
Lost Book Returned but still Lost

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Description:

Yesterday a book that was lost was returned, the Item Process Status Cleared on Checkin but the Book is still Lost and Still on the Patrons Account. The check in doesn't appear in the circ log and the only thing unusual about this is the Item Status of 2hr/overnight (09) we don't get many that age to lost usually.

Patron: 211226

Item: 32792025272646

Resolution:

The following shows that there have been no circ transactions for this item/patron since March 05 (2012-03-05):

```
abc50@ALEPH20> select Z309_DATE_X, Z309_ACTION, z309_text from z309 where Z309_REC_KEY_3 =  
'001697141000010' and Z309_REC_KEY like '211226%' order by Z309_DATE_X asc;  
**** Hit return to continue ****
```

```
Z309_DATE_X Z309_ACTION Z309_TEXT  
-----
```

```
201111181602 1 Regular loan  
201111220414 16 Overdue letter created  
201112161603 11 Staff renewal  
201112161603 51 Cash transaction created  
201112161618 54 Cash transaction fully waived  
201112192126 51 Cash transaction created  
201112192126 12 Web renewal  
201112200844 54 Cash transaction fully waived  
201112210043 12 Web renewal  
201112210043 51 Cash transaction created  
201112220845 54 Cash transaction fully waived  
201112221406 16 Overdue letter created  
201201111040 15 Courtesy letter created  
201203051529 51 Cash transaction created  
201203051529 51 Cash transaction created  
201203051529 17 Loan declared lost  
201203051531 51 Cash transaction created
```

This shows that a change was made to the item's process status yesterday:

```
abc50@ALEPH20> select Z30H_H_DATE, Z30H_H_REASON, Z30H_H_CATALOGER, z30h_item_process_status from  
z30h where z30h_rec_key like '001697141000010%';
```

**** Hit return to continue ****

Z30H_H_DATE Z30H_H_REASON Z30H_H_CAT Z3

20110621 All fields BATCH
20110825 Collection , Sublibrary , Status CDUBON
20110825 All fields CDUBON
20110831 All fields LALEX
20110831 All fields LALEX
20110831 All fields LALEX
20110831 All fields LALEX
20110831 All fields MASTER
20110831 All fields MASTER
20110831 All fields DESGCIRC
20110831 All fields DESGCIRC
20110831 All fields DESGCIRC
20111118 All fields DESGCIRC
20120305 Process Status BAWATSON
20120426 Process Status LALEX LS <-----

My interpretation is that the item had its processing status of "LS" removed from the item not by a Return transaction but by another process (such as the Items - "Change item process status" function). When a Lost item is brought in it should be Returned in Circulation. The Return function will process *both* the z36 Lost record *and* remove the "LS" from the z30.

[From site:] I believe this was due to user error, We will continue to monitor this in the future to verify.

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- **Article last edited:** 10/8/2013