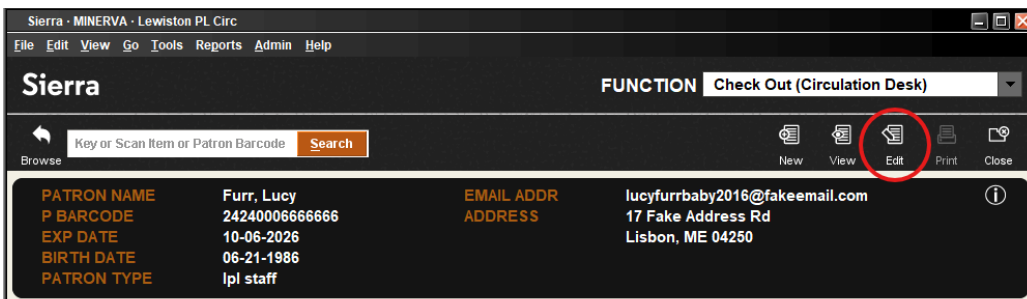


PIN Maintenance

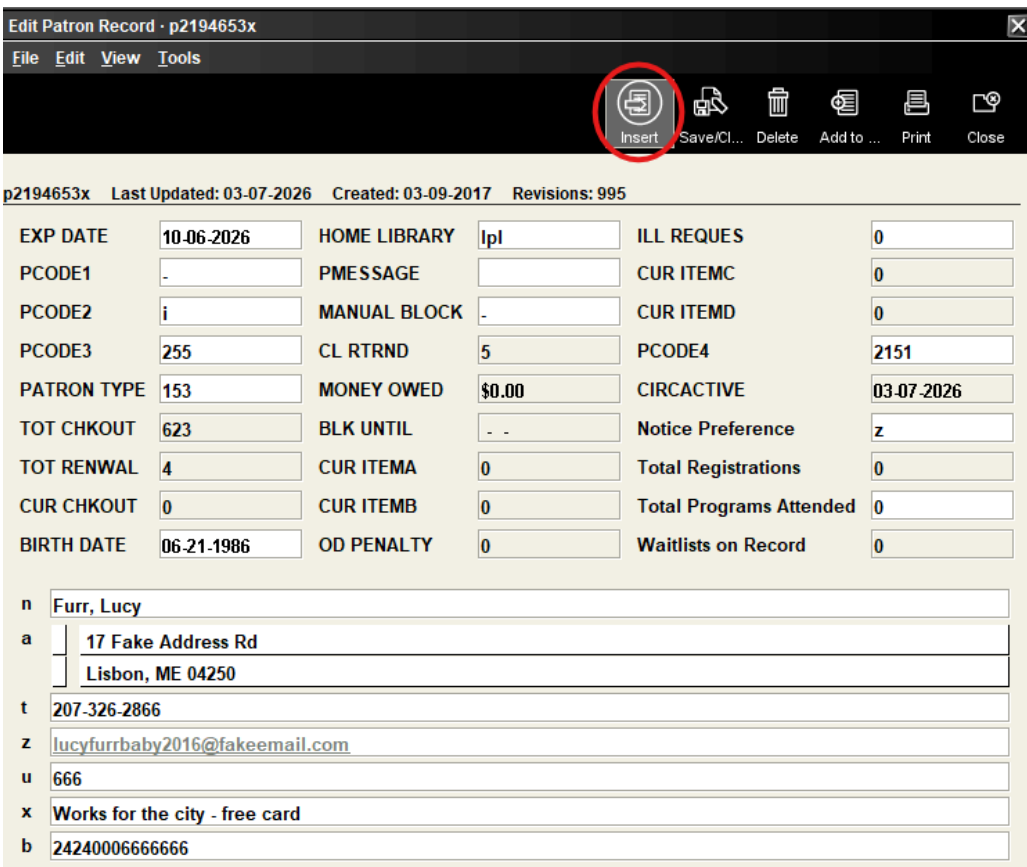
Patrons with a valid email address in their patron record can add or reset their PIN using the “My Library Account” page on the OPAC. However, if a patron does not have an email address or cannot access the reset email the OPAC will send them, library staff will need to add or reset their PIN in Sierra. Library staff *cannot* see PINs once they are set and therefore cannot retrieve them for patrons. Instructions for adding a PIN to a Patron Record using Sierra are below. Instructions for resetting a patron’s PIN using Sierra begin on page 4.

