OWLSnet Procedure for Using Manual Blocks in Sierra

When applying a manual block to a patron account:

- Use the most specific block code available.
- **Insert a detailed Note in the patron record; include the library, your initials, and the date.**
- Remove a block when the reason for placing it has expired. You may choose to leave the Note.
- Do not use a block code for reasons other than its intended use as described below. If you need a new block code for a specific purpose, please discuss it with OWLS.

Code	Name	Meaning	Purged*
-	---	No block. This is the default setting.	Yes
c	COLLECTION	Sierra applies this block automatically when a patron account is sent to a collection agency using the collection agency module and removes the block automatically when the patron's account balance reaches $0.00. *Staff should not manually apply or remove the manual block c.*	No
i	INTERNET REVOK	Apply this block when a patron's Internet privileges are revoked.	No
a	MAIL RETURNED	Apply this block when the library receives mail returned to sender. Also follow the Mail Returned procedure.	Yes
m	MANUAL STOP	Apply this block only when: • None of the more specific blocks apply, **and** • You want to prevent the patron from checking out items, **and** • They are not already prevented from checking out due to fines or an expired card.	No
n	NEED PATRON INFO	Apply this block when a new patron registration is incomplete or a patron record is missing important information, and you want to prevent them from using their card until the information is provided.	Yes
r	REVOKED	Apply this block when a patron's library privileges have been revoked. If the patron ban is temporary, make sure to include the end date, and remove the block when the ban expires.	No
t	TRIP/police/attorney	Apply this block when a patron account has been sent to TRIP or referred to the police or municipal attorney to recover materials.	No

*OWLSnet runs an annual patron purge to delete the accounts of patrons whose cards have been expired for more than 3 years and who do not owe money to a library. Patron accounts with manual blocks c, i, m, r, and t at the time of the annual purge will not be deleted. Accounts with these blocks must be reviewed by the library and the block removed before the patron account can be purged.