



SIERRA CIRCULATION

How to Start Using Title Priority Paging

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The Title Priority Paging feature enables Sierra sites to send title-level pages and to designate locations that should not be paged, indicate the order in which locations should be paged, and group locations at the same paging level so that, within that group, locations are paged in random order.

Preparation

The following features are not compatible with Title Priority Paging and must be disabled prior to continuing with set-up.

- Library Priority Table: an optional table
- Regional Holds: product
- Page Pickup Location First: feature

The Innovative staff member performing your set-up will work with your library to remove these. Note that Title Priority Paging has built-in prioritization, transfer of pages, and paging of items at the pickup location first, so you will not lose any functionality.

To use Title Priority Paging, your library must set up the Locations Served table. Single-branch or single-circulation-point libraries may not have set up this table before. These libraries should create a single location served entry that contains all of the library's location codes.

Title Priority Paging reads the Locations Served table from top to bottom when scanning for a matching entry. If your library repeat's locations in multiple Locations Served table entries, verify that the Locations Served that you want to receive pages is higher in the table than other Locations Served containing the same location code(s). (If your Locations Served table entries are all mutually exclusive, this step is not necessary for your library.) If any entries need to be moved, Innovative can reorder them for you.

For more information, see the [Locations Served FAQ](#).

Request Setup

Determine your library's responses for the following set-up questions and submit a ticket in Support requesting to Enable Title Priority Paging.

1. Should pages that have finished the paging cycle be cancelled or remain as title-level holds?

2. Should patron barcodes display for checked-in items that can potentially fill holds?
3. What is the number of the notices text to use for hold cancellation notices when no locations remain in the Title Paging List (i.e., every library has rejected or ignored the page)? Note that your library enters this notice text in the Text of Circulation Notices table.
4. Should open locations be paged before closed locations?

After the Setup

Once Innovative staff have concluded the set-up steps, library staff may make final changes required to begin using Title Priority Paging.

1. Enter the Paging Priority table element values in the Hold Pickup Locations table. Be sure that all Hold Pickup Locations entries pointing to the same Locations Served table entry have the same priority assigned for consistent results. Note that the system uses the first location in the Hold Pickup Locations table entry's 'list of locations' to compare to the Locations Served table.
2. Add a setting to the circulation system option "Pageslips: Number of hours before page can be transferred". This setting must be present to begin using Title Priority Paging.
3. Verify that your library's Hold Level settings in the REQUEST and REQUEST_MULTI web options place bib-level requests. These web options must be set for bib-level requests in order for patron-placed holds to use Title Priority Paging.
4. Review workflow with staff. For more information, see Example Daily Workflow on the Holds Management Document.

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