Are patrons able to enter Notes in their WMS staff accounts?

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Symptom

• The **patron name** appears in to have been entered in a **Note** section in the staff account of WMS Admin.

Applies to

• WorldShare Admin
• WorldShare Circulation

Resolution

A Patron Note can only be added in two ways:

1. This action is performed from the **Admin tab** in WorldShare. That means a user would have to have an Admin role on their account to add a note. Here is the documentation that goes over the steps to take to add a note:
   [https://help.oclc.org/WorldShare/WorldShare_Admin/Notes/Notes#Add_notes](https://help.oclc.org/WorldShare/WorldShare_Admin/Notes/Notes#Add_notes)

2. Notes can be added through **Patron Load**. Please see the attached screenshot. Here is a link to the Help Documentation on the issue: [https://help.oclc.org/Librarian_Toolbox/Patron_data_files/e#Columns_36-46](https://help.oclc.org/Librarian_Toolbox/Patron_data_files/e#Columns_36-46)

Additional information

If you look at the **Note** field in the Patron User account and it has the **patron name** listed, that means a **Note was added on that date via a Patron Load**.

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