

# Destiny: Common Exceptions in the Update Patrons Job Summary

## Follett Technical Support Knowledgebase Informational Article

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### Applies to:

Destiny – All Versions

### Summary:

This article contains information about all of the different messages that can appear in an Update Patrons job summary. Besides an explanation of the error messages, it offers suggestions of what to do to resolve the issue.

### Detail:

Destiny displays messages in the Update Patrons job summary when an invalid record has been skipped, when invalid fields in a record have been skipped, or when Destiny has entered default values into blank fields to allow a record to be saved. This document addresses the common messages encountered in the job summary and provides recommendations for each.

#### **{Field name} too long; shortened to fit.**

This message appears when Destiny is attempting to add or update a record but the value in the tag exceeds Destiny's character limit for that field.

To resolve this, reduce the amount of data in the CSV file that is to be loaded into the field in Destiny.

In this scenario, Destiny does proceed with adding/updating the record. The data in the field specified is truncated to fit the maximum character length for the field.

#### **Access level was not specified; using the default.**

This message appears when Destiny is attempting to add a record but the Access Level data is absent (the AccessLevel tag is either missing or empty). This message will also appear when Destiny is attempting to update an existing record but the Access Level data is absent (the AccessLevel tag is empty).

As every patron record in Destiny must be linked to an Access Level, Destiny assigns to the record the default Access Level for the site (as defined in Back Office > Access Levels).

In these scenarios, Destiny does proceed with updating the other fields with the incoming XML data. The record is added or updated with the assigned default Access Level.

**Tip:** To change the Access Level on an individual patron record, click the Edit Patron link in the job summary.

**Access level (<Access Level>) was unknown; using the default.**

This message appears when Destiny is attempting to add or update a record but the value in the AccessLevel tag does not match any current Access Levels for the site.

As every patron record in Destiny must be linked to an Access Level, Destiny assigns to the record the default Access Level for the site (as defined in Back Office > Access Levels).

In these scenarios, Destiny does proceed with updating the other fields with the incoming XML data. The record is added or updated with the assigned default Access Level.

**Notes:**

To change the Access Level on an individual patron record, you can use the Edit Patron link in the job summary.

If Destiny is attempting to add or update a record and the incoming AccessLevel tag is empty, Destiny displays the message, "Access level () was unknown; using the default."

**Asset Group was not specified; using the default.**

This message appears when Destiny is attempting to add a record to a site with Destiny Asset Manager but the Access Level's Asset Group data is absent (the AssetGroup tag is either missing or empty).

As every patron record linked to a site with Asset Manager in Destiny must be linked to an Asset Group under the Access Level, Destiny assigns to the record the default Asset Group for the site (as defined in Back Office > Access Levels > {Access Level} > Assets).

In these scenarios, Destiny does proceed with updating the other fields with the incoming XML data. The record is added or updated with the assigned default Access Level Asset Group.

**Tip:** To change the Asset Group for the Access Level on an individual patron record, click the Edit Patron link in the job summary.

**Barcode "<barcode>" already exists at target site.**

For information regarding invalid records skipped because of duplicate barcode values, see "[Resolving barcode conflicts in the Update Patrons job summary](#)" in Destiny Online Help.

**Barcode is required for all patrons; Barcode was blank.**

This message appears when Destiny is attempting to add a new record but the barcode data is absent (the Barcode tag is either missing or empty).

To resolve this, verify that the student's barcode value (usually the student's unique ID in the district) is included in the CSV file correctly. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is added to Destiny.

**Barcode is required for all patrons; Barcode was blank; ignored.**

This message appears when Destiny is attempting to update an existing record but the barcode data is absent (the Barcode tag is empty).

To resolve this, verify that the student's barcode value (usually the student's unique ID in the district) is included in the CSV file correctly. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is updated in Destiny.

**Birth Date invalid; field left blank.**

This message appears when Destiny is attempting to add or update a record but the value in the BirthDate tag does not follow the date format specified on the Edit District page.

To resolve this, verify that the date format specified on the Edit District page in Destiny is set as desired. Then, if necessary, alter the date format in the CSV data or use the Patron Import Converter formatting options to change the output to match the date format specified.

