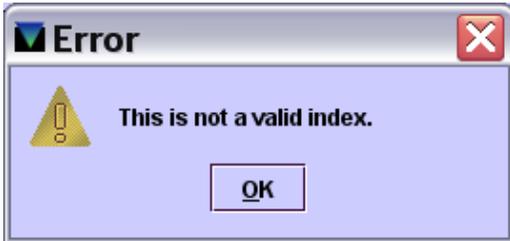


# Common Errors with MaineCat Transactions

## I. Barcode Won't Scan

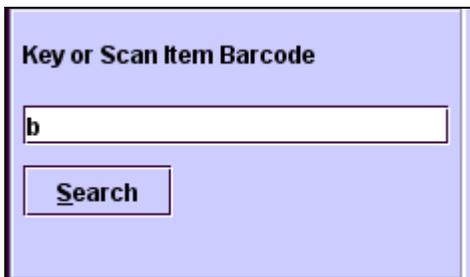
If a barcode has unusual symbols in it (% , \$ , & ), or if it has letters or is shorter than 14 digits, the system often gives an error.



This simply means that it did not read the barcode correctly, not that there is necessarily something wrong with the transaction.

### To fix:

type "b" into the box before scanning the barcode



## II. No Record Found / Item does not exist / Barcode does not Exist

When you scan a received item in to put it on the hold shelf, you get the "No record found with..."



error.

## To fix:

### A. Is it the correct Barcode?

Check that you there is not another barcode on or in the item. Some libraries add 14-digit barcodes when sending out MaineCat fulfillments, but have different barcodes for their own local use.

### B. Insert Barcode

1. Find the item in the patron's record (use pull slip in item to learn patron), by pulling up the patron record, and going to the INN-Reach tab.

The screenshot shows the library system interface. On the left is a sidebar with 'Circulation Desk', 'Check-In', and 'Search / Holds' buttons. The main area has a search bar and a table of tabs: 'Fines(\$0.00)', 'Check In (0)', 'Linked Patrons(0)', 'Bookings(0)', 'INN-Reach(2)', and 'Holds(4)'. The 'INN-Reach(2)' tab is selected. Below it is a table with columns: 'Last Update', 'Title', 'Location', and 'Barcode'. The table contains two rows: one for 'Aurora explained [videorecording] / produced for the Aur...' and one for 'Test your MaineCat / Alisia Revitt'. A red box labeled 'D. Right click' points to the second row. Above the table, a red box labeled 'C. INN-Reach tab' points to the 'INN-Reach(2)' tab. Above the search bar, a red box labeled 'B. Pull up Patron Record' points to the search bar. In the top left, a red box labeled 'A. Circ Desk' points to the sidebar.

2. Right click on the line with the missing barcode item, and select "Insert Barcode" from the menu.

The screenshot shows a close-up of the right-click context menu for the 'Test your MaineCat / Alisia Revitt' item. The menu options are: 'Copy', 'View Virtual Item', 'Delete Virtual Item', 'Insert Barcode', and 'Print Table (Receipt Printer)'. A red box labeled 'Click' points to the 'Insert Barcode' option.

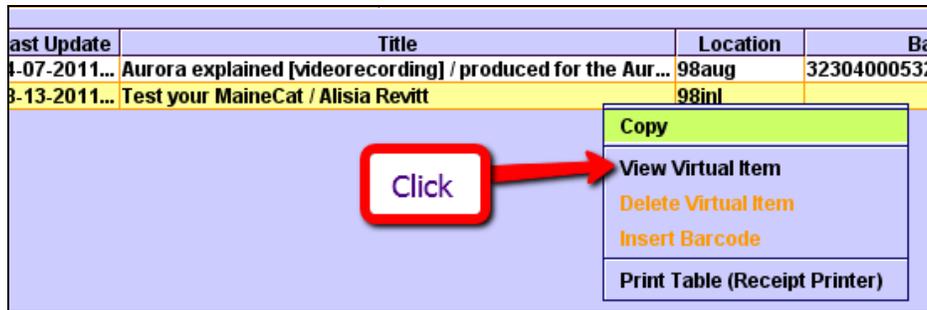
3. Scan in the barcode.

4. Go back to checking in received MaineCat items, and check this one is as usual.

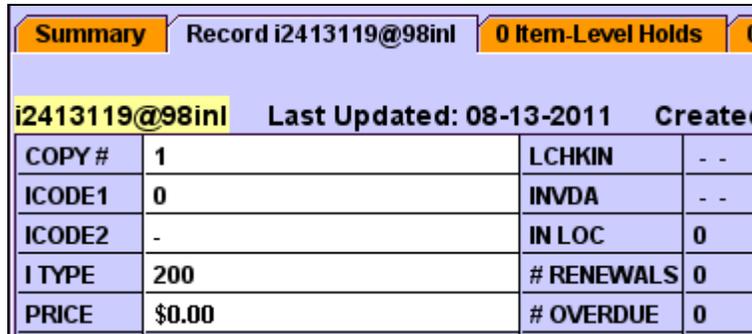
### C. If "Insert Barcode" is unavailable (grayed out)

Sometimes, things are really missed up, and the system also will not let you insert a barcode. You can still pretend to check it in and out using the item record number. Unfortunately, if the "insert barcode" won't work, you're going to have to use the .i-number all the time instead of the barcode--when you go to check it out to the patron, when you check it back in, etc. Logistically, I would recommend putting a note to that effect on the slip that you put into the book, and, if possible, putting it on a post-it or something right next to the barcode (depends on if you can stick/tape to the book).

