

Finding Patron Notes

The Patron Note field in RACER shows notes entered by patrons using the actual ZPortal Interface only.

Notes entered by patrons requesting via an external form (i.e., SFX, 360 link, Toronto ICD) are instead linked to the Request action. To see these notes it is necessary to scroll down to the History section of the request and click the hyper-linked "Request" :

History			
Lender (Responder)	Action	Status	Date Changed
	REQUEST		

This will open a pop-up window displaying the patron note:

The screenshot shows a Google Chrome browser window with a pop-up titled "ILL Notes". The pop-up contains the following table:

Sent	Date	Note
Local	16 Jul 2014 08:01	Please only photocopy the portion on Emil Sandstrom

Below the table is a "Close Details" button. The background page shows request details for a monograph, including fields for "Our Number", "Their Number", "Item Format", "Status", "Authorisation Status", "Service Details", and "Item Details (Part of Monograph)".

The patron note is visible in the Requester Picklist report as well.

Requests with these types of patron notes display a yellow note icon in the brief view while they are Idle or Pending.