In this scenario, Destiny does proceed with updating the other fields with the incoming XML data. The record is added or updated but the Birth Date field is left blank.

**Card Expiration invalid; field left blank.**

This message appears when Destiny is attempting to add or update a record but the value in the CardExpires tag does not follow the date format specified on the Edit District page.

To resolve this, verify that the date format specified on the Edit District page in Destiny is set as desired. Then, if necessary, alter the date format in the CSV data or use the Patron Import Converter formatting options to change the output to match the date format specified.

In this scenario, Destiny does proceed with updating the other fields with the incoming XML data. The record is added/updated but the Card Expires field is left blank.

**District ID is required.**

This message appears if "Require District ID for patron records" is enabled for the district and Destiny is attempting to add a new record but the District ID data is absent (the DistrictID tag is either missing or empty).

To resolve this, verify that the student's unique ID in the district is included in the CSV file. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is added to Destiny.

**District ID is required for all patrons; Required field "District ID" is blank. Please add this information as soon as possible.**

This message appears if the district setting for "Require District ID for patron records" is enabled and Destiny is trying to update an existing record but the district ID data is absent (the DistrictID tag is empty).

To resolve this, verify that the student's unique ID in the district is included in the CSV file. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, Destiny does proceed with updating all of the fields with the incoming XML data. The District ID field is cleared.

**Duplicates another patron's user name '<username>'.**

This message appears when Destiny is attempting to add or update a record but the value in the Username tag is the same as another patron record in the district. The user name value must be unique within the district; it cannot conflict with any existing users at the district or any site.

To resolve this, ensure that both patron records have unique username values in the CSV file. If there is no username data in the CSV file, you may need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is added or updated in Destiny.

### **Gender was blank or invalid; set to Unspecified.**

This message appears when Destiny is attempting to add or update a record but the Gender tag is either empty or the contents do not match a valid value of M, F, or U.

To resolve this, alter the format of the gender field in the CSV data or use the Patron Import Converter to convert the data to a valid value of M, F, or U.

In these scenarios, Destiny does proceed with updating the other fields with the incoming XML data. The record is added or updated with the assigned gender of Unspecified.

**Note:** If Destiny is attempting to add a new record and the Gender tag is not included in the XML record, Destiny will assign the gender of Unspecified. No message is displayed in the job summary in this situation.

### **Graduation Year invalid; field left blank.**

This message appears when Destiny is attempting to add/update a record but the value in the GraduationYear tag does not follow the date format specified on the Edit District page.

To resolve this, verify that the date format specified on the Edit District page in Destiny is set as desired. Then, if necessary, alter the date format in the CSV data or use the Patron Import Converter formatting options to change the output to match the date format specified.

In this scenario, Destiny does proceed with updating the other fields with the incoming XML data. The record is added or updated but the Graduation Year field is left blank.

### **Invalid Teaching Status. Expecting "True" or "False". Teaching status was not changed.**

This message appears when Destiny is attempting to update an existing record but the contents of the IsTeacher tag do not match a valid value of True, False, Yes, or No.

To resolve this, alter the format of the Is Teacher field in the CSV data or use the Patron Import Converter to convert the data to a valid value.

In this scenario, Destiny does proceed with updating the other fields with the incoming XML data.

**Note:** If Destiny is attempting to add a new record, the Currently Teaching field in Destiny will default to unchecked unless the IsTeacher tag contains either True or Yes. No message is displayed during an add process if the data is missing or invalid.

**Last name is required for all patrons; Last name was blank; ignored.**

This message appears when Destiny is attempting to update an existing record but the last name data is absent (the LastName tag is empty).

To resolve this, verify that the student's last name value is included in the CSV file correctly. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, Destiny does proceed with updating the other fields with the incoming XML data. The Last Name field is left unchanged.

**Last name is required for all patrons; Last name was missing.**

This message appears when Destiny is attempting to add a new record but the last name data is absent (the LastName tag is either missing or empty).

To resolve this, verify that the student's last name value is included in the CSV file correctly. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario the entire record is skipped. No information is added to Destiny.

**No barcode match criteria specified**

This message appears when Destiny is trying to match an incoming record to the database by Barcode and SiteShortName but the Barcode tag is either missing or empty.

