

## Notices (updated 3/19/20)

If your library is closed to the public, do not run the following notices:

**Hold Cancellation**

**All Overdues**

**All Bills & Fines**

**Hold Pickup**

If you are open with limited services or have staff working during the closure, please run the

**Item Paging List**

**Title Paging List**

If your patrons are currently allowed to pick up holds, also run

**Hold Pickup**

The Holds cancellation notice message has been updated to the following for all locations:

*The following holds have been canceled or have expired.*

*This may be due to closures and service changes at many V-Cat libraries.*

*If you would still like the items listed below, please try placing another hold.*

*Contact your local library for more information.*

**DO NOT REPLY TO THIS MESSAGE**

## Holds and Transits (updated 3/19/2020)

If your library is open, or has staff working during the closure, please continue to run the title paging lists and pull items to fill holds for all libraries.

You will need to store the items in transit to other V-Cat libraries at your library until WVLS resumes courier service.

Please keep in mind that holds placed by patrons may time out and expire before libraries are able to fill the hold. The number of hours before a page is transferred to the next owning library has been increased to make holds less likely to expire during extended library closures.

If you are offering limited services and find that filling holds for other libraries during the closure is too much of a burden on your collection, you can run the Title and Item paging lists and ignore the items that would go to other libraries. Hold shelf destination should appear on the right side below the item barcode. Please send an update to [help@librarieswin.org](mailto:help@librarieswin.org) with your intentions.

WVLS will be following up with closed libraries regarding holds on an individual basis.

## SMS Holds Notification Message (updated 3/17/20)

The text notification message has been changed to the following:

*The item(s) you requested will be available for pickup when your library is open. Please check with your local library for info on closures and service changes.*

## Check-In (updated 3/26/20)

We recommend that all libraries backdate to last open with full services date when they check in items.

To set-up backdated check-in in Sierra:

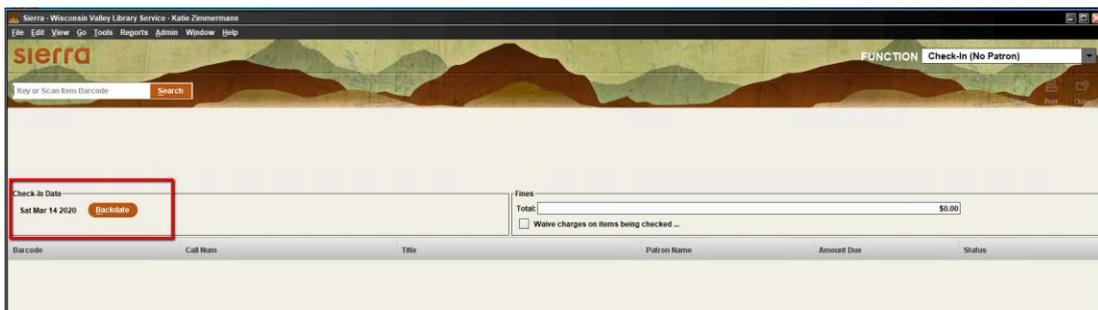
1. Select Check-In (No Patron) from the FUNCTION menu.
2. Click on 'Backdate'



3. Select the date you want to use.



4. Verify the date appears correctly:



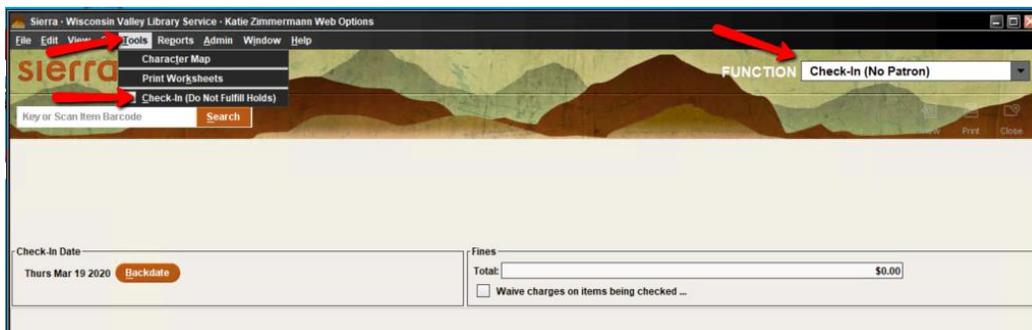
5. Continue with check-in

Since we do not currently have courier service WVLS recommends that libraries who are open offering limited services also use the Check-In (Do Not Fulfill Holds) option.

