

## Sierra Requesting Tips & Tricks

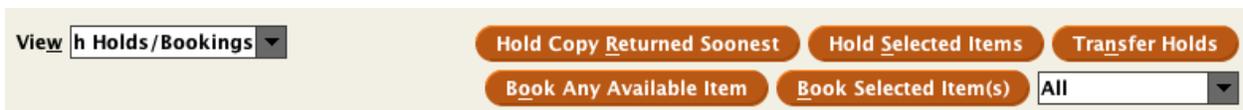
While PIN implementation is all about adding another level of security to patron accounts, library staff are not prohibited from asking patrons if they are comfortable providing their PIN at time of service to enable staff to still request items in the OPAC. One way to do this secretly would be to allow patrons to type their PIN in themselves by handing them a keyboard.

Two “Functions” allow you to place requests in Sierra. Both have benefits!

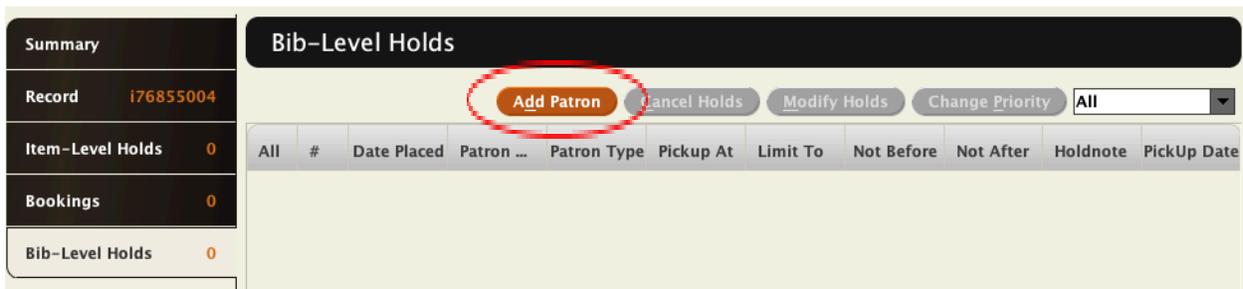
### Search / Holds

Allows you to place holds in different ways

- From the Summary tab:  
Add Bib (Hold Copy Returned Soonest) & Item (Hold Selected Items) holds



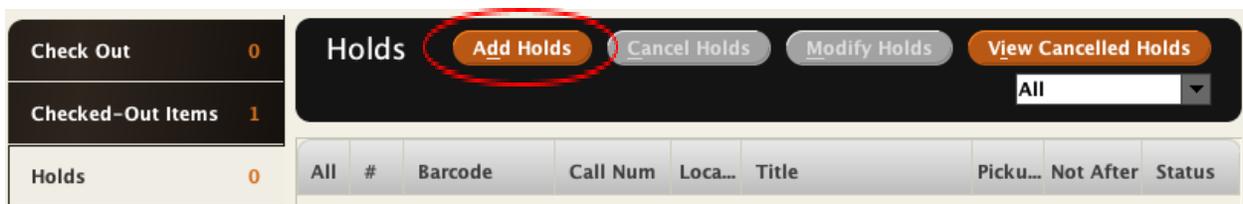
- From Bib-Level Holds tab:  
Add Patron



### Check Out (Circulation Desk)

Allows you to verify patron record information before placing holds

- Click on Holds tab → Add Holds



The majority of holds should be placed at the bib-level, excepting records that appropriately contain volume fields (e.g. periodicals, travel guides, etc) where you would need to specify exactly which item you are requesting. This can be difficult to navigate in the Sierra desktop module because, unlike the OPAC, it does not force you to choose an item level hold when volume fields are present. To see if a record contains volume fields you can use the “View” function to get more information than the default view.

