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MELCAT TIPS

OR

WHAT COULD POSSIBLY GO WRONG?

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VIRTUAL RECORDS

- Exist on both the lending and the borrowing side of MeLCat
- Are created when the patron places a request and are only cleared when the item is checked back in at the owning location or the request cancelled
- It is easy to create a "broken" request in this process
- We need to avoid creating "broken" requests if possible
- Sometimes broken requests can only be fixed by opening tickets with the ILL helpdesk
- Avoid creating broken requests with INN-Reach paging slips
- Avoid creating broken requests when receiving payment from a borrowing library
- Other tips

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Paging Slips -- Canceling requests

- Pull item from the shelf and it isn't in suitable condition to send
- Can't find the item so you can't send it
- Step 1: Bring up the record in Sierra
- Step 2: Open the item holds tab
- Step 3: Highlight the INN-Reach request
- Step 4: Click on the cancel button and respond with the reason either preset or you key in a reason and cancel the request. (Note: this sends the request back to MeLCat central so it can be passed to the next library and won't break the request)
- FINALLY Step 5: Only AFTER you have completed steps 1-4, change the status of the item in question to the status you desire (withdrawn or missing)

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AFTER PAYMENT RECEIVED FROM BORROWING LIBRARY

- When you have received payment from the borrowing library for an unreturned item. CHECK THE ITEM IN FIRST before you change the status
- This will clear the virtual record from both the borrowing and lending library sides
- THEN change the status of the item to Withdrawn
- Changing the status and removing the message in the item record without checking it in does not clear the virtual record from the borrowing library side
- To clear on the borrowing library side and to avoid a broken request or a lingering request, you MUST check the item in.
- Items cannot be deleted if there are lingering virtual records.

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WHY DID MY PATRON GET AN AV ITEM?

- LLC shared ILS libraries do not share their AV items with other MeLCat libraries and therefore, LLC patrons cannot borrow AV items
- However, when a lending library maps an AV item to the MeLCat itype, Mel Book, it is possible that an LLC patron could receive such an AV item
- This is visible if you right click on the Virtual item in the patron record and choose to view the virtual item. If Mel Book is in the itype field, this is why the patron was able to borrow that AV item
- Check the item out to your patron as normal and return it as normal
- AV returned items MUST be packed for RIDES delivery regardless if the library is a PACK or NO PACK library

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What if we have an item that still has a MeLCat transaction attached?

- This situation happens when the virtual record was broken earlier
- We can try to fix it internally before opening a ticket with III
- Call up the item record in Sierra
- Change the status of the item to @ (on MeL Loan) and save the record
- Check in the item using Sierra checkin
- Go back to the item record to see if the MeL transaction has cleared.
- If not, open a ticket with tech-help@llcoop.org providing the title, item and barcode information for the item in question so that LLC staff can report the broken request to the III helpdesk.

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How do I get rid of a MeL Cat request from a patron record that won't cancel the usual way?

- These are also results of broken requests
- LLC staff must open a ticket with the III helpdesk to clear these from your patrons' records
- Open a ticket with tech-help@llcoop.org providing your patron's name and barcode along with the title from the INN-Reach tab that needs to be removed and the lending library's z-code
- We'll let you know when the III helpdesk has removed the request from the patron record

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Tickets with MCLS instead of LLC helpdesk

- I sent this in to MCLS but they referred me back to LLC
- The LLC Sierra system is also an Innovative Interfaces product and therefore INN-Reach functions are embedded in the Sierra client software
- MCLS staff have no access to our Sierra server and therefore no ability to troubleshoot anything on the LLC side of MeLCat
- Always open tickets with tech-help@llcoop.org rather than opening tickets with the Melcat helpdesk

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