General

When a patron returns an INN-Reach item to the borrowing library and that item is checked in, is the item also checked in on the patron account? Or, does it still show checked out until the lending library checks in the item?

This answer is based on Sierra. When the INN-Reach item is checked in the item comes off the patron's list of "Checked out" items. The patron will no longer see the item on their account. But it still remains visible to staff in Sierra. In Sierra, the item will remain attached to the patron record when viewed in the INN-Reach list of current transactions. The status will be the "%" character with some sort of "Returned" label. So staff know the item has been returned, and is on its way to the owning library. When the item reaches the owning library and is checked in, at that point the owning library's ILS sends a message to the borrowing library's ILS and the virtual record for the item is deleted from the patron's INN-Reach transaction list in Sierra.

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