To resolve this, verify that the student's barcode value (usually the student's unique ID in the district) is included in the CSV file. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is added or updated in Destiny.

**No match criteria specified.**

This message appears when Destiny is trying to match an incoming record to the database and match criteria are missing.

To resolve this, verify that the student's unique ID in the district and the current school value are included in the CSV file. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is added or updated in Destiny.

### **No site short name match criteria specified.**

This message appears when Destiny is trying to match an incoming record to the database by Barcode and SiteShortName but the SiteShortName tag is either missing or empty.

To resolve this, verify that the student's current school value is included in the CSV file correctly. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is added or updated in Destiny.

### **Patron's new barcode '<barcode>' is already assigned to another patron.**

For information regarding invalid records skipped because of duplicate barcode values, see "[Resolving barcode conflicts in the Update Patrons job summary](#)" in Destiny Online Help.

### **Patron Type was blank; used the default (<default site patron type>).**

This message appears when Destiny is attempting to add a record but the Patron Type data is absent (the PatronType tag is either missing or empty). This message will also appear when Destiny is attempting to update an existing record but the Patron Type data is absent (the PatronType tag is empty).

Because every patron record in Destiny must be linked to a Patron Type, Destiny assigns the default Patron Type for the site to the record (as defined in Back Office > Library Policies > **Patron Types**). The Patron Type value assigned is specified in parentheses in the job summary.

In these scenarios, Destiny does proceed with updating the other fields with the incoming XML data. The record is added or updated with the assigned default Patron Type.

#### **Notes:**

To change the Patron Type on an individual patron record, use the **Edit Patron** link in the job summary.

If an incoming PatronType tag value is not currently in Destiny for the site, a new Patron Type will be created with that value and assigned to the patron.

### **Site short name '<site short name>' does not exist.**

This message appears when Destiny is attempting to add or update a record, but the value in the SiteShortName tag does not correspond to any site's Short Name field (or any site's Alias) in Destiny.

To resolve this:

- If the value in the job summary is not the correct value for the school, work to get this corrected in the CSV file.
- If the value is correct but the school is not part of Destiny, either work to remove the entries from the CSV file or use the "Skip patrons when" setting of the Patron Import Converter to drop those records.
- If the data appearing in the job summary is accurate, edit the site information in Destiny by updating the Short Name field or adding an Alias.

In this scenario, the entire record is skipped. No information is added or updated in Destiny.

**Site short name is required.**

This message appears when Destiny is attempting to add a new record but the SiteShortName tag is either missing or empty.

To resolve this, verify that the student's current school value is included in the CSV file correctly. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is added to Destiny.

**Note:** If an existing record is being updated with the incoming XML, no error will be generated if the SiteShortName tag is empty. The patron will remain at the current site. Destiny does proceed with updating the other fields with the incoming XML data.

**Status was blank or unknown; set to Active.**

This message appears when Destiny is attempting to add or update a record but the Status tag is either empty or the contents do not match a valid value of A, Active, I, Inactive, R, or Restricted.

To resolve this, alter the format of the status field in the CSV data or use the Patron Import Converter to convert the data to one of the valid values listed above.

In this scenario, Destiny does proceed with updating the other fields with the incoming XML data. The record is added or updated with the assigned status of Active.

**Note:** If Destiny is attempting to add a new record and the Status tag is not included in the XML record, Destiny will assign the status of Active. No message is displayed in the job summary in this situation.

**Unable to match using District ID; District ID ' ' exceeds maximum length of 40 characters.**

This message appears when Destiny is trying to match an incoming record to the database by District ID but the DistrictID tag is empty.

To resolve this, verify that the student's unique ID in the district is included in the CSV file correctly. You may also need to review the Patron Import Converter properties file used to convert the CSV data to XML data.

In this scenario, the entire record is skipped. No information is added or updated in Destiny.

**Unable to transfer patron between media sites / non-media sites.**

This message appears when Destiny is attempting to update an existing record by transferring it to a new site but the transfer would be between media and non-media sites. In Destiny, patrons can be added or deleted from district media sites via XML but cannot be transferred into or out of district media sites.

To resolve this, remove the user from the current site. This can be done either manually or by uploading an XML file. Once the patron record is removed, upload the original XML file again to add the patron to the desired site.