Paging and Holds

We accidentally checked a returned Prospector item in twice. This item is on hold for another Prospector patron and has already been checked out in the INN-Reach mode. The hold appears to be cleared. What do we do?

If the lending library's item was checked out in INN-Reach mode to fulfill a hold for a Prospector patron, and then is checked in using the lending library's Millennium login, my understanding is it will indeed clear the hold completely from the system. There won't be any lingering evidence of the hold on the Prospector patron's home library system. Unfortunately, Millennium doesn't recognize that the item never arrived at the requesting library, and at least ask for confirmation that the item should really be checked in.

It is best to be aware of this possibility, and organize your work flow as best you can to prevent out-going items from getting mixed up with returning items that need to be checked in. Of course, mistakes do happen. Since you should still have the paperwork for the Prospector request, the best practice is to notify the contact person for that patron's library, letting them know that their patron's request was accidentally cancelled. Include the particulars (patron's name and pickup location), and that staff member should be able to replace the hold for their patron. Keep in mind the replaced request may or may not fall on your item again if there are others available in the Prospector catalog.

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