAVE**

[Discard changes](#)

## Library Links

April 1 - Library closed due to snow!

# 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

Reader, Rosie  
Expiration Date:08-18-2017

\$10.00 in unpaid fines and bills

**Message from the library**

Modify Personal Information

Preferred Searches

Reading History

My Lists

My Record Feeds

Sort by Request Cancel All

2 HOLDS

CANCEL TITLE

Hamsters don't glow in the dark  
by Trina Wiebe ; illustrations by  
Marisol Sarrazin.

What's it all about? : a novel of  
life, love & key lime pie /  
William Van Wert.

Sort by Request Cancel All

Reader, Rosie  
Expiration Date:08-18-2017

2 requests (holds). 1 ready for pickup.

\$10.00 in unpaid fines and bills

Modify Personal Information

Preferred Searches

Reading History

My Lists

My Record Feeds

**MESSAGE FROM THE LIBRARY**  
Due dates have been extended to April 5 for all materials due during the March 30 - April 1 blizzard. Please call us if you need more time to pick up your holds!



# Patron message in Encore

## Patron page functions

SAVE

[Discard changes](#)

### Basic information

Setting:  
Patron page functions

Description:  
Select the account functions to be displayed on the patron page from the list of available functions (drag or double click). The display order can be modified by dragging.

Selected functions (10) [remove all](#)

Available functions (7) [add all](#)

Filter list by typing here



Modify Personal Info	1
New PIN	2
Messages	3
Checkouts	4
Holds	5

Filter list by typing here



Programs
ILL
ArticleReach Requests
Library Events
Bookings

Checkouts (0)

Holds (0)

Messages

My Ebooks (1)

Fines/Fees (\$0.00)

Reading History

Preferred Searches

My Lists

## 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](http://csdirect.iii.com/documentation/presentation_archive.php)



# Questions?

# WELCOME

Innovative Users Group  
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Thank You!