Troubleshooting examples for Megan Drake to walk through in her ULMS presentation:

- Waiting for cancel response
  What should we do with these?
    - Library: Pomona (borrowing)
    - Title: Germany tomorrow
    - Internal ID: 2779232150002915
    - audit says it was cancelled by patron. why is it stuck?

    - Library: San Jose (borrowing)
    - Title: The logic of American politics
    - Internal ID: 2307038160002919
    - status = waiting for cancel response

- Requests from Primo Services page (databases) Case 00526953
  We get them occasionally - not sure how to fix that. These are requests that (we assume) come from the Primo Services page, so a patron is looking in a database and sees that their campus doesn't have full text access to a journal and requests this journal from another campus. The request sometimes comes through as requested format = digital or will come through with very limited information. It often gets stuck in status = created lending request or a locate fail. What do you recommend we do with these?
    - Library: San Diego (lending)
    - Title: African Retentions
    - ExID: 01CALSHUL0003995
    - Status: locate fail

    - Library: Pomona (lending)
    - Title: Parasitology
    - ExID: 01CALSUSB0002191
    - Status: Created Lending Request

    - Library: Sonoma (lending)
    - Title: Journal of behavior therapy and experimental psychiatry
    - ExID 01CALSUSM0001421
    - status: created lending request

- Borrowing request, Partner = sending library
  How does this happen? And what should we do with this request?
    - Library: Humboldt (borrowing), Partner = Humboldt
    - Title: Highway and freeway planning
    - ExId: 01CALSHUL0003173

Status: Ready to be sent

Library: San Jose (borrowing), Partner = San Jose
Title Teenage suicide: what can the schools do?
ExID: 01CALSSJO0002084
Status: request sent to partner

- Status = waiting to be sent
Unsure why this happens
    Library: San Jose (borrowing)
    Title: Writing science: how to write papers that get cited
    ExID: 01CALSSJO0003740

- What to do when your temporary item record disappears? Or Alma can't find an active RS request and you're trying to send a thing back.
For disappearing item records see details in cases 00575268 and 00574486.
    In the instance just reported by SLO a patron has the resource sharing item checked out to their account but when staff tries to return the item they receive an error message "item not found". Indeed when trying to locate the item to troubleshoot, the barcode is searched in repository search and nothing comes up.
    At SLO the title is Cultural anthropology : the human challenge. Barcode 30600017122459
    Screenshots:
    shows the item is checked out to the patron:
    https://www.screencast.com/t/cCqtImVMwW
    no results in a repository search when barcode is searched
    https://www.screencast.com/t/XWJcaJm45
    This is what I would expect to see in a repository search:
    https://www.screencast.com/t/fX5jHzOoVsd
    The borrowing request is still intact and looks normal with the correct barcode attached.
These are being looked at in the case and hopefully won't occur in the future but if we run across something like this, where Alma isn't connecting the barcode/item to the request and we need to check the item out to the patron or return it to the lending campus - what's our best course of action?

- Missing barcodes (add barcodes after the fact)
    - Library/Lending or borrowing: Sacramento (Borrowing)
    - EX ID: 1//01CALSUSL0002872
    A book was sent from Cal Poly, checked into Sacramento and the barcode was changed in Alma (this sometimes happens where it double scans, adds the next books barcode, or somehow is deleted). When the patron comes to pick up the

book at the circulation desk it wont scan. Please fix the barcode so the patron can check out the book.

- (low priority, show last) Multi volumes sent but only one barcode shipped in Alma
  - Library/Lending or borrowing: Sacramento (Borrowing)
  - EX ID: 1//01CALSUSL0002873

Cal Poly Loaned "The Complete works of Swami Vivekananda" volumes 1-3 but only scanned the barcode for volume 1. Please add other volumes barcodes.

Barcode provided: 30150017268647
Missing Barcodes: 30150017268654, 30150017268662