



**25TH ANNUAL
INNOVATIVE USERS GROUP
CONFERENCE**

APRIL 2-5, 2017

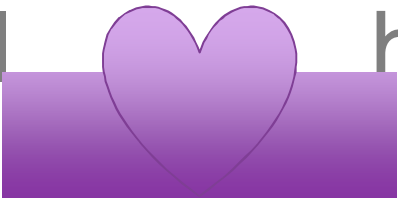


Holds Management in Transition

Susanna Aakko, Helmet Libraries



Topics

-  holds
- Background
- Challenges
- Hold set-up (Sierra)
- Workflows and Holdshelf management



Holds Over the Years...

- Own hold queue in each branch/location, title-level holds, "paging" by phone
- 2003 – 2013: Hold queue in system level, title-level holds, item-level paging
- 2013 – : Hold queue in system level, title-level holds, title-level paging & item-level paging (magazines)



... And Recent Years

- Hold set-up changes
- Hold fees
 - Hold fee (not anymore)
 - Unclaimed hold fee (not yet?)
- Pickup period
 - 10 days à 7 days à 5 days
- Hold pick-up notices
 - Still mail, email, local text msg service
 - Extended chedule Mon – Fri + Sat
- Resource sharing: holds & floating
- Re-organizing holdshelves



Background: Helmet Libraries

HELMET

- Helmet means Pearls (www.helmet.fi)
- 4 public libraries in Helsinki Metropolitan Area
 - Helsinki, Espoo, Kauniainen and Vantaa, population 1,1 million
- 65 branch libraries, 6 book mobiles, hospital libraries, homebound services and special collections
- 40 years of co-operation
- Millennium 2003 – 2013
 - Encore 2010 –
- Sierra November 2013 –
 - Sierra API 2014 –
 - Decision Center 2014 –



Background: Helmet Policy

HELMET

- Joint database and shared collection
- Joint patron register, library card and user regulations
- Joint circulation parameters and loan rules
- Chronological hold queue
- One title level hold per patron
 - Staff can place several title holds in Sierra (e.g. for schools, book clubs)
- "Finders keepers"



Current Challenges

- Online shopping, online booking ... and online requesting
 - Helmet Web Store à sorting & transportation takes (too much) resources
- New legislation, new duties, new services
 - makerspaces, language cafes, programs and events, R.E.A.D dogs etc.
- Request for enhanced opening hours
- Construction of the new Helsinki Central Library has started
 - <http://keskustakirjasto.fi/en/>
- Additional staff will not be granted



Statistics

- Visits on the catalog 2016: 6.3 million
 - 2016: + 7.5 %
 - 2015: + 9.4 %
- Holds placed 2016: 2.6 million (print & media)
 - 2.1 million placed by patrons, 0.5 placed by staff (in the library)
 - 2016: + 9.8 %
 - 2015: + 15.2 %
- Checkouts & renewals: ca. 16 million per year



Solutions

- Self-service libraries
 - Enhanced opening hours
- Self-service since 1990's
 - 250+ SIP2 check-out/check-in devices
- Collection management
 - Workflows, floating, life cycle management
- Holds management
 - Paging (title-level)
 - Holdshelves (self-service)
- Cash management
 - Online payments since 2014
 - Card payments only or Cash payments too
- Work in progress!




Starting Floating Collections

- Vantaa
 - Floating Collection 2015 –
- Espoo
 - Floating Collection 2016 –
- Espoo and Vantaa
 - Floating together 2017 –
 - Most material types and locations float
- Kauniainen
 - One library only
- Helsinki
 - Mobile Collections 2004 –
 - Logistics & Floating project



Moving on to Title Priority Paging

- Switch-over before Sierra migration 2013
- Default hold set-up
- One hold queue for patrons
- Easier holds management for staff
- No need to transfer holds manually
- Hold Pickup Locations table is more complicated
- Staff workflow changed
- Patron experience didn't really change

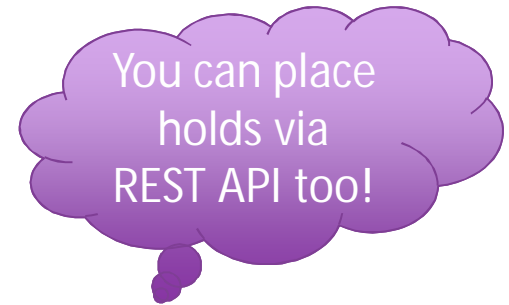


Accept the
new logic!



