Barcodes

What do I do if there are duplicate barcodes for different patron virtual records?

You should look to see if both patrons’ records show the title as "Prospector Requested". If one patron record shows the title as "Prospector Returned", you should be able to delete the virtual record from that patron’s account and the item in hand should then check in for the correct patron.

We see this problem all the time. In most cases, the item is “Prospector Received” on one account and “In Transit” or “*requested*” on the other account. We currently have an open service issue with III regarding this problem. Generally speaking, it seems that item is “really” for the patron on the paging slip. The only way to truly determine this, though, is to either ask the patron with the hold if they have already received the item (in which case you can return the item and manually delete the virtual record) or to have III look into the log records. Once they have determined who the hold is for, they can pass the hold along to the correct borrower.

Note: The 9 at the end of the barcode in the patron accounts is actually part of the location code that is appended to all Prospector barcodes. For example, your location code could be 9uncp, so the barcode U185006479922 would appear in a virtual record at another library as U1850064799229uncp.