1. As above, right click on the line missing a barcode. This time, pick View Virtual Item



2. copy the item record number (ex: i2413119@98inl)



3. close the item record

4. go to back to INN-Reach, where you check in items received to go onto the hold shelf

5. In the box where you should scan the barcode, type a period, then paste the item record number and click Submit.



### III. Stuck Hold or Ghost Hold on Patron Record

Even after an item has been returned or a hold cancelled, the line for it will sometime still be visible in the patron's record. This is not doing any harm, so it's not a big deal except that it sometimes annoys patrons and if you want to delete the patron record, it won't let you.

#### To Fix:

These are removed by III, so submit a ticket to us at support.maineinfonet.org and we'll have them remove it. To make us really happy, please include the patron record number and barcode.

To find patron record #:

p17436953 Last Updated: 08-13-2011 Created: 07-17-2009 Revisions: 27			
EXP DATE	12-31-2020	BIRTH DATE	- -
PCODE1	-	HOME LIBR	tpl
PCODE2	-	PMESSAGE	
PCODE3	255	MBLOCK	-
P TYPE	134	CL RTRND	0
TOT CHKOUT	72	MONEY OWED	\$0.00
TOT RENEWAL	1	BLK UNTIL	

and the virtual item record number and barcode

A. Circ Desk  
 B. Pull up Patron Record  
 C. INN-Reach tab  
 D. Right click

Search			
P TYPE	134 (prpatron)	Test 1	
PCODE4	255 Unassigned	09	
CL RTRND	0		
EXP DATE	12-31-2020		

Fines(\$0.00) Check In (0) Linked Patrons(0) Bookings(0) INN-Reach(2) Holds(1)

Check Out (0)		Checked-Out Items(0)	
Last Update	Title	Location	Barcode
04-07-2011...	Aurora explained [videorecording] / produced for the Aur...	98aug	3230400014950
08-13-2011...	Test your MaineCat / Alisia Revitt	98inl	

Click

Title	Location	Barcode
orecording] / produced for the Aur...	98aug	32304000532
Alisia Revitt	98inl	

- Copy
- View Virtual Item
- Delete Virtual Item
- Insert Barcode
- Print Table (Receipt Printer)

Summary Record i2413119@98inl 0 Item-Level Holds 0			
i2413119@98inl Last Updated: 08-13-2011 Created			
COPY #	1	LCHKIN	- -
ICODE1	0	INVDA	- -
ICODE2	-	IN LOC	0
I TYPE	200	# RENEWALS	0
PRICE	\$0.00	# OVERDUE	0

Please don't go looking for them to send to us, because there are a lot just hanging around not doing any harm; it's busy work to get rid of them

#### IV. Item that won't recognize it's checked in

If you try to check out to a patron and the item keeps saying that it is checked out to an INN-Reach patron, you need to follow a couple of steps to clear the link.



## To Fix:

1. Go into the item record

Summary		Record i29809496		0 Item-Level Holds		0 Bib-Level Holds	
i29809496		Last Updated: 08-13-2011		Created: 06-16-2003		Revisions: 26	
COPY #	1	LCHKIN	- -	LOCATION	spman		
ICODE1	0	INVDA	- -	LOANRULE	145		
ICODE2	-	IN LOC	0	STATUS	-		
ITYPE	1	# RENEWALS	0	INTL USE	0		
P		DUPLICATE	0	COPY USE	0		
C		DATE	- -				
C			0				
D		DATE	- -				
P		OUT	1	LYCIRC	0		
LPATRON		TOT RENEW	0				

Notice: m message and info in bottom bar indicate inn-reach activity but status is just -

Change to @

c 02 Call #  
b 00001111111111  
m IR00:08-13-11 requested by .p19394524@98msl for pickup at "Maine State Library"

i29809496 Checked out on 08-13-2011 15:42 to Alisia System Test 1 at Maine St... Edit Mode (INS)

2. Change the item status to @
3. Save and Close
4. Go to check-in mode
5. Check in item. You'll get this message. If you don't get this message, it hasn't cleared properly (even if it says it's checked in!)



Now it can be checked out to the other patron. If you look in the item record, you will notice that the message is also gone, along with the info in the bottom bar about the MaineCat patron.

If this does not work (as happens sometimes), submit a ticket to [support.maineinfolnet.org](mailto:support.maineinfolnet.org) and we will get it fixed.

n.b. just changing the status to @ and then back again to - will not work! You have to use "check-in" to change the status.