Hold Set-up: Title Priority Paging

- Holds placed on title-level
- Paging on title-level
- Except magazines and special situations on item-level
- Hold Pickup Locations table used for balancing
- Item not found → hold remains on title-level
- Staff placed holds
- Patron placed holds



Multiple Channels – Same Outcome

- Sierra
- Encore & Encore Mobile (Helmet Search)
- WebPAC & AirPAC (Helmet Catalog)
- Pocket Library (Local Mobile App)
- Finna (National Catalog, VuFind)
- Maybe Linked Data too?

HELMET



Documentation

- Start Using Title Priority Paging & Set Up Holds
- Sierra/Millennium Title Priority Paging Feature:
 - Enabled by Help Desk
 - Send title-level pages
 - Designate locations that should not be paged
 - Indicate the order in which locations should be paged
 - Group locations at the same paging level (random paging within the group)
- Built-in features:
 - Priorities, Transfer of pages and Page pickup location first
- Features not compatible (not needed any more):
 - Library Priority Table, Page Pickup Location First, Regional Holds product




Request Set-up (WebPAC/Encore)

- Web Options & Request Rules
- REQUEST = Request this item|bib|ask|Y
 - Bib = Bibliographic-level holds. If there is a VOLUME field in any of the attached item records, the patron will be prompted to select a volume.
 - Ask = Select the pickup location from a drop-down list. If the patron is logged in to My Account the drop-down list defaults to the patron's home library.
 - Y = Not Needed After (NNA) drop-down menu on request form
- Requesting is allowed if order record or item record is attached to the bibliographic record.



Request Configuration REST API 3.2

- Both bib and item holds via the REST API
- Requires additional configuration (Help Desk)
- Configure XCirc to accept both bib and item holds
- Documentation: <http://developer.iii.com>
 - Use the PatronHoldPost object to place a new hold request



Don't ask me
how to do that.



Requesting in Encore/WebPAC

- Requesting in Library Catalog
 - Integrated Login Page (CAS)
 - Library card number (barcode) and PIN for authentication
 - Select pickup location
- Manage holds on My Account
 - Change pickup location, freeze hold or cancel hold
 - Change home library (default pickup location)
- Pickup your book
 - Hold pickup notice (in Fin/Swe/Eng, by mail/email/sms)
 - My Record RSS feed



Holdable Items Not Available (Finlandia Prize Winner 2016) à Title-level Hold Queue

[← Back to results](#)



Akvarelleja Engelin kaupungista / Jukka Viikilä. / Jukka Viikilä

Viikilä, Jukka, kirjoittaja.



Book | Gummerus | 2016 | 5. p. 2016

Available at Iso Omena adu (1.4 BESTSELLER) plus 2 more

1395 holds on first copy returned of 441 copies

★★★★☆ 2 reviews

Request it

Additional actions:



Items only show available

| Location | Call No. | Status | Additional info |
|------------------|----------------|--------------------|------------------|
| Arabianranta adu | 1.4 | DUE 09-03-17 | -- |
| Arabianranta adu | 1.4 BESTSELLER | DUE 27-02-17 | 14 DAYS NO HOLDS |
| Arabianranta adu | 1.4 | DUE 07-03-17 | -- |
| Arabianranta adu | 1.4 | DUE 16-03-17 | -- |
| Arabianranta adu | 1.4 | IN TRANSIT +1 HOLD | -- |

[+ Show more items](#)



Holdable Items Available (Finlandia Prize Winner 2008) à Title-level Page

[← Back to results](#)



Puhdistus : romaani / Sofi Oksanen / Sofi Oksanen

Oksanen, Sofi, kirjoittaja



Book | WSOY | 2008 | 1.-12. p. 2008. - 13.-16. p. 2009. - 14.-19. p. 2009. - 23. p. 2010. - 25. p. 2010 - 28. p. 2010. - 29. p. 2011. - 32. p. 2012. - 38. p. 2013

