

ALZAD | Support

From: Learning Resource Center <lrc@khawarizmi.com>
Sent: Tuesday, March 22, 10:01 ٢٠٢٢
To: a.moustafa@alzac.ae; support@alzac.ae
Cc: Raihanath Kadiri; kamal@alzac.ae
Subject: Re: Check in error message in KOHA system

Dear Al Zac Support team,
Please find the below screenshot it is for an error that happens when we try to check in the books.

4 Checkout(s) Fines & Charges 0 Holds Restrictions

Number of checkouts by item type

Column visibility Excel CSV Copy Print

| Due date | Title | Item type | Location | Home library | Checkouts |
|------------|--|-----------|---------------------------|--------------------------|-----------|
| 01/11/2022 | Business communications skills by Ghosh, Meeta - Line 1 Side A Shelf 3 Row 1 102360 | Books | Business Administration | Abu Dhabi Campus Library | 12/16 |
| 01/11/2022 | Business and Administrative Communication by Locker, Kitty O. - Line 7 Side A Shelf 6 Row 1 2020-203267 | Books | Business Administration | Abu Dhabi Campus Library | 12/16 |
| 03/18/2022 | المعايير الدولية للتقارير المالية وانعكاساتها على الرقابة المصرفية: تطبيق المعيار 9 باللجنة العربية للرقابة المصرفية - Line 3 Side A Shelf 5 Row 2 2019-203251 | Books | Islamic Banking & Finance | Abu Dhabi Campus Library | 03/15 |
| 03/18/2022 | Project Management by Larson, Erik W. - Line 7 Side A Shelf 3 Row 2 2020-203249 | Books | Business Administration | Abu Dhabi Campus Library | 03/15 |

Previous checkouts

Always show checkouts immediately

Renew or check in selected items Renew all

Please look into this matter because we have sent many emails in this regard and no reply, and many students returned the books but in the system, the books are still under their names which will make a lot of confusion in the future.

Please tell us if we can do anything from our side.

Regards,
Noor Al Askari

From: Library <library@khawarizmi.com>
Sent: Tuesday, April 27, 2021 12:42 PM
To: a.moustafa@alzac.ae <a.moustafa@alzac.ae>
Cc: Raihanath Kadiri <raihanath.kadiri@khawarizmi.com>; Abdalaziz Babekir <abdalaziz.babekir@khawarizmi.com>
Subject: Check in error message in KOHA system

Dear Mr. Ahmed,
Greetings!

Here, I attached a screenshot of an error message that is showing in Koha system when we tried to check in a book that was borrowed by one of our staff.

Please note the following:

The book title: البرامج في الشبكات الإذاعية و التلفزيونية أنتاج
ISBN: 9789957169947
Barcode: 055642

The screenshot shows the Koha system interface. At the top, there is a navigation bar with 'Circulation', 'Patrons', 'Search', 'Cart', and 'More'. Below this is a search bar with the text 'Enter patron card number or partial name:' and a 'Submit' button. There are also buttons for 'Check out', 'Renew', and 'Search the catalog'. The main content area displays a yellow error message box with the following text: 'Check in message', '055642: إنتاج البرامج في الشبكات الإذاعية والتلفزيونية', and 'The item has not been checked in due to a configuration issue in your system. You must ask an administrator to take a look at the about page and search for the "data problems" section'. Below the error message are two panels: 'Check in' and 'Options'. The 'Check in' panel contains fields for 'Enter item barcode:', 'Specify return date (MM/DD/YYYY):', and a 'Remember for next check in:' checkbox. The 'Options' panel contains two checkboxes: 'Forgive overdue charges' and 'Book drop mode'.

So, kindly look into the matter and do the needful at the earliest.

Thank you in advance.

Regards,
Noor Al Askari