Adding a PIN to a Patron Record

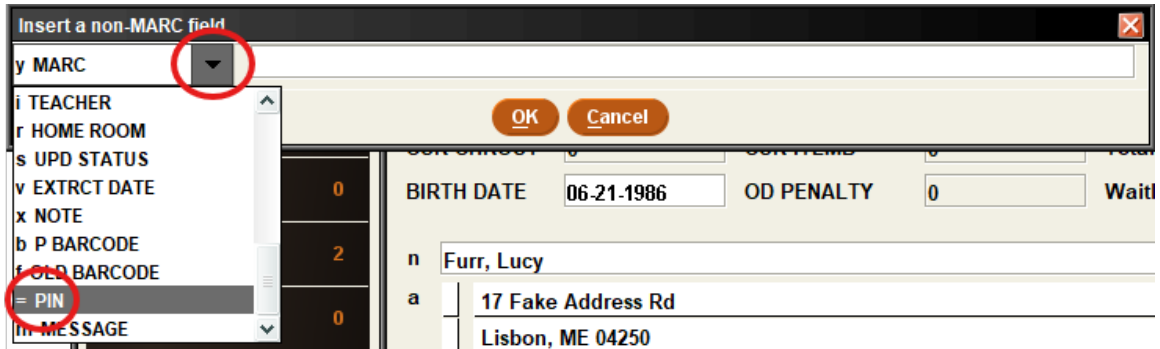
1. In the patron’s record, click “Edit” in the top right.



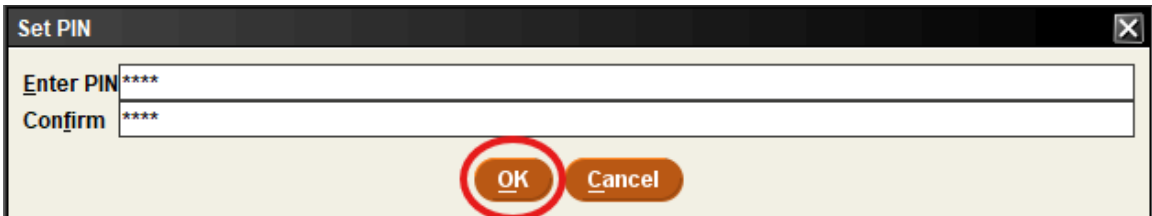
2. In the pop-up “Edit Patron Record” window, click “Insert.”



- In the pop-up “Insert a non-MARC field” window, select “= PIN” from the drop-down menu.



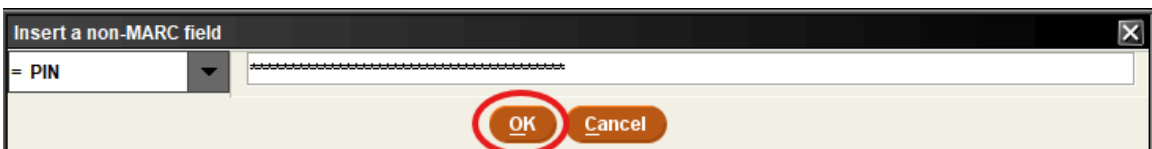
- In the pop-up “Set PIN” window, enter the same 4-digit number into both the “Enter PIN” and “Confirm” spaces and click “OK.”



If you are setting a patron’s PIN in person, you can pass them the keyboard to type their PIN themselves. If you are setting a patron’s PIN over the phone, they will need to tell you what they would like their PIN to be.

If a patron wants advice on what to set their PIN as, you can suggest using the last 4-digits of their phone number.