Available at Entresse adu (1.4) plus 5+ more

★★★★☆ 2 reviews

Request it

Additional actions:



Items only show available

| Location | Call No. | Status | Additional info |
|----------------------|----------|--------------|-----------------|
| Arabianranta adu | 1.4 | DUE 15-03-17 | -- |
| Arabianranta adu | 1.4 | DUE 16-03-17 | -- |
| Arabianranta adu | 1.4 | DUE 13-03-17 | -- |
| Auroran sairaala adu | 1.4 | LIB USE ONLY | -- |
| Entresse adu | 1.4 | ON SHELF | -- |
| Entresse adu | 1.4 | ON SHELF | -- |



Magazines (Aku Ankka no. 2 2017) à Item-level Page

Request it

Select

| | | | | |
|----------------------------------|---------------------|-----------|----------|---|
| <input type="radio"/> | Arabianranta juv | no.1 2017 | ON SHELF | ^ |
| <input checked="" type="radio"/> | Arabianranta juv | no.2 2017 | ON SHELF | ■ |
| <input type="radio"/> | Arabianranta juv | no.3 2017 | ON SHELF | |
| <input type="radio"/> | Arabianranta juv | no.4 2017 | ON SHELF | v |

I would like to pick up this title from:

Pasila/Böle

I have a deadline for this material.

If you want item(s) sent to the **mobile library**, choose the respective mobile library from the dropdown menu and type the name of the bus stop below.



Select Pickup Location and Other Options

Request it

I would like to pick up this title from:

Pasila/Böle

I have a deadline for this material.

If you want item(s) sent to the **mobile library**, choose the respective mobile library from the dropdown menu and type the name of the bus stop below.

Submit Cancel

- Malminkartano/Malmgård
- Martinlaakso/Mårtensdal
- Maunula/Månsas
- Munkkiniemi/Munksnäs
- Myllypuro/Kvarnbäcken
- Myyrmäki/Myrbacka
- Nöytkiö/Nöykis
- Opinmäki
- Oulunkylä/Åggelby
- Paloheinä/Svedängen
- Pasila/Böle**
- Pasila/kaukopalvelu kirjastoille
- Pikku Huopalahti/Lillhoplax
- Pitäjänmäki/Sockenbacka
- Pohjois-Haaga/Norra Haga
- Pointin kirjasto/Point bibliotek
- Puistola/Parkstad
- Pukinmäki/Bocksbacka
- Rikhardinkatu/Richardsgatan
- Roihuvuori/Kasberget
- Sakarimäki/Östersundom
- Saunalahti/Bastvik
- Sello
- Soukka/Sökö
- Suomenlinna/Sveaborg
- Suutarila/Skomakarböle
- Tapanila/Mosabacka
- Tapiola/Hagalund
- Tapulikaupunki/Stapelstaden
- Tikkurila aik/Dickursby vux



Encore My Account

Aakko, Test Record

HelMet93274 [What is this?](#)

Home Library: _____

Pasila adu

Email: _____

susanna.aakko@hel.fi

Edit account

[Edit pin](#) | [Edit reviewer name](#)

[Checkouts \(0\)](#)

[Holds \(3\)](#)

[My eBooks \(0\)](#)

[Fines/Fees \(EUR8,40\)](#)

[Messages](#)

[Reading History](#)

[My Lists](#)

[My Reviews \(0\)](#)

[Preferred Searches](#)

[RSS Feed](#)

[Print](#)

Sort by Hold Requested Date

[UPDATE LIST](#)

