Patron Accounts

How does one delete an expired patron account that has entries on the INN-Reach tab?

The "prspctr rtnd" entries should offer the option to Delete a Virtual Item record when right-clicking on those specific entries in the INN-Reach list, but if not perhaps the owning library can check in the item on their end to clear the virtual item record. Otherwise, Innovative might be the only option to remove the link between the patron and those entries.

The entries with status of "prspctr cancld" won't offer the option to delete the virtual item record when using the right-click. Sometimes it works to use the full item record number from the virtual item record to check out the entry to the local patron account, and then use the same item record number to check it back in. At that point the entry shows a "Returned" status, which should allow you to delete the entry from the local patron record using the right-click option. If that doesn't work, Innovative may need to sever the link between the patron and the item record. As far as the long overdue items, if this patron is clearly not going to return the borrowed materials, the owning library should be able to check them in and get them out of circulation, which should clear them from the patron's account.

Unique solution ID: #1152
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Last update: 2017-08-29 21:53