- The PIN will then appear encrypted in the “Insert a non-MARC field” window. Click “OK” to confirm it.



- Back in the “Edit Patron Record” window, click “Save/Close” or Ctrl+S to save changes.

EXP DATE 10-06-2026 **HOME LIBRARY** lpl **ILL REQUES** 0
PCODE1 - **PMESSAGE** **CUR ITEM C** 0
PCODE2 i **MANUAL BLOCK** - **CUR ITEM D** 0
PCODE3 255 **CL RTRND** 5 **PCODE4** 2151
PATRON TYPE 153 **MONEY OWED** \$0.00 **CIRCACTIVE** 03-07-2026
TOT CHKOUT 623 **BLK UNTIL** - - **Notice Preference** z
TOT RENWAL 4 **CUR ITEMA** 0 **Total Registrations** 0
CUR CHKOUT 0 **CUR ITEM B** 0 **Total Programs Attended** 0
BIRTH DATE 06-21-1986 **OD PENALTY** 0 **Waitlists on Record** 0

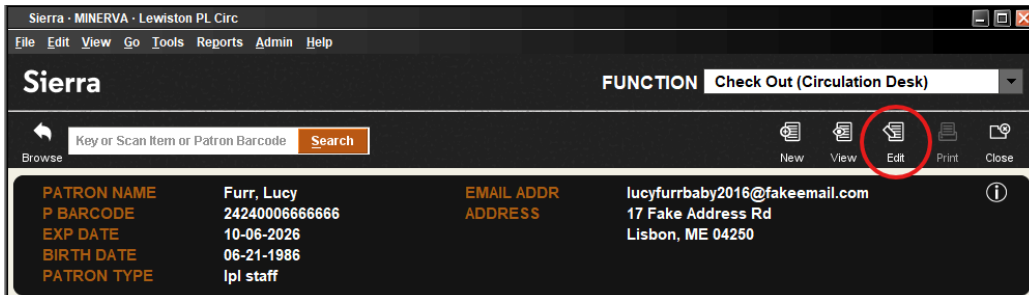
n Furr, Lucy
a 17 Fake Address Rd
 Lisbon, ME 04250
t 207-326-2866
z lucyfurrbaby2016@fakeemail.com
u 666
x Works for the city - free card
b 2424000666666

Edit Mode (OVR)

