



Step 1: On second computer (desktop at home) went to Checkout and entered patron barcode of 717787292950312. Patron was blocked from borrowing, but "Reason for block" was blank and "Patron blocks" was set to "-" (which means zero). Why is block still popping up if there isn't a patron block in effect? Is this displaying differently on the second computer because the block wasn't created on this computer?

Step 2: Pressed "Block details" button to check User Information record for patron.

Users

Inventory

Check out

Check in

Requests

Codex Search

ERM

Data Import

eHoldings

eUsage

Finance

Apps

Search & filter

Search

Reset all

Status

Include inactive users

Patron group

faculty

graduate

staff

undergrad

Users

38 records found

New

Active	Name	Barcode	Patron group
Active	Mayer, Hilda Duncan	623894010195250	undergrad
Active	Stoltenberg, Jace Savion	211671166171733	undergrad
Active	Ernser, Hazel Aiyana	41002074382976	undergrad
Active	Gerlach, Chloe	620131484483771	undergrad
Active	Schmidt, Josue	505481058076789	undergrad
Active	Haley, Flavio Alaina	287315925891718	undergrad
Active	Ankunding, Dayne Dock	509026575373003	undergrad
Active	Huels, Alexis Claire	722447518083505	undergrad
Active	Gleichner, Madie Ezra	845805553995109	undergrad
Active	Kerluke, Aubrey Noemie	528319429272208	undergrad
Active	Grady, Abbigail Florida	646116168054916	undergrad
Active	Lesch, Leo Sasha	376491405734807	undergrad
Active	Kerluke, Filomena Alexander	394898875483431	undergrad
Active	Lindgren, Taylor Oscar	25110781418216	undergrad
Active	Nienow, Ida	562349102478066	undergrad
Active	Gerlach, Astrid	163564794193501	undergrad
Active	Streich, Johnathan Ava	391042571068716	undergrad
Active	Ritchie, Eulalia	781745569814614	undergrad
Active	Lebsack, Adolfo Makayla	660709035930221	undergrad
Active	Macejkovic, Edgar Celia	5763827192620	undergrad
Active	McCullough, Jayda Stephanie	965900138598534	undergrad

Wiegand, Deborah

Step 3: Viewed User Information record, which clearly shows that there is no longer a patron block in place.

Expand all

User information

Record last updated: 1/10/2019 9:23 PM

Last name	First name	Middle name	Barcode
Wiegand	Deborah		717787292950312
Patron group	Status	Expiration date	
undergrad	active	3/17/2020	

Patron Blocks

Extended information

Contact Information

Proxy/Sponsor

Fees/Fines

Loans

Requests

User permissions

Service points

folio-q4.aws.indexdata.com/users/view/5d6d47fc-451d-47c4-8058-ebf51a6f3073?filters=pg.undergrad

Type here to search

11:00 AM 1/11/2019

Scan items

Enter

Patron look-up

Borrower

Wiegand, Deborah Barcode: 717787292950312

Patron Group	Status	User Expiration
undergrad	Active	3/17/2020

Open loans
0

Patron blocks

Item not checked out

Item is already checked out

Close

End Session

Step 4: Went back to Checkout and this time was allowed to proceed with checking out an item. I happened to select the barcode for an item that was already checked out.

End Session