
Troubleshoot patron being blocked in Voyager Self Check

- **Product:** Voyager
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Question

Tips for troubleshooting patron being blocked in Voyager Self Check.

Answer

If a patron is being blocked or unable to charge/renew/etc., try the following:

- Log into the Circulation Client as the operator designated for Self Check, at the Circulation Happening Location designated as the Self Check Location.
- Look up the patron.
- Is the patron expired?
- Does the patron have blocks that prevent login?
- Does the patron have a hold on its only address?
- Attempt the same transaction in the Circulation client.
- Is the transaction prevented by patron blocks for overdues, max charges, etc.?
- Is the charge prevented for policy reasons such as patron group/item type, or a location issue?

Typically the Circulation client will have useful error messages that indicate what is preventing the transaction, while Self Check provides minimal instruction.

Additional Information

Note

A good rule of thumb to remember is that if testing in the circulation client brings up any messages you have to click through (for example blocks, overrides, or a choice like when there are multiple duplicate active barcodes), a regular user would not be able to complete a transaction at a Self Check station using that patron barcode.

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- **Article last edited:** 18-Feb-2020