Why does more than one item come up when I search for a barcode?

Last updated: Fri, 25 Oct 2019 14:01:02 GMT

Symptom

• When you scan/enter a barcode number, the system brings up one or more extra results instead of going directly to an LHR. Typically, the extra result(s) is/are associated with unknown barcode number(s).

Applies to

• WorldShare Circulation

Resolution

This is how you can purge the unknown barcode number from Circulation:

1. Make sure that the unknown barcode has been removed from field 87X, subfield $r$ of the LHR.
   1. When in the LHR, click "View/Edit in MARC21".
   2. Find the field with the barcode numbers and delete any extra ones, along with the $r$ before them.
2. Create a new item with the unknown barcode in the current barcode field. This will help Circulation to unlink the two.
3. Delete the newly created record if it is not needed.