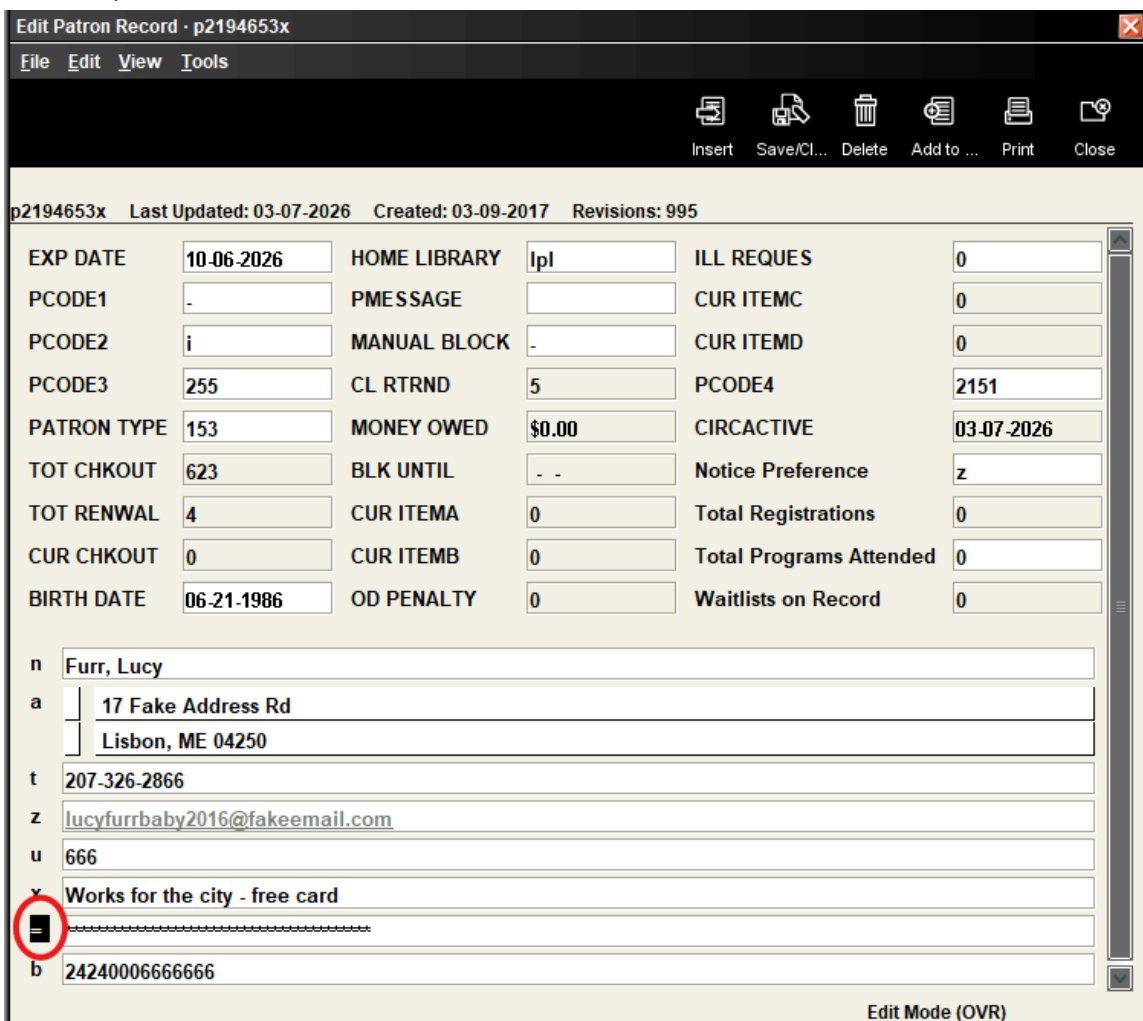
Changing a PIN

If a patron is having trouble resetting their PIN on their own, you should also verify their email address (if they have one) since the process for patrons to set/reset their own PINs requires a valid email address.

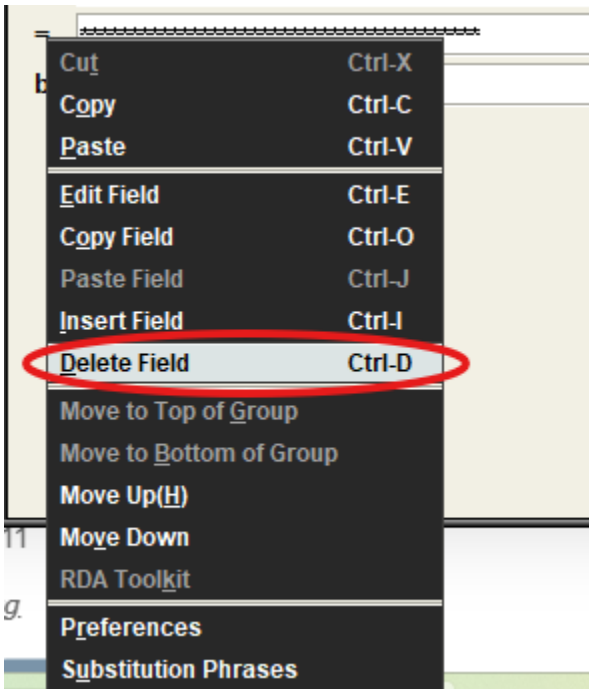
1. In the patron's record, click "Edit" in the top right.



