General

How do we handle an item that has not been fully processed by the lending library?

If you receive a Prospector item in delivery, and, after scanning the item's barcode in the Not My Item Check-In function, you see a message like “No record found with (barcode) b33060003636623,” this usually means that the lending library forgot to check the item out to your library before sending it physically to you. You do not need to contact the lending library to ask them to complete that step. Instead, look at the paperwork to identify the patron who requested the item. Then, go to the Patron Check-Out function and search for that patron by name. Switch to the INN-Reach tab for the patron, where you should be able to find the request for the item you have in hand. Right-click on that request and select “Insert Barcode” from the menu that appears. Scan the barcode on the item into the box that appears and click OK. The system will insert the barcode and change the status to received. The item/request should behave normally for you from that point on.

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