3 holds

| CANCEL | TITLE | STATUS | PICKUP LOCATION | CANCEL IF NOT FILLED BY | FREEZE |
|--------------------------|--|--------------------|--------------------------------|-------------------------|------------------------------------|
| <input type="checkbox"/> | Akvarelleja Engelin kaupungista / Jukka Viikilä. | 1396 of 1396 holds | Pickup Location Pasila/Böle | 19-02-19 | Freeze <input type="checkbox"/> |
| <input type="checkbox"/> | Puhdistus : romaani / Sofi Oksanen | 1 of 1 holds | Pickup Location Pasila/Böle | 19-02-19 | Freeze <input type="checkbox"/> |
| <input type="checkbox"/> | Aku Ankka : Helsingino.2 2017 no.2 2017 | ON SHELF | Pickup Location Pasila/Böle | 19-02-19 | Freeze <input type="checkbox"/> |

Sort by Hold Requested Date

[UPDATE LIST](#)



25th Anniversary

IUG2017

Encore Personalized Browse



Akvarelleja Engelin kaupungista / Jukka Viikilä. / Jukka Viikilä

Viikilä, Jukka, kirjoittaja.



Book | Gummerus | 2016 | 5. p. 2016

Available at Iso Omena adu (1.4 BESTSELLER) plus 2 more
[see all](#)

1396 holds on first copy returned of 441 copies

Copies on order

★★★★☆ 2 reviews

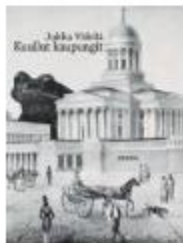
Edit Hold ▾

- You've placed this item on hold

Edit Hold

Cancel Hold

Add Another Hold



Kuullut kaupungit : kaksi kuunnelmaa / Jukka Viikilä / Jukka Viikilä

Viikilä, Jukka, kirjoittaja



Book | ntamo | 2013

3 holds on first copy returned of 8 copies

☆☆☆☆☆ Be the first to review

Request it

Additional actions:



Hold Copy Returned Soonest à Title-level Page

Hold Selected Item (Magazines) à Item-level Page

The screenshot displays the Sierra library management system interface. The main window shows a hold record for 'Aakko, Test Record' with a record ID of i7734599x. The hold is for a title 'Purge / Sofi Oksanen ; translated by Lola Rogers' by Oksanen, Sofi, kirjoittaja. The hold is currently 'Not checked out'.

The interface includes a sidebar with navigation options like 'Check Out', 'Checked-Out Items', 'Holds', 'Fines', 'Check In', and 'Linked Patrons'. The 'Holds' section shows 1 hold and a fine of €8,40.

The main content area shows the hold details and a list of 10 attached item records. The items are listed in a table with columns for #, Recnum, Call Num, Barcode, Location, Due Date, and Hol... (Hold Status).

| # | Recnum | Call Num | Barcode | Location | Due Date | Hol... |
|----|-----------|----------|----------------|----------|------------|--------|
| 1 | i7734599x | 4.4 OKS | 30049017401986 | e23al | ON SHELF | 0 |
| 2 | i77351988 | 4.4 | 30091036492182 | h53al | 10-02-2017 | 0 |
| 3 | i77346002 | 4.4 OKS | 30049017401960 | e32al | ON SHELF | 0 |
| 4 | i7735199x | 4.4 | 30091036492190 | h61al | 16-02-2017 | 0 |
| 5 | i77351976 | 4.4 | 30091036492174 | h33al | 16-03-2017 | 0 |
| 6 | i90796871 | 4.4 OKS | 30092016594070 | v60al | ON SHELF | 0 |
| 7 | i90793341 | 4.4 OKS | 30049007168306 | e01al | 15-03-2017 | 0 |
| 8 | i77345976 | 4.4 OKS | 30049017402000 | e10al | ON SHELF | 0 |
| 9 | i77351964 | 4.4 | 30091036492166 | h25al | ON SHELF | 0 |
| 10 | i77352014 | 4.4 | 30091036492216 | h98al | ON SHELF | 0 |

At the bottom of the item list, there are buttons for 'Hold Copy Returned Soonest', 'Hold Selected Item', and 'Transfer Holds'. The 'Hold Selected Item' button is highlighted in red.



