Sierra Circulation

# Locations Served

## Where do I find Locations Served?

From the Sierra **Admin App**, under **Back End Management, choose System Files | Admin Corner** | ***Additional System Functions | Alter System Parameters | Login Names and Parameters |*** [***Locations Served.***](https://documentation.iii.com/sierrahelp/Default.htm#sadmin/sadmin_admin_corner_loc_served2.html)

### We have closed some branches and I have removed all the location codes from a Locations Served entry. Is this enough to prevent any system problems?

No. You must remove any Locations Served entries that do not contain location codes.

The Innovative system is designed to check each entry in Locations Served, reading from top to bottom, until a match is made. If no location codes are present in a Locations Served entry being checked, the system may generate errors.

## Can we add a Locations NOT Served entry with no location codes specified?

No. If you use a Locations NOT Served entry that has not been assigned any location codes, the system can return unexpected results in holds, requesting, and other functions that offer the option to choose a Locations Served. To represent all locations, add a Locations Served entry that includes all locations, or create a Locations NOT Served entry that has at least one location (for example, an error location like 'zzzzz', that is not a real location in the library system).

## Aside from placing the Locations NOT Served entries at the end of Locations Served, does the order of entries matter?

In general, no, order does not matter. However, depending on your library's entries in Locations Served and products/functions used by your institution, you may need to make adjustments. The next three questions and answers give examples of circumstances under which you might need to adjust Locations Served entries.

## We are using Title Priority Paging. Is there anything special we need to do with Locations Served?

If your library repeat’s locations in multiple Locations Served entries, verify that the Locations Served entry that you want to receive pages is higher in the list of entries than other Locations Served entries containing the same location code(s). If it is not, contact Innovative to rearrange the Locations Served entries.

## We are using the [Library Priority Table](https://documentation.iii.com/sierrahelp/Default.htm#sril/sril_circ_param_libpr.html?Highlight=priority%20paging). Is there anything special we should do with Locations Served?

For every Locations Served entry you must place a corresponding entry in the Library Priority table. The Library Priority Table matches its entries against the entries found in Locations Served. If a matching entry is not found, the system will not function as expected.

Note that if Locations Served has multiple entries that begin with the same location code (that is, Locations Served entries are not mutually exclusive at your institution), the system will use the first matching Locations Served entry encountered. If your library repeats locations in multiple Locations Served entries, verify that the Locations Served entry that you want to receive pages is higher in the list of entries than other Locations Served entries containing the same location code(s). If it is not, contact Innovative to rearrange the Locations Served entries.

## We are using the [Regional Holds product](https://documentation.iii.com/sierrahelp/Default.htm#sgcir/sgcir_hold_regional.html). Is there anything special we need to do with Locations Served?

The Regional Holds product looks for the occurrence of both the pickup location and the item location in the same entry in a Locations Served entry. If a given pickup and item location combination occurs in multiple Locations Served entries (that is, Locations Served entries are not mutually exclusive at your institution), the system will choose the first matching entry from the Locations Served table (reading from the top down). Libraries using regional holds should have mutually exclusive Locations Served entries to avoid mis-assignment of pickup locations. Alternatively, Locations Served entries not intended for associating pickup and item locations as part of regional holds should appear at the bottom of the list of Locations Served entries. Contact Innovative to rearrange the Locations Served entries.

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