

Many of our member libraries are adapting holds pickup services - using curbside delivery, service windows, mail or office deliveries. As a result, there has been some interest in editing the content of the notification that goes out to a user when their item arrives for pickup. This document will demonstrate how to display a different set of pickup instructions based on the circulation desk/holdshelf the item is available at.

We'll start in the letters configuration menu. (Examples for this document have been supplied from the Willamette University premium sandbox and XSL borrowed from a project with UO - thanks as always for your generous help and access).

Acquisitions	Libraries	User Interface Settings	Letters
	Add a Library or Edit Library	Alma Logo and Color Scheme	Letters Configuration
Resources	Information	Delivery System Skins	Components Configuration
	Relationships	Social Login Labels	
Fulfillment	Define Campuses	Identity Service Labels	Widgets
		Alma Viewer and Deposit	Customized Widgets
User Management	Locations	Customization	Primo Widget Search Fields
	Remote Storage		Primo Widget Search Precision
General	Work Orders and Departments	General Configuration	Primo Widget Configuration
	Work Order Types	Other Settings	
	Work Order Departments	Institution Languages	Network Groups
Analytics		Country Names	Fulfillment Member

Configuration>General>Letters>Letters Configuration>On Hold Shelf Letter (currently #84 of the available letters). For those of you who've been at this for some time, it used to be called the FulPlaceOnHoldShelfLetter.

For most libraries that haven't already done significant customization, the email starts with a two line statement like the following:

The following item, which you requested on 05/13/2020, can be picked up at MOH - HAT Circulation Desk.

The item will be held for you until 05/20/2020.

You can see from that example that the requested date, the pick-up location and the held until date are all pulled from the individual request. We want to add a specialized statement in between the pick-up location and the held until date.

Alma formats the circulation desk for pick-up as the Library Name and the Circulation Desk Display name. So in the case of Willamette, the library from their configuration menu shows as MOH, and they have a circ desk attached to that library with holdshelf functionality turned on - HAT Circulation. Their other library is WU LAW, and the circulation desk is just named Circ.

You are configuring: **MOH** Change Organization Unit

1 - 3 of 3

Name ▾



▼ Serviced Physical Location : **Any** ▾

↕ Code	▲ Name
1.. DEFAULT_CIRC_DESK	Default Circulation Desk
2.. hatcirc	HAT Circulation

You are configuring: **WU LAW** Change Organization Unit

1 - 2 of 2

Name ▾



▼ Serviced Physical Location : **Any** ▾

↕ Code	▲ Name
1.. lawcirc	Circ

<xsl:choose>

<xsl:when test="notification_data/request/assigned_unit_name='MOH - HAT Circulation'">

<td>The temporary Hatfield Library Pickup Window is located at platform 9 ¾ near the front entrance of the library. Pickup window hours are Monday-Friday 12:00 am - 1:00 am.</td></xsl:when>

<xsl:when test="notification_data/request/assigned_unit_name='WU LAW - Circ'">

<td>Contact LAW@wu.edu to arrange for pickup.</td></xsl:when>

<!-- <xsl:otherwise><td>Be well.</td></xsl:otherwise> -->

</xsl:choose>

****And a quick warning that those instructions and emails are completely made up and won't work if you try to use them****

Click on the **Template** tab in the letter configuration and insert an appropriately edited version of that choose/when statement into your letter, directly between the circulation desk and expiration date sections and you should be all set!

Dear Lori Hilterbrand,

The following item, which you requested on 06/10/2020, can be picked up at MOH - HAT Circulation Desk.

The temporary Hatfield Library Pickup Window is located at platform 9 ¾ near the front entrance of the library. Pickup window hours are Monday-Friday 12:00 am - 1:00 am.

The item will be held for you until 06/19/2020.

Harry Potter and the deathly hallows /

By: Rowling, J. K.,

Location: HAT 2nd Floor Stacks

Notes that may affect loan:

Sincerely,

Circulation Department

Dear Lori Hilterbrand,

The following item, which you requested on 06/10/2020, can be picked up at WU LAW - Circ Desk.

Contact LAW@wu.edu to arrange for pickup.

The item will be held for you until 06/17/2020.

Moving data : the iphone and the future of media /

By: Snickars, Pelle.

Location: HAT 2nd Floor Stacks

Notes that may affect loan:

****Pro-Tip** - instead of an email address to contact for a scheduled pickup time, you could insert the link to an appointment calendar, allowing the patron to choose any available slot, thus taking some of the staff mediation out of the process. Google calendars allow appointment slots and can let you indicate a uniform length for each appointment and how many appointments may be scheduled at the same time.

× Holds Pickup 1

Jul 19, 2021

8:00am

to

8:30am

Jul 19, 2021

Time zone

Slots with duration ▾

30

minutes

Every weekday (Monday to Friday) ▾

[Event Details](#)

[Find a Time](#)



Add location



lhilterbrand@orbiscascade.org



[This calendar's appointment page](#)