Sierra Patron Record Holds Tab

Sierra - Helmet - Susanna Aakko Admin

File Edit View Go Tools Reports Admin Help

sierra

FUNCTION Check Out (Circulation Desk)

Key or Scan Item or Patron Barcode Search

Browse

PATRN NAME **Aakko, Test Record**

P BARCODE/HSL **2 0000 01639 0037**

BIRTH DATE **20-03-2014**

Gender **n female**

ALIAS **Alias Field**

Check Out **0**

Checked-Out Items **0**

Holds 2

Fines **€8,40**

Check In **0**

Linked Patrons **2**

Holds Add Holds Cancel Holds Modify Holds View Cancelled Holds All

| All | # | Barcode | Call Num | Location | Title | Pickup At | Not After | Status |
|--------------------------|---|------------------|-------------|----------|--|-------------|-------------------|--------------------|
| <input type="checkbox"/> | 1 | COPY RTD SOONEST | No Call Num | | Akvarelleja Engelin kaupungista / Jukka Viikilä. | Pasila/Bole | 19-02-2019 2:21PM | 1396 OF 1396 HO... |
| <input type="checkbox"/> | 2 | COPY RTD SOONEST | No Call Num | | Purge / Sofi Oksanen ; translated by Lola Rogers | Pasila/Bole | 19-02-2019 | 1 OF 1 HOLD(S) |

Windows taskbar: 14:33 19.2.2017



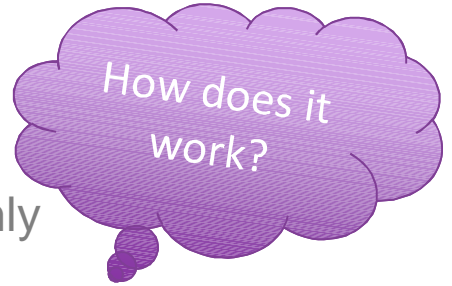
Enable Title Priority Paging (Help Desk)

- Millennium/Sierra: Enable Title Priority Paging
 - “The Title Priority Paging feature enables Sierra/Millennium libraries to send title-level pages. Staff may designate locations that should not be paged and indicate the order in which locations should be paged. Staff may also group locations so that, within that group, locations are paged in random order.”
- Helmet set-up:
 - Pages that have finished the paging cycle should remain as title-level holds
 - Page open locations before closed locations
- Sierra: Configure the ability to cycle through a paging cycle multiple times
 - “Innovative can configure Title Priority Paging so that unfilled pages repeat the title paging process a library-specified number of times.”
- Helmet set-up:
 - Enabled: 5 times through



