

Help! Alexandria Put My Item In Transit! (a tip for Central Union libraries)

What? In Transit? Where is Alexandria trying to send my item? You know the item belongs in your library and what's happening is a mystery to you. What's going on?

There is an easy explanation — your item record may have it belonging to a different Site.

In the command line, type 9 and press enter to bring up the In Transit patron. Click on the Details button to see the items it's trying to send away.

At the top of each group you'll have the Site code for the site where it thinks these items belong. Looking at Origin shows you your own site code.

Note the item's barcode, and press cancel.

Type x and the item barcode and press enter, then click on the item title to bring it up in Items Management.

Click on the Copies tab and select that barcode. Look for the Site drop-down menu.

Unlock the record, and change that Site drop-down back to your site. Press Save, and the item once again belongs to you.

But... it still shows as In Transit. No worries. In the Command Line, type B and the item barcode to bookdrop it back to your library. Now it shows Available, and all is well again!

Alternatively, the issue may be with how the items were imported, or how the Sites were entered, for example you may have two Site entries that are supposed to be for the same site, e.g. JMS and JSM.

If you notice that a large number of your items are going In Transit, the best thing to do is to contact your District Administrator. They can run a utility to solve the problem, or contact our Technical Support (1-800-347-4942) to walk them through it.