

Tip of the Week #62

The status of a PCIRC item on a patron record is 'returned'. What does this mean?

Keywords: returned too long, virtual item, reports, invalid virtual item

This means that the item has been checked in at the patron's library and should be back on its way to the owning library. The status does not disappear off the patron record UNTIL it is checked in at the owning library. Then both patron's record and the item record are cleared of any PCIRC statuses at that time.

If you notice a return date that is more than a week old, either you see it on the patron record or have produced a 'return too long' report, this can mean several things: First, you should check with the owning library and see if they can just check it in (it probably got sent back to the shelf without this happening).

If this doesn't work (i.e. checking it in doesn't clear the item), then run the "Returned to Too Long Report" under "INN Reach" Use the report to remove invalid virtual items. If this report fails to clear the status on the patron record, then you need to report this to the helpdesk@iii.com and include the patron's PID and the barcode of the item in question.

1. Create the [Returned Too Long](#) report.
2. In the Returned Too Long report table, [select the check box](#) to the left of each item you want to delete from the patron record.
3. Choose the **Remove** button or, from the menu bar, choose **File | Remove**.
4. Choose **Yes** to delete the item, **No** to return to the report without deleting the virtual item from the patron's record.

If you attempt to delete an item with status '@' or '1' at the INN-Reach Central Server, the system displays a Warning dialog box informing you that the item cannot be removed.

Millennium Circulation - Wright State University Libraries - Susan Wehmeyer - UL circ

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Reports

Report Type: Returned too long
 Minimum days: 7
 Sort by: Item Location

All	#	Item Location	Call #	Title	Home Library	Patron #	Returned Date
<input type="checkbox"/>	338	we4pl-Westerville P...	LP 641.5635 AGA	The South Beach diet cookbook	06000-Dunbar 3rd Fl...	p11445063	01-12-2006
<input type="checkbox"/>	339	we4pl-Westerville P...	150 CAS	Psychology for dummies / by Adam Cash	07000-Lake Campus	p12059862	08-14-2007
<input type="checkbox"/>	340	we4pl-Westerville P...	FICTION HOLMES S...	Dirty game / Shannon Holmes.	06000-Dunbar 3rd Fl...	p11997990	08-14-2007
<input type="checkbox"/>	341	we4pl-Westerville P...	977.544 PER	Population, 485 : meeting your neighbors one ...	05000-FordhamHSL	p12114637	08-13-2007
<input type="checkbox"/>	342	we4pl-Westerville P...	650.076 GMA	GMAT / Kaplan Interactive.	06000-Dunbar 3rd Fl...	p1185716x	08-14-2007
<input type="checkbox"/>	343	we4pl-Westerville P...	FICTION PUTNEY M...	Dangerous to know / Mary Jo Putney.	06000-Dunbar 3rd Fl...	p11809759	09-19-2007
<input type="checkbox"/>	344	we4pl-Westerville P...	128 2 BEG 0	Train your mind, change your brain : how a n...	05000-FordhamHSL	p12168336	08-14-2007
<input type="checkbox"/>	345	wi3bg-Wilmington C...	BL2370.S5 E42	Shamanism: archaic techniques of ecstasy. T...	06000-Dunbar 3rd Fl...	p12237176	10-22-2007
<input type="checkbox"/>	346	wi3bg-Wilmington C...	ED 1.3102:451730	An annotated bibliography of research on rea...	06000-Dunbar 3rd Fl...	p12164914	03-29-2007
<input type="checkbox"/>	347	wi3bg-Wilmington C...	RC451.4.G39 M45 2...	Mental health issues in lesbian, gay, bisexual, ...	05000-FordhamHSL	p11121452	08-20-2007
<input type="checkbox"/>	348	wi3bg-Wilmington C...	BS191.5.A1 1993 .C3	The HarperCollins study Bible :	06000-Dunbar 3rd Fl...	p11884289	01-17-2007
<input type="checkbox"/>	349	wi3bg-Wilmington C...	PN1995.9.C55 A44 ...	American beauty [videorecording] / Dreamwo...	06000-Dunbar 3rd Fl...	p12069772	04-05-2007
<input type="checkbox"/>	350	w02bg-The College ...	PS3557.L82 L68 1989	Love letters / by A. R. Gurney	06000-Dunbar 3rd Fl...	p10375867	08-28-2007
<input checked="" type="checkbox"/>	351	ws3ug-Wright State	DA689.P6 B5	The geography of the port of London.	06000-Dunbar 3rd Fl...	p10870441	05-09-2007
<input type="checkbox"/>	352	ws3ug-Wright State	ML3809 .B49 1985	The structure of recognizable diatonic tunings...	06000-Dunbar 3rd Fl...	p10162501	06-08-2007
<input type="checkbox"/>	353	wi3ug-Wittenberg U	BX5073 .T93 1990	Anti-Calvinists : the rise of English Arminianism	06000-Dunbar 3rd Fl...	p10303054	06-11-2007
<input type="checkbox"/>	354	xa3ug-Xavier Univer...	HQ1136 .B34 1963	Roman women : their history and habits / J.P....	06000-Dunbar 3rd Fl...	p11764909	06-21-2007
<input type="checkbox"/>	355	xa3ug-Xavier Univer...	BR515 .B58 1992	The American religion : the emergence of the ...	06000-Dunbar 3rd Fl...	p11289491	08-14-2007
<input type="checkbox"/>	356	xa3ug-Xavier Univer...	LC196.5.U6 N8413 1...	Critical education in the new information age / ...	06000-Dunbar 3rd Fl...	p11867747	09-08-2007
<input type="checkbox"/>	357	xa3ug-Xavier Univer...	P302 .H344 2001	The handbook of discourse analysis / edited b...	06000-Dunbar 3rd Fl...	p11651544	08-14-2007
<input type="checkbox"/>	358	xa3ug-Xavier Univer...	PR878.M42 S94 2005	Medical women and Victorian fiction / Kristine ...	06000-Dunbar 3rd Fl...	p11994393	05-01-2007
<input type="checkbox"/>	359	ys2ug-Youngstown...	HQ2037 .S22 1996x	The coping skills workbook / by	06000-Dunbar 3rd Fl...	p10995213	06-17-2005
<input type="checkbox"/>	360	ys2ug-Youngstown...	HM1106 .S353 2001x	The you & me workbook : a book t	06000-Dunbar 3rd Fl...	p10995213	06-17-2005
<input type="checkbox"/>	361	ys2ug-Youngstown...	BF723.A4 A547 199...	Angry monster workbook / by Henn	06000-Dunbar 3rd Fl...	p10995213	06-17-2005
<input type="checkbox"/>	362	ys2ug-Youngstown...	BJ1631 .S4 1997x	The "don't be difficult" workbook	06000-Dunbar 3rd Fl...	p10995213	06-17-2005
<input type="checkbox"/>	363	ys2ug-Youngstown...	HT167 .P7 2000	The practice of local government planning / ed...	06000-Dunbar 3rd Fl...	p11613178	05-01-2007
<input type="checkbox"/>	364	ys2ug-Youngstown...	RT90.3 .H435 2006	Health promotion throughout the lifespan / Car...	05000-FordhamHSL	p11871374	05-01-2007

364 entries

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Sometimes the owning library will claim they never received the book back. In these cases, it's possible that the book went astray in OhioLINK land somewhere. You will see notices posted on this list that ask folks to search their local collections for the item missing. Usually the book shows up eventually.