

ERROR PROCEDURES

COMMON ERRORS – What they mean and what to do with them

SHIPPING ERROR

ERROR: ***Cannot find request to ship.***

WHAT IT MEANS: Can mean several things.

1. Request may have been cancelled
2. ISBN of item shipping does not match ISBN on request
3. Hold's List is from previous day

SOLUTION: Look for the request in "Request Inquiry". This can be a challenging as it only does an exact title search. The best way to determine the exact title is to look on the holds list or search Allevcat and find the item to see the correct spelling and of the title. Remember, "Request Inquiry" is case sensitive.

For details of searching Request Inquiry see "Searching Request Inquiry".

Once the request is found determine if the request is still valid for your location. Reshe If the item if it has been cancelled or another library has supplied the item .

In our example the item is to be supplied so what's wrong?

Check the ISBN of the item in hand against the information in Request Inquiry. It happens often that a library may have several copies of the same title but different editions. The person pulling the item from the shelf may not have noticed the difference. Check your shelves to locate the item with the correct ISBN, and then retry shipping.

Note: you can ship the item even if the ISBN does not match by using the request number in conjunction with the barcode.

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ERROR: ***Timeout waiting for bibliographic information. Try again after a few minutes.***

WHAT IT MEANS: In this case there was a space entered before the barcode number was entered in the Temporary Barcode field.

SOLUTION: Click OK; reenter the request number and the barcode with out the spaces in front of the numbers.

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ERROR: ***Item "[Barcode number]" could not be checked out to patron "[barcode number]". Check your local circulation system for reasons. Correct, if possible, and try again. Status remains PEN.***

WHAT IT MEANS: The item has not been routed to the ILL agency on your automation system. Check your procedures to see how to route to the ILL agency and then try shipping the item again.

SOLUTION: Check your procedures to see how to route the item to the ILL agency and then try shipping the item again.

RECEIVING ERROR

ERROR: ***Temporary barcode "31667081161829" rejected by your local circulation system. Check the barcode for accuracy, or to see if it is already in use. Correct, if possible and try again. Status remains SHP.***

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WHAT IT MEANS: There is a record on your automation system that is using the barcode number. Most likely, this is your second attempt at receiving the item. The first attempt may have gotten as far as creating the BIB and Holdings record then failed for some reason.

SOLUTION: Check your **automation system** to see how far it got in the BIB creation process. Check for a BIB record and the Barcode record. If one or both are there, delete them. (On many automation system you may need to contact your System Administrator to have him/her delete this records.) Try receiving the item again. If receiving fails again, sent feedback and wait for a response. Repeating the receiving process will NOT solve the problem.

ERROR: you attempted to receive the item with the barcode. You see a **WHITE SCREEN** with a message that begins "**System error....**". We refer to this as the white screen of death.

WHAT IT MEANS: Alleycat got as far as creating the record with the barcode then the mapping failed. Alleycat sent an email to epixtech and they looked at the mapping and found a problem, which they will fix. In this case, two screens on the automation system are identical. When the map encountered them, it got confused and gave up. If you continued to attempt receiving the item several more times, they will all fail with the following message: ***"Temporary barcode "32396003942087" rejected by your local circulation system. Check the barcode for accuracy, or to see if it is already in use. Correct, if possible, and try again. Status remains SHP."***

SOLUTION: When you get the white screen of death, you need to check your automation system to see how far it got in the BIB creation process. Check for a BIB record and the Barcode record. If one or both are there, delete them. (On many automation systems you may need to contact your System Administrator to have him/her delete this record.) Notify TBLC Alleycat Support immediately. If you cannot get a hold of TBLC, you may want to wait an hour or two and try receiving the item again. (If is Saturday or Sunday or after 7pm in the evening your will need to wait until the next business day). You will be able to receive the item once epixtech has fixed the problem. Repeating the receiving process will NOT solve the problem.

ERROR: **Timeout waiting for bibliographic information. Try again after a few minutes.**

WHAT IT MEANS: There is either something wrong with the temporary barcode being used or the Internet connection had a problem.