2. In the pop-up "Edit Patron Record" window, right-click on the existing PIN field (marked with "=")



3. Click “Delete Field” or Ctrl+D.



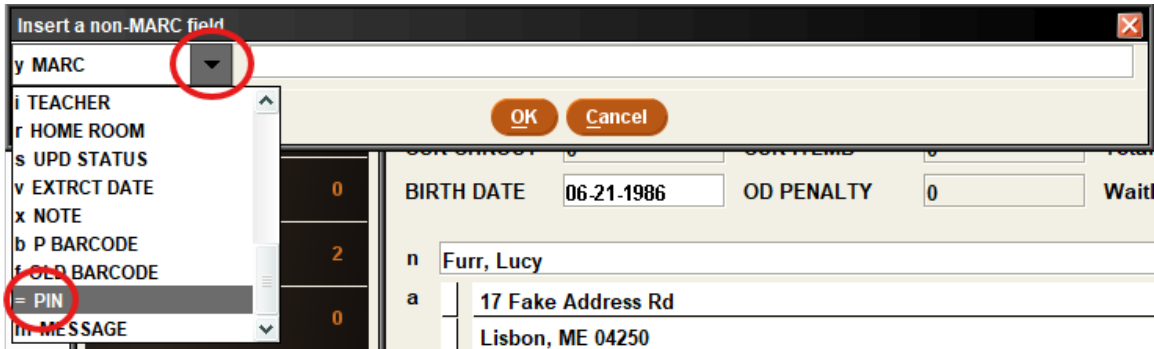
4. Back in the “Edit Patron Record” window, click “Insert.”

A screenshot of the 'Edit Patron Record' window for record p2194653x. The 'Insert' button in the toolbar is circled in red. The window displays various fields for patron information, including dates, library codes, and contact details.

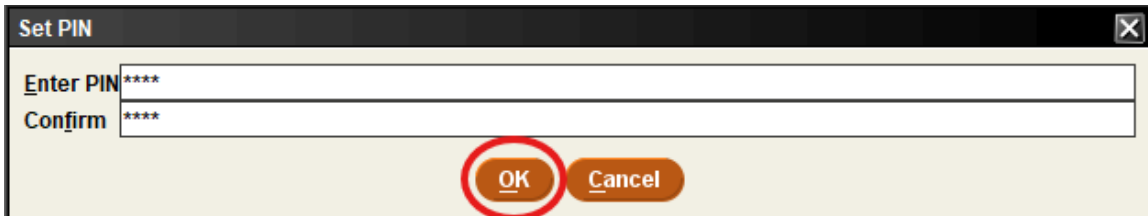
EXP DATE	10-06-2026	HOME LIBRARY	lpl	ILL REQUES	0
PCODE1	-	PMESSAGE		CUR ITEM C	0
PCODE2	i	MANUAL BLOCK	-	CUR ITEM D	0
PCODE3	255	CL RTRND	5	PCODE4	2151
PATRON TYPE	153	MONEY OWED	\$0.00	CIRCACTIVE	03-07-2026
TOT CHKOUT	623	BLK UNTIL	-	Notice Preference	z
TOT RENWAL	4	CUR ITEM A	0	Total Registrations	0
CUR CHKOUT	0	CUR ITEM B	0	Total Programs Attended	0
BIRTH DATE	06-21-1986	OD PENALTY	0	Waitlists on Record	0

n Furr, Lucy
 a 17 Fake Address Rd
 Lisbon, ME 04250
 t 207-326-2866
 z lucyfurrbaby2016@fakeemail.com
 u 666
 x Works for the city - free card
 b 24240006666666

- In the pop-up “Insert a non-MARC field” window, select “= PIN” from the drop-down menu.



- In the pop-up “Set PIN” window, enter the same 4-digit number into both the “Enter PIN” and “Confirm” spaces and click “OK.”



If you are setting a patron’s PIN in person, you can pass them the keyboard to type their PIN themselves. If you are setting a patron’s PIN over the phone, they will need to tell you what they would like their PIN to be.

If a patron wants advice on what to set their PIN as, you can suggest using the last 4-digits of their phone number.

- The PIN will then appear encrypted in the “Insert a non-MARC field” window. Click “OK” to confirm it.