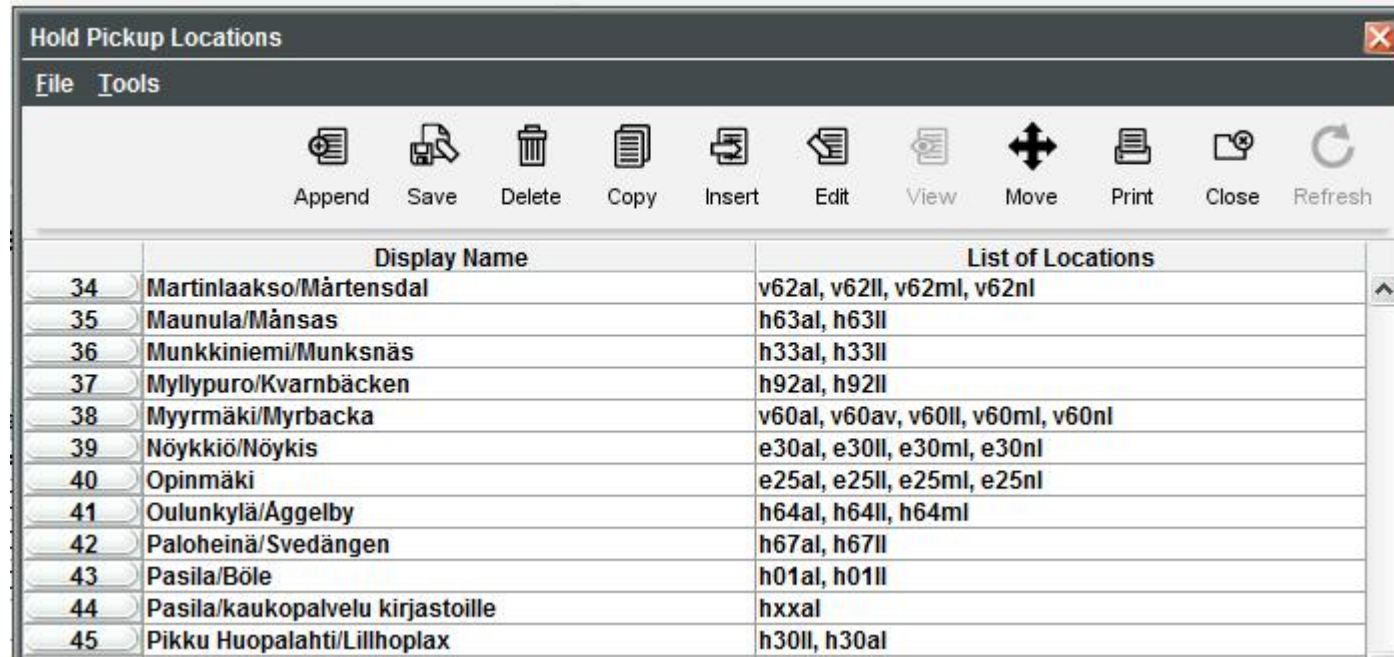
Title Paging in Helmet Libraries

- Library locations are paged one by one
- When items are available on shelf
 - Page pick-up location first
 - Page other "standard" libraries in the same area randomly
 - Page "standard" libraries in other areas randomly
 - Page book mobiles, closed stacks and other "non-standard" locations
 - Any holdable item on shelf fulfills the hold
 - Any holdable item checked in at any location fulfills the hold
- When items are not available on shelf
 - Hold is on the title-level hold queue
 - Next holdable item checked-in fulfills the hold



Hold Pickup Locations Table

- Must set-up paging priorities for each entry in the table



| | Display Name | List of Locations |
|----|----------------------------------|-----------------------------------|
| 34 | Martinlaakso/Mårtensdal | v62aI, v62II, v62mI, v62nI |
| 35 | Maunula/Månsas | h63aI, h63II |
| 36 | Munkkiniemi/Munksnäs | h33aI, h33II |
| 37 | Myllypuro/Kvarnbäcken | h92aI, h92II |
| 38 | Myyrmäki/Myrbacka | v60aI, v60av, v60II, v60mI, v60nI |
| 39 | Nöykkiö/Nöykis | e30aI, e30II, e30mI, e30nI |
| 40 | Opinmäki | e25aI, e25II, e25mI, e25nI |
| 41 | Oulunkylä/Äggelby | h64aI, h64II, h64mI |
| 42 | Paloheinä/Svedängen | h67aI, h67II |
| 43 | Pasila/Böle | h01aI, h01II |
| 44 | Pasila/kaukopalvelu kirjastoille | hxxaI |
| 45 | Pikku Huopalahti/Lillhoplax | h30II, h30aI |



Paging Priorities

- Priority 0: system does not page the location
- Priorities 1 – 999: paging order (1 is the highest priority)
- Helmet set-up:
 - 84 hold pickup locations (libraries, book mobiles, hospitals, internal locations e.g. central stacks)
 - Random paging within groups 1, 100, 995, 999
 - Hospital libraries not paged 0
- Library: Kallio/Berghäll
 - Portion of the table à à à

| Display Name | Paging Priority |
|-----------------------|-----------------|
| Maunula/Månsas | 1 |
| Munkkiniemi/Munksnäs | 1 |
| Myllypuro/Kvarnbäcken | 1 |
| Myyrmäki/Myrbacka | 100 |
| Nöykkiö/Nöykis | 100 |
| Opinmäki | 100 |
| Oulunkylä/Äggelby | 1 |
| Paloheinä/Svedängen | 1 |
| Pasila/Böle | 1 |



Circulation Option: # of hours

- Circ Option: Number of hours before page can be transferred
- Must set up!
- Applies to Title Level Paging
- Applies to Automatic Transfer of Page Items

- Helmet set-up now: 48 hours
 - 48 (item paging)
 - 24 (title paging) à 168 (title paging max)
 - 48 hours again (title paging)



