
Items set to Lost status prematurely

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

One of our professors (patron id: 37772) had over 50 of her books set to Long Overdue [Lost] status on our production machine on 6/21. The items were due on June 9 and based on logs I keep in in u20_1/abc50/print/sent only 1 overdue notice was sent on 6/15 even though the z36 record indicates that 3 notices had been sent.

Based on our tab32 entry for item status 01 it is not clear to me how these items could already be set to Long Overdue status.

Resolution:

Below are the results of an SQL query of the z309 (Circ Logger) table for one of the items (000013969-000010) on loan to patron 37772. The events are in chronological order.

I would note in particular these events:

201005251617

Web renewal. New due date 01/22/11 12:00 AM.

201101230719

Overdue letter number 01 created

201102070728

Overdue letter number 02 created

201102071500

Due date changed to 06/09/11 12:00 AM from original due date 01/22/11.

201106070718

Loan notice letter created.

201106150708

Overdue letter number 03 created

As you can see, overdue letter #1 was sent in Jan. 2011 and letter #2 in Feb. 2011.

Apparently it is your staff's expectation that the "Due date changed to 06/09/11" on 2011-02-07 would reset the z36_letter_number back to zero. As described in KB 8192-4858, the Renew function resets this counter, but the "Change Date" button on the patron "List of Loans" does *not*.

Staff should use the Renew option in order to make the z36_letter_number be set back to zero.

<begin SQL query:>

```
SQL> select Z309_DATE_X, Z309_DATA from z309 where Z309_REC_KEY_3 = '000013969000010' and z309_rec_key like '37772%' order by Z309_DATE_X asc;
```

Z309_DATE_X

Z309_DATA

200806201226

Regular loan, due date 01/17/09 12:00 AM.

200812021040

Loan notice letter created.

200812021145

Loan notice letter created.

200812161157

Loan notice letter created.

200901121634

Web renewal. New due date 06/12/09 12:00 AM.

200905131105

Loan notice letter created.

200905261804

Web renewal. New due date 01/15/10 12:00 AM.

200912091314

Loan notice letter created.

201001130728

Loan notice letter created.

201001131301

Loan notice letter created.

201001131738

Web renewal. New due date 06/11/10 12:00 AM.

201005041545

Loan notice letter created.

201005181338

Loan notice letter created.

201005251617

Web renewal. New due date 01/22/11 12:00 AM.

201005251618

Web renewal. New due date 01/22/11 12:00 AM.

201101111130

Loan notice letter created.

201101111218

Loan notice letter created.

201101200729

Loan notice letter created.

201101230719

Overdue letter number 01 created

201102070728

Overdue letter number 02 created

201102071500

Due date changed to 06/09/11 12:00 AM from original due date 01/22/11.

201106070718

Loan notice letter created.

201106150708

Overdue letter number 03 created

201106210832

Cash (Debit:30.00) transaction created for Lost material-Handling. Net Amount:30.00, VAT:0.00.

201106210832

Cash (Debit:65.00) transaction created for Lost material-Replacement. Net Amount :65.00, VAT:0.00.

201106210833

Loan declared lost

201106221003

Late return, Original due date:06/09/11 12:00 AM. Actually returned on: 06/22/11 10:03 AM

201106221003

Lost material-Handling. Receipt number:000112791, Remaining debit:0.00.

201106221003

Lost material-Replacement. Receipt number:000112790, Remaining debit:0.00.

201106221016

Regular loan, due date 06/21/12 12:00 AM.

<end SQL query results>

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