

Question: Why must I program our barcode scanners for SirsiDynix WorkFlows?

Answer: SirsiDynix has always required your barcode scanners (Welch Allyn / HHP, Intermec, Symbol, or any other manufacture, to be programmed for the following reasons.

1. If your library is one of approximately 28% of all of the WorkFlows customers using specialized Barcode Policies to add or remove specific digits from their scanned barcode labels, then programming is a must. A programmed scanner sends a code to WorkFlows to go out and access Barcode Policy, and apply each policy that has been setup in the BARCODE POLICY in Access Control. If your scanner is not programmed, Barcode Policies will never be accessed or employed.
2. If your library uses barcode label Check Digits, and your scanner is NOT programmed to perform a Read, Calculate, but NOT transmit, you will experience misreads of barcode labels that are aged, wrinkled, dirty or smudged. This type of failure will be random and appear to exhibit no exact cause. The worse case scenario would be to check out a book to the incorrect patron or to check out a book other than the book the patron has presented to you. The check digit performs a very important "confirmation" that the barcode label you just scanned is in fact a good label. So a typical "out of the box" scanner is not programmed to perform this function and is normally set to read any barcode symbology and to add a carriage return at the end of the scanned barcode.
3. Another failure is associated with libraries that have multiple length barcode labels. Here is the scenario; customer presents 3 books for checkout, first book is 14 digits, second book is 13 digits, and the third is 10 digits. Upon scanning the 14 digit barcode label, WorkFlows checks the correct book out to the patron, upon scanning of the second book with only 13 digits, (and an unprogrammed scanner) WorkFlows will ONLY overwrite the first 13 digits, leaving the 14th digit remaining in the data well. Now if you have a corresponding book that matches that barcode, you just checked out the incorrect book. If this is not caught at the moment of checkout by you or the patron, and when the book is returned it will be checked in as the 13 digit book and the patron will still be on the hook for an overdue book. **Ever wonder why you have so many "Claimed Item Returned"**.
4. 75% of all libraries that have unprogrammed barcode scanners will experience random failures of the types I have described. Many libraries will mentally write these failures off as an unknown failure of SirsiDynix WorkFlows. I can attest to you after 14 years of working with these issues with hundreds of SirsiDynix customers, that it is NOT WorkFlows. It is your unprogrammed barcode reader.
5. Every barcode reader that is sold by Barcode Depot has been programmed specifically for WorkFlows. We stand firmly behind each and every product and guarantee 100% satisfaction. If you ever experience a scanning issue with one of our scanners, we will perform any special programming that your particular library requires, as part of our commitment to you to make it function exactly as SirsiDynix WorkFlows demands.
6. We permanently install the required SirsiDynix WorkFlows programming into the Welch Allyn and the HHP 3800 series scanners. This allows you to completely reprogram a "scrambled" scanner by scanning two barcode labels on our scan sheet. We also have a special cable manufactured for the Welch Allyn and the HHP 3800 series that allows you to scan a barcode label with either the Caps Lock on or off or WorkFlows will input all typed data in upper case. If your scanner is not programmed and does not have our special cable, you must toggle between having Caps Lock off then scanning in a barcode and Caps Lock on when entering patron data.