Circulation Option: refuse holds


- Circ Option: Priority Paging Refuse Item Holds: Yes
- Option to refuse to fill an item-level or title-level hold with the item you are checking in
- Check-in Prompt:
 - Fulfill hold
 - Check in; do not fulfill hold
 - Cancel hold
- Title pages go forward automatically



Block Duplicate Holds (Help Desk)

- Block Duplicate Holds feature: False
- Patrons can request multiple volumes in WebPAC/Encore
 - Multiple items with volume field attached to the same title
 - Item-level hold placed

Aku Ankka : Helsinki

 Journal | Sanoma | 1955-

Holdings Available

Available at Pasila juv (vsk.66 no.15 2016) plus 5+ more
see all

★★★★☆ Be the first to review

→ [Linkki julkaisun verkkosivuille](#)

Edit Hold ▾

Edit Hold

Cancel Hold

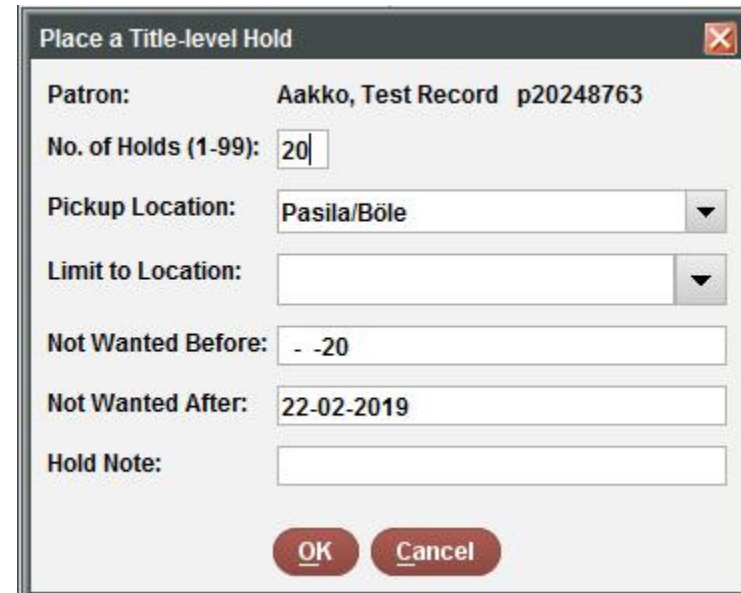
Add Another Hold

• You've placed
this item on hold



Circulation Option: multiple holds

- Circ Option: Allow multiple title-level holds for one patron: Yes
- Not compatible/may conflict with following features:
 - Library Priority Table, Regional Holds
 - Block Duplicate Holds, Max Holds on Title
- Staff can place multiple title holds
 - For schools, book clubs etc.



Place a Title-level Hold

Patron: Aakko, Test Record p20248763

No. of Holds (1-99): 20

Pickup Location: Pasila/Böle

Limit to Location:

Not Wanted Before: - -20

Not Wanted After: 22-02-2019

Hold Note:

OK Cancel



Renewals, Title Holds and Available Items

- Renew Items with Title or Volume Holds feature
- Millennium/Sierra staff function
- Set-up by Help Desk



- Renew items with title-level holds if there are enough holdable items available on shelf to fulfil the holds
- WebPAC/Encore patron function (Sierra 2.1)
- Set-up by Help Desk



Holds Management Workflow

- Hold Pickup notices sent as Autonotices (starting 4 am)
- Title and Item Paging lists printed by circulation staff
- Clear expired holds and holdshelf (daily)
 - Clearing holds limited to the user's branch (Innovative set up)
- Clear holdshelf manually (once a month recommended)
 - Find misplaced items, cancel the hold and check in the item
- View outstanding holds
- Purchase alerts
 - Report created once a month for acquisitions departments
- High-demand holds report
 - Libraries may use, not required



Best Practices

- Place holds on title-level
- Place holds on item-level: magazines and special situations only
- Do not place or transfer item-level holds to non-holdable items or unavailable items
- Print title-paging list daily, several times
 - Item attached to the requested title not found à (mark item lost) à next library will be paged
- Print item-paging list daily, at least once
 - Item not found à transfer hold to the next available item (on shelf) and mark item lost OR transfer hold to the bib-level (Sierra 2.3)



