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## CIRC: Patron note field character limit not apparent when adding note

- **Article Type:** Known Issue
  - **Product:** Voyager
  - **Product Version:** 8.0.0
  - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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Problem Symptoms:

Cause:

This behavior is a result of Issue 16384-21393 / VYG-4634.

Resolution:

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### Symptoms

- \* When adding new note to patron record, length of note does not appear to be limited
- \* Patron note viewable via patron record in Circulation is limited to 1900 characters in length

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### Defect Status

Issue VYG-4634 is resolved for Voyager 9.1.0 and higher.

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### Replication Steps

In Circulation:

- 1) Call up a patron record
- 2) Click on the "Notes" button
- 3) Click "New" to create a new note
- 4) From the "Note Type" drop-down menu, choose a note type
- 5) In the note box, enter a lengthy note (more than 1900 characters)
- 6) Save the note and close the Notes window
- 7) Click on the "Notes" button again; note that when scrolling to the bottom, only 1900 characters of the original note is displayed.

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### Workaround

Advise staff to limit notes to 1900 characters or less.

**Category:** Circulation

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- **Article last edited:** 7/31/2015