



Common Backroom Errors

How to Resolve

Most Common Errors

- **com.tlcdelivers.util.marc.encodings.exception.MarcLibraryEncodingsException: Encoding errors were found why: Unknown MARC-8 byte found: 0xdc, byte offset: 6, surrounding data**

Resolution: Contact Mike Sweeney so he can find and correct the encoding errors in the record. Once Mike corrects the errors, he will then re-import the record into the system.

- **Unable to determine location and collection for 852**

Resolution: Contact Mike Sweeney as there are multiple possibilities for why this error may occur and he will need to research this further. Depending upon what Mike finds, he may instruct you to contact the vendor for a corrected file of records.

Less Common Errors

- **Duplicate barcode: [barcode]**

Resolution: Contact Mike Sweeney to determine why the system identified the record as a duplicate barcode.

- **No barcode in 852**

Resolution: Contact the vendor. The vendor did not enter the proper information in the 852 field.

- **No holdings code at location [###] for collection [XXX]**

Resolution: Contact the vendor. You will need to let the vendor know the correct holdings code information for that material.

Note: If you come across any errors not listed on this sheet, please feel free to contact Mike Sweeney to determine the next steps for correcting the record.