

Java Circulation Q and A

Topic	Question	Answer
Billing a User	Billing a user: only option is Pay now or bill another user or close. There is no option for pay later.	Make sure the Bill User check box is checked in the Properties under the Behavior tab for the option to Bill User to appear on the screen.
Blanket holds wizard	Can we use?	This is currently being tested by one library, but until this is verified, please do not use this wizard.
Blanket holds wizard	Workaround	<ol style="list-style-type: none"> 1. In the Place Hold wizard, change the Level property temporarily to Copy. 2. In the Place Hold wizard, scan the patron ID, or look up the patron using the User Search helper. 3. Click the Item Search helper at the top of the screen. 4. Search for the title. 5. Select one title from the resulting list and then, in the Call Number/Item tab, select an item. 6. Click the Place Hold button for the selected item. This puts the barcode in the Item ID field of the Place Hold screen. 7. In the Place Hold screen, click the Place Hold button. 8. Click the Place Another hold for This User button. 9. Click on the Item Search helper again and your original search will still be there. 10. Choose another barcode and continue to place holds. 11. When you are finished placing holds, change the Level property back to Title.
Cash reports	Does the use of JWF on named stations affect cash report results	No
CheckIn notes	Damaged or missing items	Check in notes when something is returned damaged or missing item – You cannot stop the checkin process. You should proceed with the check in and bill the patron using damaged as the reason. If the missing piece is returned the bill can be removed. This creates a permanent link between the patron and item and eliminates the need to worry about losing last patron info.
Copying Properties	I am trying to copy the properties from one computer to another and it doesn't seem to be working.	When you save the property file to the target computer, just "save." Do not Save As a text file because the property file is not a text file.
Cursor	One small problem - we are occasionally losing the cursor. I changed the mouse, but it still happens - though infrequently. Any one else had this problem?	<p>Other people on the Sirsi bulletin board have experienced this also on occasion. It is supposed to be better in the next patch cluster. One person on the bulletin board suggested the following:</p> <p>Click on Tools in the menu bar > Symbol Table > Close and then click into the field.</p>

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Delete Title	it will not let me delete an item using the "delete title, call numbers or items" wizard. The delete button is grayed out.	check the item out to discard
Discards	When discarding items with multiple pieces, do we still have to change the number of pieces to 1 in the Java Client?	The procedures are the same. You still need to change the number of pieces to 1.
Display	Increase contrast of the print on the screen	Go into the Preference menu option > Desktop > Font settings. In the Windows text area, use the gadget to the right and select a bold Font Style.
Display User	Checkouts tab - How can I change the type of checkouts to view	Use the scroll bar on the right side of the checkouts list to view the options at the bottom of the screen.
Display User	Printing a patron's checkouts	Go to Display User. Click the Checkouts tab. Go to the File menu option and select Print Screen.
Duplicate wizards	Can we have the same wizard in two places on the toolbar?	JWF only allows a wizard to appear once on a toolbar.
Holds	Check your own library's holds	In the Display User wizard properties, in the Holds Tab area, select your library from the drop-down list. In the Place Hold wizard, in the Holds Info area, select your library from the drop-down list.
Holds	Viewing holds after a user alert in check-out	In CheckOut, click the Display User helper and then click the Holds tab.
Holds	Should the Range be SYSTEM or GROUP	It should be set to Group
Holds	During Discharge, when the item is scanned and it says there is a hold, the hold slip does not print. This is for the first slip of the day.	If you rescanned the item, the slip would then print. Sirsi is aware of this.

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Item Search and Display	I ran into a problem with the item search. I was searching for "Shadow of the Silk Road." When I searched the Assonet catalog it correctly returned that the library did not have this title. The same was true for the E. Freetown catalog. However, when I searched in both libraries simultaneously (Assonfree) it looked as though we had the item. It was only by looking at details that it was clear that the book was not held by either library.	have your behavior properties set to "search by library or search library group." When she searched, since it didn't find the item in either library, it put her in a browse list, which can be confusing. The top of the list says, "No keywords found - BROWSE title Shadow of the Silk Road, ALL"
Pay bills and discard	We have an item we are going to discard. There are multiple bills on it. How can we cancel each of the bills without having to write down the patron information for each bill?	Go to the item record in Item Search and Display and then go to the Detailed Display for the item. Click the Bills tab. Go to the File menu option and select Print Screen. From the resulting display, copy and paste the IDs.
Paying Bills	Is there anyway of changing the payment type when paying a bill.	Yes. In the list of bills, click in the Payment Type column for the bill you want to change. A drop-down list appears. Select a new payment type. Don't forget to enter the amount in the Payment field.
Place Hold	How do you carry over the item you want to place on hold from the Item Search and Display wizard?	Use the Item Search and Display wizard to locate the item. Once you locate the item, click the Detailed Display button. Then click the Place Hold wizard. The item you selected becomes the current item in the Place Hold screen.
Properties	How do I copy properties from one computer to another.	See "Getting Started Circulating in the Java Client" on the SAILS Web site under Circ Manuals.
Receipt Printer	Slips not printing	For a slip to print, you must specify text or fields of information for the slip (See "Specifying the text of the receipt" in the Getting Started section of the manual).
Screen	Screen resolution	To see the entire screen in JWF, your screen resolution must be set to 1024 x 768. To do this, right-click on the Windows Desktop, select Properties, and then Settings. In the Screen Resolution area, move the slider to 1024 x 768.
Screen	The Classic/Gray Workflows screen appears.	Go to Preference on the menu bar > Desktop > Desktop Setup and select a Theme, such as Fall.
Screen	crazy symbols in the Java Client. It looks like some sort of HTML.	Go to the File menu option and select Update Client to do the Update Client procedure
User Registration	We've had a few problems with duplicate checking.	We do not recommend using Duplicate Checking. It is better to do a manual check for duplicate patrons.