## V. Paging slips that won't die

If you notice that you get an Inn-Reach paging slip day after day, there may be a couple of causes and solutions.

### To Fix:

#### A. The item was checked out to someone else after being paged

If a local patron checks out an item between the time that it is requested in MaineCat and it can be pulled and sent out, there is no function that tells the system that it is unavailable. Therefore, it will keep paging every time you run the INN-Reach slips.

If it's an item with a short loan, then you can wait out the loan period and send it out once the local patron has returned it.

If it's an item with a longer loan period (more than a couple of weeks), then you should cancel the

#### B. The hold needs to be cancelled

Unlike other holds within the systems, INN-Reach holds do not cancel themselves after a certain length of time. Therefore, it is important for you to cancel any holds that you cannot fill so that the patron can either try again or at least not be left hanging.

1. To cancel a hold, go into the bib record to see your item record. View the Item level holds for your item.

**b18106468**  
AUTHOR Christie, Agatha, 1890-1976.  
TITLE 4:50 from Paddington [sound recording] / by Agatha Christie.  
LOCATIONS apl , cfl , edl , ypl

Summary Record i40426981 **1 Item-Level Hold** 0 Bookings 1 Bib-Level Hold

View h Holds/Bookings

Hold Copy Returned Soonest Hold Selected Item Transfer Holds

Book Any Available Item Book Selected Item(s) All

#	Recnum	Call Num	Barcode	Location	Due Date	Holds	Bookings
1	i2603508x	CD Fic Christie, A.	30129101247014	aplcfl	AVAILABLE	0	0
2	i40250519	C555 fp BOOK CD	34619000591203	cflcb	AVAILABLE	0	0
3	i40426981	CD Fic Christie A	34444001480086	edlcd	IR PAGED	1	0
4	i34749470	CD Fic Christie	33909000561780	ypicd	09-01-2011	0	0

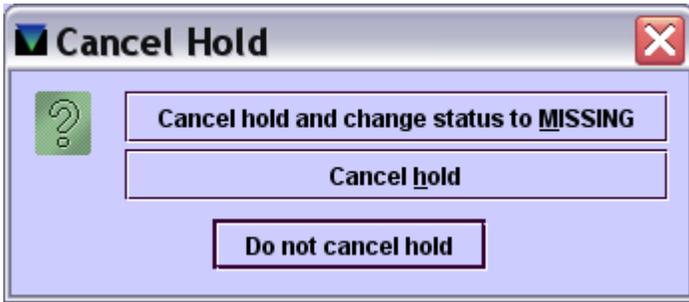
2. Cancel the hold by checking the box next to it and clicking the Cancel button.

Summary Record i40426981 1 Item-Level Hold 0 Bookings 1 Bib-Level Hold

Add Patron **Cancel Holds** Modify Holds Change Priority All

All	#	Date Placed	Patron Name	Patron Type	Pickup At	Limit To	Not Before	Not After	Holdnot
<input checked="" type="checkbox"/>	1	08-13-201...	Alisia System T...	IR Public Li...	msl				

3. If the item is missing, then make your life quicker by selecting the button to change status to missing. Otherwise just cancel the hold (and remember to go back and change the status if it's unavailable so it isn't requested again.)



4. Select a cancellation message so that the patron knows why their hold was cancelled. These are the names of the preset reasons for cancelling in the system. Extended due date is the one for items already checked out.



Click OK and you're done.

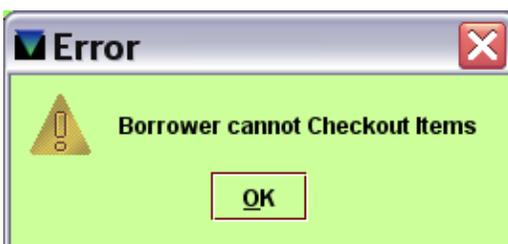
### *C. It's just stuck.*

Especially if it's an item that you've already sent to a particular patron, but the request keeps coming back (not caused by the patron), it's probably just a error in the system.

Send us a ticket at [support.maineinonet.org](http://support.maineinonet.org) with the details: item name and number, patron name and home library, and we will pass it on to III to have them kill it.

## VI. Blocked Patrons (Visiting Patron Function)

When checking out to a visiting patron, there isn't much that you can control, aside from making sure that you pick the patron's library correctly. The most common error message that you'll see while using that is "Borrower cannot Checkout Items."



## To Fix:

Your local system is getting information from the patron's system through the MaineCat server, and all MaineCat cares is whether the patron can check out or not. It does not differentiate the reasons why. Therefore, this could mean that the patron is blocked locally for some reason, they could have billed items, their account could have expired, or they might not have an account at all, and just be using an old card.

Because the system doesn't know the reason, it simply blocks borrowing, just as it would block requesting if the patron was online.

The only way to solve this on the spot is to call the patron's library to find out why their patron record is blocked. If they are able to unblock the patron while you're on the phone, you should be able to check out to them almost immediately. Otherwise, you'll have to tell them to resolve whatever problem they have at their home library.