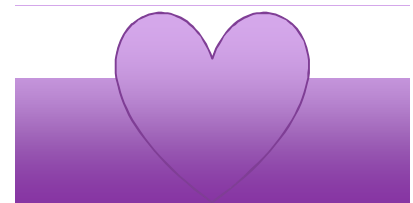
Paging Lists

- Permission: 394 Title Paging Lists
- Permission: 358 Item Page Lists
- Title Paging List (Print Templates):
 - Class#, Author, Title, MatType, Location and Barcode
- Item Paging List (Print Templates):
 - Class#, Author, Title, MatType, Location, Barcode and Volume



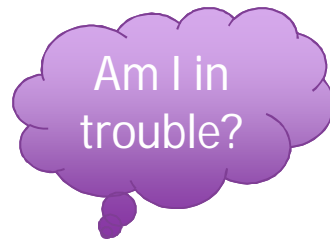
View Outstanding Holds

- View outstanding holds
 - Bib holds with 1 item attached
 - Stalled item-level holds
- Sierra Browse Query: Saved Searches to find "stuck" holds
- Default Expiration Date
 - Login Option: Default Not wanted after: 730
 - Encore/WebPAC: Innovative set up: 730
- Patrons can manage their own holds!



Holds Management FAQ

- I cancelled a hold accidentally and I don't know patron barcode or name.
 - Use View Holds to find the hold by item barcode or title
 - View Holds report updated overnight so can't find holds placed today and cancelled today
- Clear holdshelf function didn't clear the holdshelf.
 - You probably used View button instead of Clear button
- Hold is not trapped when I check in the book.
 - Hold is frozen (grayed Not needed before date displays in Sierra)
 - Age limit is used (loan rule)



Holdshelf Management

- Holdshelf organized by:
 - Pickup by date and Patron name
 - Patron name
- Self-service holdshelf organized by:
 - Patron alias
 - Pickup by date and Author (or Title)
- Easy for customers? Easy for staff? Easy to clear?
- New Holdshelf Structure (Sierra 3.1)



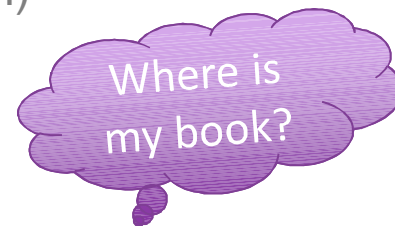
Self-service Holdshelf (Helsinki)

- Holdshelf slips not printed
- Patron name or Alias not used
- Arranged by Pickup by date and Author
- Hold notice or access to Library catalog/My account needed
- In transit (hold) slips not printed
- Holds transported separately



Holdshelf FAQ

- Possible reasons for errors
 - Items misplaced by staff (or by patrons using selfcheck-in)
 - Errors in parameter tables
 - Workflows and parameters mismatch
- Item On holdshelf too early
 - Checked-in using a Login which don't have a Locations Served entry
 - Checked-in using a Selfcheck device with incorrect IP in Limit Network Access table
 - Checked-in using Offline Circulation and if the Offline file is loaded to Sierra using inappropriate settings



Decision Center: Holdshelf Trends

EMAIL / SCHEDULE EXPORT

| Transaction Location | All Times | Feb 2017 | Jan 2017 | Dec 2016 | Nov 2016 | Oct 2016 | Sep 2016 | Aug 2016 | Jul 2016 | Jun 2016 | May 2016 |
|---------------------------|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|
| All Transaction Locations | 12% | 13% | 12% | 15% | 14% | 13% | 13% | 12% | 16% | 15% | 14% |
| Sello | 13% | 15% | 13% | 16% | 15% | 15% | 15% | 12% | 18% | 15% | 18% |



Thank you! Kiitos!

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**Cover Art in Helmet Catalog:
BTJ Finland**

Photo Aksu the Dog: Anna

Photo Aksu on the Boat: Vesa

Photo Holdshelf: Susanna

