
cir-10 produces empty Courtesy notice

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 21

Problem Symptoms:

cir-10 (Courtesy Notices) produces notice for patron with text "it is to time to renew or return the item(s) below ...", but there *are* no items below; the space where the items would be is blank.

Cause:

The item(s) were returned while cir-10 was running.

Resolution:

Item returned while cir-10 was running.

Additional Information

* SQL query of the xxx50 z36h table shows items were returned for patron XX5640 at the following times on Dec. 12:

```
xxx50@ALEPH21> select z36h_rec_key, z36h_returned_hour from z36h where z36h_id = 'XX5640' and  
z36h_returned_date = '20121212' order by z36h_returned_hour;  
**** Hit return to continue ****
```

```
Z36H_REC_KEY Z36H_RETURNED_HOUR  
-----
```

```
001915815000010 1215  
001001124000010 1215  
002194761000010 1215  
001830488000010 1231  
001849840000010 1249  
001397564000010 1249  
001354059000010 1250  
001176103000010 1250  
001285960000010 1301  
001299551000010 1301  
001992767000010 1302
```

The last three returns occurred at 13:01, 13:01, and 13:02.

* The same could be seen in the patron's GUI Circ Circulation Log, with the "return" boxes checked.

* Looking in \$alephe_scratch, the xxx50 cir-10 started at 13:00 and finished at 13:08.

At the time the job started, the patron had three items checked out and the program wrote XX5640 to the cir_10_1 work file.

By the time the job went to actually print the notices, the items had been returned and there were none to include.

Category: Circulation (500)

Subject: Loans (500)

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