The default view in the search function for most record summaries is the “h Holds / Bookings”. This view combines the volume and call number under one column “Call Num”

Summary

Record **i122833041** View **h Holds/Bookings** Hold Copy Returned Soonest Hold Selected Items Transfer Holds

Item-Level Hold 1 Book Any Available Item Book Selected Item(s) All

#	Recnum	Call Num	Barcode	Location	Due Date	Holds	Booki...
1	i122833...	ON ORDER 914.69 Lonely 2025	spoprot	cmlan	IN PROCES...	1	0
2	i122875...	916.69 LON 2025	34616000211782	fndnf	03-25-20...	0	0
3	i112654...	TRAVEL 914.69 LON 2021	32375002484788	tmlnf	AVAILABLE	0	0

You can change your view to “i Item” in order to see if the volume field contains any data

Summary

Record **i122833041** View **i ITEM** Attach New Item Delete Move Select

#	Record Number	LOCATION	BAR CODE	VOLUME
✓ 1	i122833041	cmlan	spoprot	2025
2	i122875643	fndnf	34616000211782	2025
3	i112654605	tmlnf	32375002484788	2021

This is just one way to more accurately see which type of hold needs to be placed.

*If there is a volume field in an item record where there are no actual volumes being indicated (ex. just noting which number a book is in a series), contact the cataloger at that library and ask them to edit their item record to remove the volume field.*

### Using the OPAC for finding items then requesting using Sierra

Just because staff will be using the Sierra desktop module more for requesting does not mean that the OPAC is now useless! Searching items for patrons is still easier in the OPAC and enables you to show your process to the patron so that they can replicate it at home.

A general best practice is to scan your patron’s card to verify their account is valid and up to date before attempting to place any holds. If you have found exactly what the patron is looking for in the OPAC you can quickly add the hold from there by pulling the bib number from the OPAC to search the exact item in Sierra.

Search for your item in the OPAC and below the description and subject headings there is a clickable link for a “Permanent Link”

Click on that and you will get a shortened URL that is more easily sharable and it will provide you with the bib number which you can now use to search in Sierra.

TITLE

Mindfulness in the garden

Thomas Memorial Library

 Limit search to available items

Book

Author **Murray, Zachiah, author.**Title **Mindfulness in the garden : Zen tools for digging in the dirt / Zachiah Murray ; foreword by Thich Nhat Hanh ; afterward by Mick McEvoy ; illustrated by Jason DeAntonis.**Publisher **Berkeley : Parallax Press, 2025.**

Copies	LOCATION	CALL NO.	STATUS
	Thomas ML Adult New Nonfiction	635 MUR	IN TRANSIT +1 HOLD

Physical Description 167 pages : illustrations ; 17 cm

Note Includes bibliographical references (pages 166-167).

Summary "Simple mindfulness verses (gathas) composed to connect the mind and body and to bring the reader/gardener's awareness to the details of the present moment as they work in the garden. Includes new afterward from Mick McEvoy"-- Provided by publisher.

Subject **Gardening.**  
**Gardening -- Philosophy.**  
**Zen Buddhism.**[Permanent Link](#)

RECORD #

b4210425

Thomas Memorial Library

 Limit search to available items

Book

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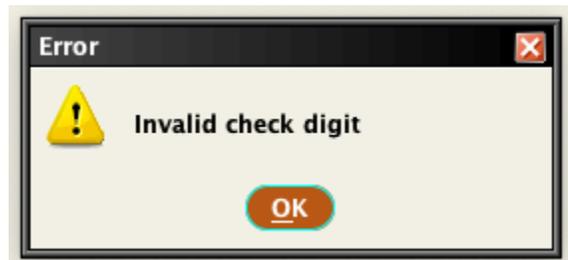
Summary "Simple mindfulness verses (gathas) composed to connect the mind and body and to bring the reader/gardener's awareness to the details of the present moment as they work in the garden. Includes new afterward from Mick McEvoy"-- Provided by publisher.

Subject **Gardening.**  
**Gardening -- Philosophy.**  
**Zen Buddhism.**[Permanent Link](#)

From the patron's Holds tab → Add Hold and search by “.RECORD #”

If this is all you enter you will get an error message:

You will need to add the universal check digit “a” after the record number in order to get a valid search.



#	Recnum	Call Num	Barcode	Location	Due Date	Hol...	Bookings
1	i124017...	635 MUR	32375002662607	tmlnn	IN TRANSIT (HOLD)	1	0

From there you can “Hold Copy Returned Soonest”