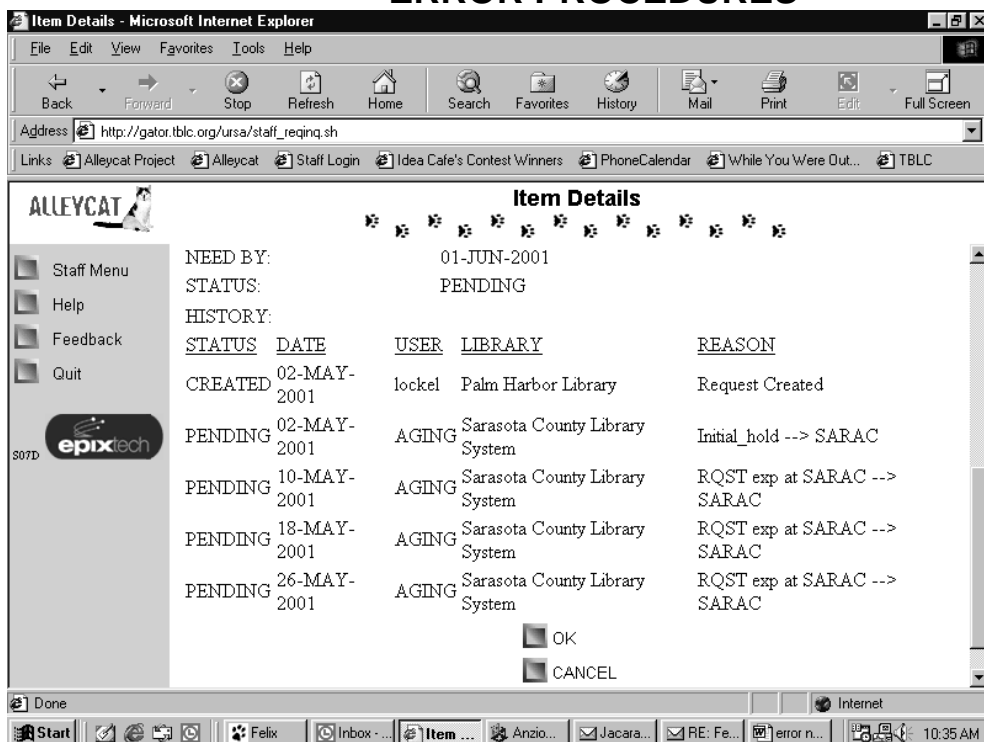
SOLUTION: Check the barcode. Make sure there is no space in front of the numbers. Try receiving the item again.

ERROR: **No request for this item.**

WHAT IT MEANS: The item was not "shipped" by the lender.

SOLUTION: Contact the lender and have them ship the item. They may need to cancel prior holds if the history shows more than one hold placed in system. See below for example of more than one hold:

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ERROR: The attempt to Hold this item may have been unsuccessful. Support has been notified. Request has been updated to RECEIVED. Verify hold manually: Barcode “[number]”; Patron ID “[patron barcode]”; Pickup Location “[library’s name]”; Hold Expiration Date “[date]”. RECEIVED FOR: [PATRON BARCODE AND NAME] AT: NO PICKUP LOCATION SPECIFIED.

WHAT IT MEANS: Something has happen to the patron’s information in the automation system.

SOLUTION: Check the patron record to be sure the card has not expired or the barcode number has not been changed. If the card is expired you will need to renew and place the hold for the item manually. If the barcode number has been changed, place the hold manually.

ERROR: Internal Server error has been set to “Received”.

WHAT IT MEANS: Usually happens on a DRA system and with a request for a library staff member. The request has been received but when it tried to send email notification to the patron that the item has been received the email address was bad.

SOLUTION: When entering the email address on the request make sure that it is a valid Internet email address. It must contain a user id, an @ symbol and a domain name. Example: alleycat@tbtc.org.

RETURNING ERRORS

ERROR: "...Delete temporary records for barcode <temp barcode> manually. Status changed to RET."

WHAT IT MEANS: When an ALLEYCAT record has outstanding transactions (checked out, on hold, fines...etc), then URSA cannot delete it.

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SOLUTION: If this message appears (or any variation thereof) then do just what the message says....delete the record manually. The easiest thing to do is to remember to clear the hold or check the item in on the circ system **before** setting to return in Alleycat.

ERROR: ***Further customization is required to delete the temporary records associated with this request. Support has been notified. Delete temporary records for barcode "31969010149275" manually. Status changed to RET.***

WHAT IS MEANS: The mapping failed. Epixtech should of received notification of the error.

SOLUTION: Submit a feedback and wait to hear from TBLC or epixtech. Do NOT attempt it again (expect as noted below). This is a serious problem and needs to be corrected by epixtech. On many automation systems you may need to contact your System Administrator to have him/her delete the record.

On a Dynix system - the error may have occurred because of a TAP failure. Check the Dynix automation system to see if TAP is running. If there is a TAP error message on Dynix then most likely this is the cause of the error. Restart TAP and try returning the item.

TBLC SUPPORT: Call Ken, Peter, or forward the feedback message to epixtech to make sure the map is fixed.

COMPLETE ERROR

ERROR: ***"Your circulation system would not allow check in of item "<barcode number>". Please check in the item manually. Status changed to COM."***

WHAT IT MEANS: There is a message on the automation system that library staff needs to review.

