Strange Issues-Circulation

When checking out a Prospector item to an off-site patron, the message “Not Checked Out to an Off-site Patron” appears. There is a Prospector hold on the item and the barcode on the book does match the barcode on the request slip. What is the solution?

When you look at the item record, make sure there is still a hold on the item and not just a message indicating a Prospector request. Sometimes the message and even the status can get stuck after a Prospector loan has already been returned. If there really is a valid hold on the item for a Prospector patron, contact III with an example of the problem.

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