Paging and Holds

A null value prints out under institution name for borrowing library on the paging slip (Print Templates). How can I replace the null value with a library name?

The Print Template Data Library institution name data comes from the “patron home library field”. Some patron records are missing a home library code, while other libraries don’t use this field, hence the “null” value on the paging slips.

For libraries that do use Home Library, the way to fix the problem is to find records in your patron database where home library=null. Then pick a default home library code (e.g., code= m for the Old Town Main library, Poudre River Public) to assign to all the nulls using Rapid Update.

If your library currently isn’t using the patron home library field, you will also need to follow the above steps for all patron records after choosing a default code. Check the locations served table. Decide on your default code to use, i.e., if it is main and the first code listed in the table is “m”, or “ma”, use that value to populate patron record home library field using Rapid Update. Check the branches table for “m” code and make sure that the location name displaying is the name you want to appear in the notice for Institution.

To alleviate the problem in the future, all libraries can create a new patron record template that populates the “patron home library field” with a default value, to be changed by library staff in accordance with local policy.

See attached files for more information.