SOLUTION: If this message appears (or any variation thereof) then do just what the message says....check in the item on the circ system. When you do, you should see a circ system message with further instructions.

REQUEST INQUIRY

ERROR: I get this message when I click on "OK" after doing a request inquiry. ***System Error A system error has been detected. Please try your operation again. If this condition persists, ask for assistance.***

WHAT IT MEANS: You get this message when you clicked on "OK" and did not have a result option selected. This is a "bug". It has been logged with epixtech and they will attempt to correct it.

SOLUTION: You will need to use the browser's BACK button to get out of this screen. You should be able to continue working in the staff mode. If you experience problems, then quit out of your current login session and start a new one.

ERROR: **Can't find the request in REQUEST INQUIRY and I know it exist.**

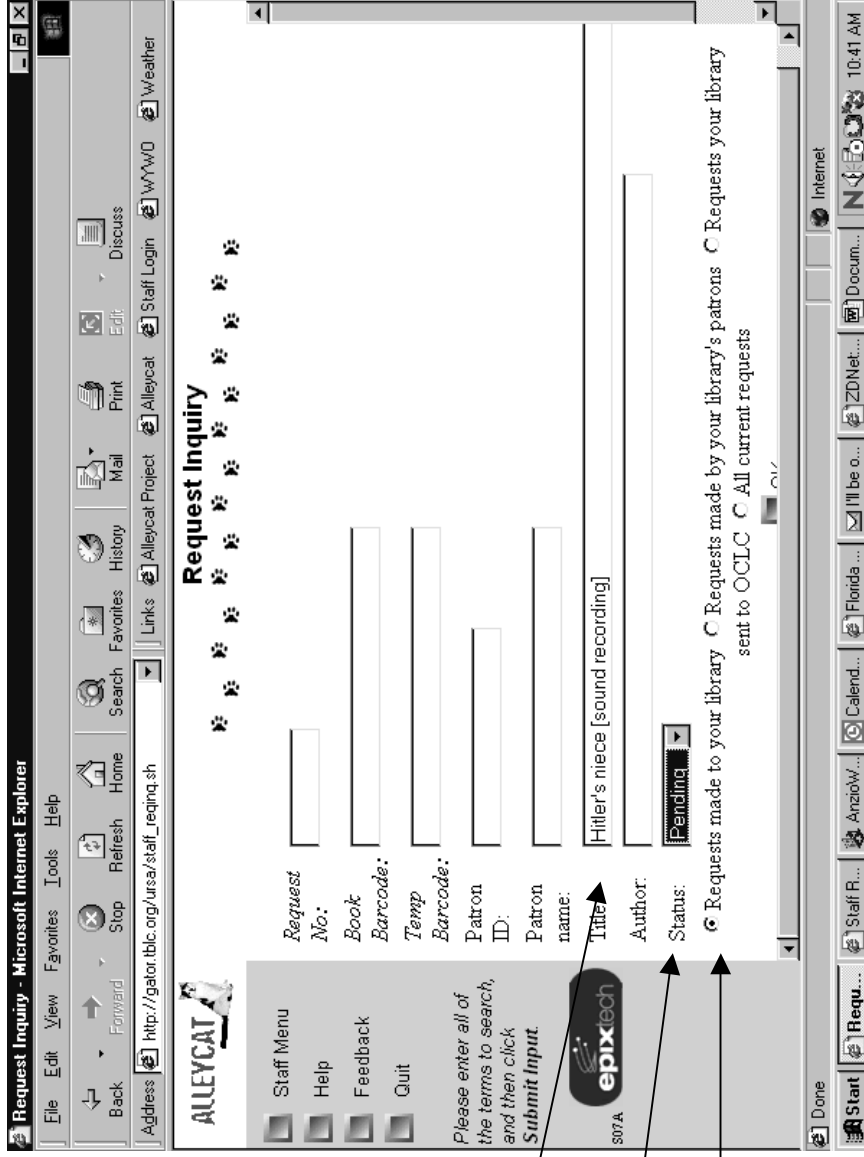
WHAT IT MEANS: REQUEST INQUIRY is not user friendly. We hope that epixtech will improve this feature.

SOLUTION: If searching by title: make sure that the title is entered just as it appears in a search done in either Alleycat or the automation system. This includes capital letters and the appearance of the word "and". If the search results show the word spelled out or the use of the "&", then you must do it the same way. Example: "Cradle and all" **NOT** "cradle & all".

For another example see below:

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Searching Request Inquiry



Operation attempted: Shipping
Failed so do a Request Inquiry search.

This title was found by typing in the "Title" field:
Hitler's niece [sound recording]

Selecting "Status":
Pending

Radio button:
Requests made to your library