NCIP Checkout Item message

Find details about the NCIP CheckoutItem message including possible error messages that may occur and actions to resolve them.

When supplying a request for a loan to another library via Request Processing, Relais communicates with your library system via the NCIP CheckoutItem message. CheckoutItem allows Relais to tell your local library system to check out the item in the local library system.

CheckoutItem sends two key pieces of information:

- Item barcode (as entered via Loan Document)
- Generic patron barcode
- Due Date entered by staff or calculated by the form.

When the item is successfully checked out in the local library system the following occurs:

- The item barcode and the 'exact' due date as recorded in the local library system are returned to Relais
- Relais updates the loan tracking information for the request with this information

**Caution:** For all Library Systems except for Aleph and Alma the due date entered by staff is ignored. For Aleph and ALMA libraries please ensure that your loan periods are configured properly in Relais.

If an error is encountered, the error message is communicated back to staff. Common errors include:

- Unknown Item
- User Blocked
- Item Does Not Circulate
- User Ineligible to Checkout This Item

<table>
<thead>
<tr>
<th>ERROR</th>
<th>DEFINITION</th>
<th>ACTION TO TAKE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unknown Item</td>
<td>The local number entered in Loan Document cannot be found in the local library system to perform the checkout.</td>
<td>Search the local library system to ensure that the item exists.</td>
</tr>
<tr>
<td>User Blocked</td>
<td>The generic patron record has a block against it that is preventing the transaction from completing. The block could be a max fines or max overdues threshold, etc. that has</td>
<td>Adjust thresholds or reduce fines/overdues to reinstate lending privileges.</td>
</tr>
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</tr>
<tr>
<td>--------------------------------------------</td>
<td>---------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Item Does Not Circulate</td>
<td>This error indicates that the local number entered in Loan Document is configured as a non circulating item in the local library system.</td>
<td>Confirm correct item is being supplied. If unable to supply apply reject code of Non-circulating.</td>
</tr>
<tr>
<td>User Ineligible to Checkout This Item</td>
<td>This error indicates that the generic patron record is not configured to check out the item specified in the local library system.</td>
<td>Check your local loan matrix to ensure the generic patron is permitted to check out the type of item being loaned.</td>
</tr>
</tbody>
</table>