Items Not Found in IRIS

Procedures for Circulation and Billing Staff

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Where does the “Item not found in catalog” error message come from? Whenever scanning the barcodes of items that are not represented in IRIS, the “Item not found in catalog” error message appears on screen. For example:

- Items that are overdue more than two years and have been removed from IRIS.
- Items charged to MISSING for more than two years and removed from IRIS.
- Items that were never cataloged or are ‘barcode unassigned.’

Sometimes these items are returned or found long after their bibliographic records or copies have been purged from the system. The only record we have of a long overdue, withdrawn item is a LOSTITEM note in the user record of the patron who checked the item out and is still responsible for it. There is no record of an item that was charged to MISSING and subsequently withdrawn from the catalog. Uncataloged items never had a record in IRIS.

This document describes the procedures to follow when a patron brings a withdrawn or never-cataloged item to a circulation desk to check out, when withdrawn items are found or returned to a library and discharged, and when a patron responsible for a long overdue and withdrawn item pays for it.

CHECK OUT

Circulation Desk Staff

If you see the “Item not found in catalog” error message when scanning an item for check out to a patron, chances are it’s an item that was never cataloged, or one that was charged to MISSING and withdrawn

Follow regular circ-on-the-fly procedures. Create a brief record and check the item out to the patron.

DISCHARGE
Circulation Desk Staff.

If a withdrawn or never-cataloged item is returned in a book drop, circulation staff will attempt to discharge it as if it is a regular return.

1. Scan the item’s barcode.

2. “Item not found in catalog” message appears.

3. Place ALL “Items not found in catalog” items on the special shelf/area behind your circulation desk for Billing Staff.

Example of “Item not found in catalog” Discharge error message:

Billing Staff.

Take the following steps whether your library owns the item or not. *Do not forward “Items not found in catalog” to another library’s billing person to process.*
1. Check the special “Item Not Found in Catalog” shelf behind the circulation desk in your library on a daily basis.

2. Use the Display User wizard and search for items. LOST ITEM Notes can be searched by barcode, keyword in title, etc. Always search first by barcode.

   Enter the item barcode in the search field (“Search for:” in J Client) and select “NOTE” in pull down menu (the “Index:” in J Client). Try searching keyword in title if you don’t find the item’s LOSTITEM note on a patron record by searching its barcode.

   If you don’t find the barcode, search again with an added zero (0).

Example of Display User wizard and search of barcode in the note field:

3. If a LOSTITEM note is not found, it is probably an item that was never cataloged, or one that was charged to MISSING and withdrawn. Insert a note in the book: “This item is not in the catalog. Initials, date” and ship it to your local technical services office: DTS-Alex, DTS-LSM, TS-Dana or TS-Robeson.
4. If a LOSTITEM note is found, make a screen print of the LOSTITEM note and circle or highlight it. If the same patron returns multiple items, make a screen print for each book and circle or highlight its corresponding note.

Example of screen print with LOSTITEM Note, found by searching Display User note field by item barcode:

![Screen Print Example](image)

4a. Ship the book with screen print to your local technical services office: DTS-Alex, DTS-LSM, TS-Dana, or TS-Robeson.
4b. Delete the item’s corresponding LOSTITEM note in the patron record.
4c. Cancel a generic LONGOVD Bill in the patron’s record.
4d. Remove or update the user’s academic hold if necessary (029).
4e. Unbar the user’s status if necessary.

**ITEMS PAID FOR BY A PATRON**

Billing Staff.
1. Use the Display User wizard and the user’s record.

2. Accept payment.* ‘Pay’ a generic LONGOVD bill on the user’s record, select payment type (cash, check, etc.), adjusting partial payment if appropriate.

Example:

3. Create a receipt for the user, taking item information from the LOSTITEM note in the user record. Include the item’s barcode, LOSTITEM, and “no refunds” on the receipt. Remind the user that their payment is not eligible for a refund should the material be found and returned within six months.
4. Remove the item’s corresponding LOSTITEM note. Example:

5. There’s no need to charge the item to the LOST-PAID user, since it’s not in IRIS and there’s nothing to charge!