ARS Error Messages

The messages on the left appear in Snoopy when something is not available from the ARS. If you are unable to interpret the problem, note the error number and request assistance from Circulation or Tech Services.

Message in Snoopy (translated from HK):	HK message:
No errors (000) [users should never see this message]	000-request completion (no errors)
Item has already been requested. Please check at the Circulation Desk on the first floor to see if it is available. (001)	001-item has been committed to a request
Item has already been requested. Please check at the Circulation Desk on the first floor to see if it is available. (002)	002-item has been checked out
This item is not in the ARS. Please check the shelves or ask for assistance at the Circulation Desk on the first floor. (003)	003-item is not in the ASRS database
This item is not available. You may request it through Interlibrary Loan. (004)	004-item is missing
Item has already been requested. Please check at the Circulation Desk on the first floor to see if it is available. (005)	005-item has not been returned
This item is not available. You may request it through Interlibrary Loan. (006)	006-item has bad item code
This item is available. (007) [users should never see this message]	007-item is available
This item is not in the ARS. Please check the shelves or ask for assistance at the Circulation Desk on the first floor. (010)	010-item has been deleted from ASRS database
This item is not available. You may request it through Interlibrary Loan. (011)	011-item has bad item status
Please ask for assistance at the Circulation Desk on the first floor. (012)	012-item is in Locked location
The system is having difficulty retrieving this item. Please ask for assistance at the Circulation Desk. (013)	013-item is stored in a bad location
Item has already been requested. Please check at the Circulation Desk on the first floor to see if it is available. (014)	014-item has a duplicate pick request
Please check the shelves or ask for assistance at the Circulation Desk on the first floor. (015)	015-item is delete pending
Your request cannot be processed at this time. Please ask a library staff member for help. Or try again later. (999)	999-item status unknown
Your request cannot be processed at this time. Please ask a library staff member for help. Or try again later. (BAD)	BAD-