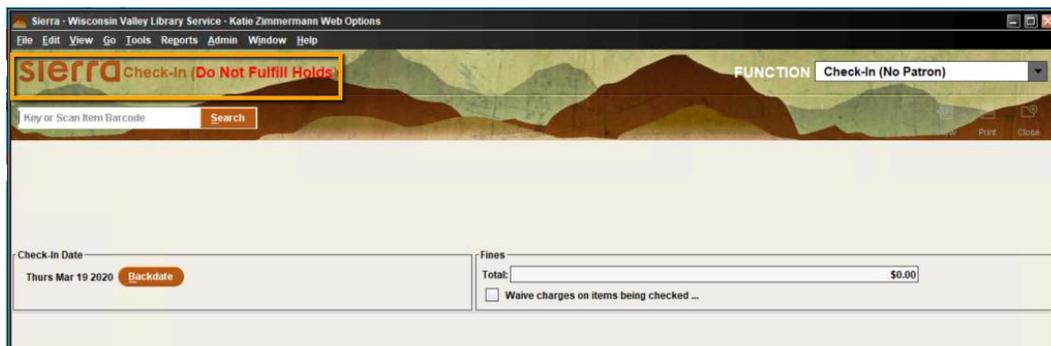
This will set items owned by other libraries to transit and prevent your library's items from instantly filling holds at other libraries.

To turn on this option.

1. Choose the 'Check-In (No Patron)' FUNCTION.
2. Click on 'Tools' in the top menu.
3. Check the box next to 'Check-In (Do Not Fulfill Holds)'



The words 'Do Not Fulfill Holds' will appear in red at the top of the screen.



### Clearing Expired Holds and Holdshelf (updated 3/24/20)

If your library is closed to the public, it is recommended that you do not clear expired holds or the hold shelf until at least a week after you re-open the library to allow patrons to retrieve their items on hold.

Innovative has a way to extend time that holds remain on the hold shelf. This will extend the hold shelf pick up by date by a set number of days from the date of the request. When we are closer to a likely opening date, hold shelf pick up expiration dates will be extended by Innovative with an estimated target date between 5/9/2020 and 5/11/2020.

### Due Dates (updated 3/24/20)

In an effort to encourage patrons to practice social distancing, we are extending all due dates that fall between 3/16/2020 and 5/3/2020 to **5/4/2020** for the libraries that are closed or have limited hours.

Due date extensions do not count as a renewal or circulation of any kind. Circulation and renewal counts are historically a measure of patron/library interaction. The WVLS initiated extension of due dates is intended to prevent fines from accruing while our libraries are closed, and to keep patron's cards in good standing. This allows them to still access online resources at home, and is an important service in this unprecedented time. We will keep a record of items that are currently checked out, including owning library, original checkout date, updated date, checkout location, patron type, patron code 4, and patron home library in case this information is helpful in any future count of use.

### Patron-Initiated Renewals (updated 3/17/20)

Because not all of our V-Cat libraries are closed, the patron-initiated renewals (SMS, telephone, and online catalog) may not extend out to a library's re-open date. WVLS will set a regular schedule to check and extend due dates to catch these items. We also recommend that libraries backdate to last open date when they check items in upon re-opening.

### Patron Expiration Dates (updated 3/17/20)

Expiration dates for all V-Cat patron cards expiring between 2/1/2020 and 5/31/2020 have been extended to expiration date of 6/1/2020.

If you would like more information or have further questions, please don't hesitate to reach out to Katie or Rachel at [help@librarieswin.org](mailto:help@librarieswin.org)