

Self Service, videos not issuing

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 17.01

Description:

We've got a problem with videos not being issued or returned via self service; we get error message "Unable to loan/renew item" or "Unable to return item".

I've checked the various ALEPH parameters to see if there is any mentioning of video's which can't be loaned, but I can't see anything. Besides the videos are issued and returned without a problem via ALEPH circulation client and on self service with ADVANCE.

From the attached 'Video Loan Test' and 'Video Return Test' Self Service diagnostic files, can you see anything that would stop the self service loan or return from ALEPH end of SIP2?

The key ALEPH info for these items seems to be:

item status = 02 (one week loan)

material type = Video

collection code = AVCOL

sublibrary is dependent upon location, but could be BOOTS or BRACK or CLIFT

Extract from the log:

SelfCheck Version : 1.3.3.2

10:31:52 Server Disconnected

10:31:53 : 9312CN|CO|CP|AY1AZFAA1 10:31:54 : 940AY1AZFDFD 10:32:28 : 6300120051108 103228Y

AO|AAC400170806|AC|AD1044|AY1AZF205 10:32:28 : 64 00120051108

103031000200000000000000000000000000AOALEPH|AAC400170806|AEMackay, Mary|BDClifton Campus Library -

LIS|BEMary.mackay@ntu.ac.uk|BV10.85|CC15.00|AS4007373365|AS4106595518|BLY|CQY|AFPatron in file|AGPatron in

file|AY1AZBC6A 10:32:28 : 1720051108 103228AO|AB4007373365|AC|AY1AZF5E0 10:32:28 : 1808000120051108

103031AB4007373365|AJEuropean valuation standards 2003|CK002|AQBoots Library|APBoots Library|BGBoots

Library|CF0002|AY1AZD451 10:32:28 : 1720051108 103228AO|AB4106595518|AC|AY1AZF5DA 10:32:28 :

1808000120051108 103031AB4106595518|AJThe Maya.|CK002|AQClifton Library|APBoots Library|BGClifton

Library|CF0001|AY1AZDBC0

Multi ReadCount = 2 2

10:32:29 : Send Read - index 0

10:32:29 : Read the following from tag - 32323030343030363334343837320002

10:32:29 : Creating new item for 4006344872 - E004010000A06F12

10:32:29 : Added Parent E004010000A06F12

10:32:29 : Send Read - index 1

10:32:29 : Read the following from tag - 32323030343030373230393933340002

10:32:29 : Creating new item for 4007209934 - E0040100007FBDF9

10:32:29 : Added Parent E0040100007FBDF9

10:32:30 : Send event with 4006344872

10:32:30 : 1720051108 103230AO|AB4006344872|AC|AY1AZF5E7 10:32:30 : 1803000120051108
103032AB4006344872|AJFrantz Fanon :|AQBoots Library|BGBoots Library|AY1AZE4DB 10:32:30 : 11NN20051108
103230 AO|AAC400170806|AB4006344872|AC|CH|AD1044|BOY|BIN|AY1AZE7A 10:32:30 : 120NYN20051108
103032AOALEPH|AAC400170806|AB4006344872|CH\$\$kVideo \$\$h32(01) FAN|AJFrantz Fanon :|AFApply to circulation
desk - Unable to loan/renew item.|AGApply to circulation desk - Unable to loan/renew item.|AY1AZBC00 10:32:30 : Set
security = True
10:32:30 : Send Write EAS E004010000A06F12
10:32:30 : EAS Written True 4006344872
10:32:30 : Send event with 4007209934
10:32:30 : 1720051108 103230AO|AB4007209934|AC|AY1AZF5E7 10:32:30 : 1803000120051108
103033AB4007209934|AJAnimal farm /|AQBoots Library|BGBoots Library|AY1AZE554 10:32:30 : 11NN20051108 103230
AO|AAC400170806|AB4007209934|AC|CH|AD1044|BOY|BIN|AY1AZE7A 10:32:30 : 120NYN20051108
103033AOALEPH|AAC400170806|AB4007209934|CH\$\$kVideo \$\$h32:8 STE|AJAnimal farm /|AFApply to circulation desk
- Unable to loan/renew item.|AGApply to circulation desk - Unable to loan/renew item.|AY1AZBCA2 10:32:30 : Set security
= True
10:32:30 : Send Write EAS E0040100007FBDF9
10:32:30 : EAS Written True 4007209934
10:32:56 : 6300120051108 103256 Y AO|AAC400170806|AC|AD1044|AY1AZF204 10:32:56 : 64 00120051108
103058000200000000000000000000000000AOALEPH|AAC400170806|AEMackay, Mary|BDClifton Campus Library -
LIS|BEmary.mackay@ntu.ac.uk|BV10.85|CC15.00|BLY|CQY|AFPatron in file|AGPatron in file|AY1AZC293

Resolution:

Please check that you do NOT have the following checks defined in tab_check_circ:

- SIP-LOAN check_circ_2_e
- SIP-RETURN check_circ_2_e

Additional Information

video, issue, return, self service, tab_check_circ, magnetic media, sensitize

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