**Suggested changes to mail returned procedures
(part of the patron registration procedures)**

*Background*
At the May 2013 AAC meeting, we discussed procedures that some libraries are using to make it easier to quickly see an invalid address.  We agreed that OWLS staff would write up suggested procedures to discuss at the next AAC meeting.

*Current mail returned procedures*
If a mailed notice is returned, the library (who may not be the home agency) should put a *mail returned* manual block on the patron's record and put a note on the record with the information from the returned mail item.  The next library to check out to the patron should verify the patron's address and remove the manual block.

*Suggested mail returned procedures*
If a mailed notice is returned, the library (who may not be the home agency) should put a *mail returned* manual block on the patron record and insert the following text in the first line of the address field:
*** MAIL RETURNED (MANUAL BLOCK) ***
If there is additional information, please put it in a note on the record with the date and your initials.  The next library to check out to the patron should verify and correct the patron's address, remove the manual block and send a patron update form to the home agency.

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*An additional change to make this less confusing*
Currently, there is currently a manual block for mail returned *and* a patron message for mail returned.  The manual block and patron message work differently.  The patron message pops up when the patron record is opened in Sierra, but does not prevent checkouts.  The manual block does not pop up but does prevent checkouts.  For consistency, we recommend removing the patron message, since it's never been a part of the mail returned procedures, and globally changing patron accounts with the mail returned patron message to the mail returned manual block.  There are not a lot of patron accounts in the system with mail returned patron messages, and many of these messages were put on several years ago.

*A macro to make it easier*
OWLS can put a macro in library logins to make it easier to keep the text consistent.  To insert the text in the address field, open up the patron field for editing.  Position your cursor at the very beginning of the address field and choose CTRL+F2.  Save the record. (Please note that this macro has not yet been created.)