

How to tell Horizon that you cannot fill a request

If you cannot provide an item on your pull list because you haven't been able to find the item for some time, the best thing to do is change the item's status to Trace. Trace is the status that shows an item has disappeared for no good reason. It wasn't checked out and Lost by the patron, it just can't be found right now.

To change the status, edit the item, putting "trace" in the Item Status Blank. The item should not appear on subsequent pull lists. If it is ever found and comes through checkin, however, it could fill a request.

You could also change the Item Type (itype) of your item to one that restricts requests to your own borrowers. If you edit the record to change the itype to "f14d" and you have asked us to set up a rule restricting requests on that itype, then the item will no longer appear on your pull list.

If you have already checked the item it and it is in transit, **check it out to yourself**, preserving the patron's request. Then **check it in as "damaged mode"** (use the CKI menu to switch to this mode). Then change the item type to a restricted one such as f14d.