

# PROCESSING PROBLEM BOOKS RECEIVED FROM OTHER MOBIUS LIBRARIES

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A borrowing library is sometimes unable to check-in a book received from the lending library. In some instances, the request is attached to the patron's record but the barcode is not found. This occurs when the lending library forgets to check-out the book to the off campus patron or when a message is lost between systems. In this case, the borrowing library must insert the barcode in the virtual item record. A lending library may also accidentally cancel a request and still send the book to the borrowing library. In this case, the request must be reinstated.

## Inserting Barcodes in Virtual Item Records

If the barcode of a MOBIUS item is not in the record in your INNOPAC, the message "no item found with barcode "nnnnnnnnnnnn" will appear when you scan the barcode. To add the barcode to the record:

1. From the Circulation Subsystem menu, choose A> ADDITIONAL circulation functions
2. Choose O> INN-Reach functions
3. Choose B > Add BARCODE to INN-Reach items
4. III will display the prompt:

Key or scan patron barcode  
<RETURN> when done

Enter the patron search information as you would on the checkout screen. (e.g. n + name, .p + record number)

5. A listing of all requests for that patron appears.
6. Type I to insert a virtual barcode
7. If the patron has more than one request, you will be prompted to choose which virtual item to insert the barcode into; type the index number for the item from the list. Be careful to choose the correct one.
8. III will display the prompt:

Key or scan virtual item barcode  
<RETURN> when done

Scan (or type) the barcode on the item (WITHOUT the "b" you might have to type on the checkout screen). The barcode has been added to the virtual item. The item has been checked in (if necessary)

## Reinstating Canceled Requests

1. Search the MOBIUS central catalog to see if the item has a status of AVAILABLE.
2. If the status is AVAILABLE, you will be able to reinstate the request. If the status is NOT AVAILABLE, you will need to contact the lending library because they have probably accidentally changed the status to missing. The lending library will need to correct the status before you can reinstate the request.
3. To reinstate the request:
  - In the local INNOPAC Circulation menu, choose A>ADDITIONAL circulation functions
  - Choose O>INN-Reach functions
  - Choose I>INN-Reach Reports and additional functions
  - Choose U> Search INN-Reach Central Catalog (no auto select). This will connect you to the MOBIUS central catalog.

- Search for the title and go through the normal request process. When you are asked for your institution, name, etc., input your patron's information.
  - You will receive a screen with **VOLUME INFORMATION** and **CIRCULATION STATUS** for each copy. At the bottom of the screen you will be asked "Which volume? (Key # in left hand column)"
  - Key in the number which represents the copy you have. This will add the request to the patron's record.
4. Use the procedure above to insert the barcode in the virtual item record and check in the item.