

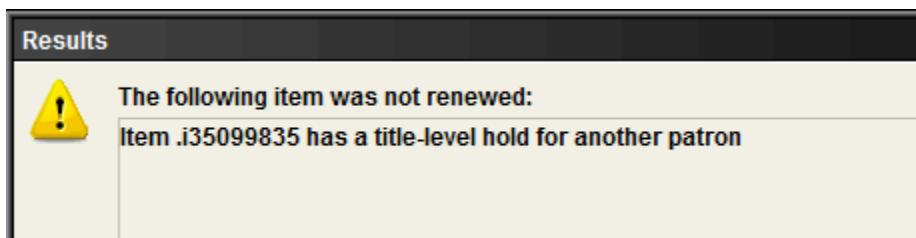
Allowing renewals on items with title-level or volume-level holds

Earlier this year with one of the Sierra upgrades, we thought we would have the opportunity to allow patrons to renew items when there is a hold on the title, as long as there are more available copies than existing title- or volume-level holds.

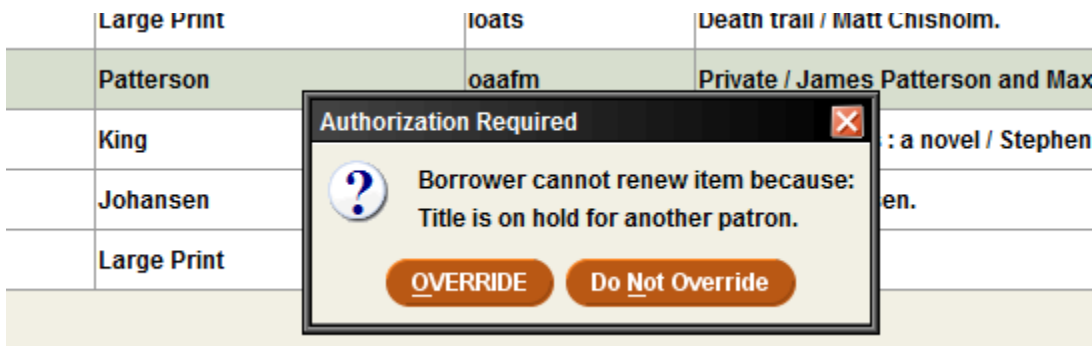
This, we thought was a good thing. So we turned it on.

What wasn't clear at the time, was that when Innovative turned that feature on for patrons, it also changed how renewals worked in Sierra. Staff could now renew items for patrons when there were **NOT** more available copies than holds. In fact, there could be 100 holds on a title, **NO** available copies, and staff could, with one click, renew the title for the patron.

Current behavior in Sierra when you try to renew a title with holds:



Behavior in Sierra with the Renew with holds feature turned on:



Instead of following the same rules as the catalog (allow renewals when more copies are available than holds) the feature in Sierra is just a standard Override which could be used under any circumstance. In short, to get the feature we wanted in the catalog for the patrons, we had to turn on a feature for staff that we thought could potentially lead to some very unfortunate consequences. So we had Innovative turn the feature off. We tried working with their support staff to find a way to make this work, but other than waiting for some unknown future update where Innovative admits their terrible mistake, there is no way for us to get this to work the way we want.

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Which leaves us with two Options:

Not Good Option 1:

Leave the feature turned off. The work around for staff is to call a library that owns the item and have them trap the hold so the title can be renewed. This does not help the patron at home who cannot understand why they cannot renew a title that has 20 available copies. This is understandably frustrating for patrons and staff. But it is the way things have always been.

Not Good Option 2:

Turn the feature on and rely on staff training, trust, and prayers to keep this from being used improperly.

Patrons will be happy when they can renew at home.

Patrons will be *very* unhappy when they see the due date mysteriously changes on the title they are next in line for.

With *Not Good Option 2*, we have no way of preventing the incorrect use of the override. After the fact (and too late to help anyone) we can view an Override log file that would tell us when this type of override was used.

```
Thu Feb 05 2015 09:46AM Terminal 20, SELF-CHECKOUT
```

```
Item .i29811491 is missing
```

```
Thu Nov 10 2016 08:54AM Terminal 20, Initials:
```

```
Title level hold override for renewed item .i29811491. Renewed by .p10763223
```

There is, however, no distinction between a proper and improper use of the override. One would have to look up each item to determine if there were indeed enough available titles to warrant a renewal. Not going to happen.

You can probably guess which direction OWLS leans on this issue. We thought it important, however, to explain the situation and get feedback from member libraries. Questions? Thoughts?