

The Disappearing Cursor: Some Tricks to Try

Courtesy of Sirsi's circulation listserv

1. **Open the check out window and click on "get user information"** (even though you haven't entered any user info since there is no cursor) you will get an error message that says you must enter the user ID, but your cursor will magically re-appear in the checkout window and everywhere else. It doesn't work every single time and we still occasionally have to close our session and log back in again, but it works about 95% of the time.

Lori Livesay
Interim Director of Circulation
Spartanburg County Public Libraries

2. What we did, after a lot of testing to try to work out what the issue was, was to **set the same symbol timeout to a longer value on the scanners*** (so staff cannot double scan in quick succession). This has alleviated the issue for us but obviously it's not a fix. I suspect it's the java client losing focus on the window you are in and once the cursor has disappeared that's it. The only place you can recover from this is in **New User Registration wizard where selecting a different user profile will restore the cursor.**

Cheers Cath

Cath Parr
Library System Support Analyst
for Digital Library Services
Christchurch City Libraries

3. This is an ongoing issue for us.

Many times, you can get the cursor back by **clicking on Help, then About, then OK.**

Michael Koehn
BCCLS

4. (response to 3.)

Yes, this works for us also, although we tell staff to open **Tools, Symbol Table and then close.** For some reason this brings back the cursor and is much faster than exiting Workflows and logging back in.

Chris Carmichael
Technical Services & Systems Coordinator
Owen Sound & North Grey Union Public
Library

5. We've experienced that also, primarily in the checkout and discharge wizards. When it happens in checkout, we have to quit Workflows and start again. **In Discharge, clicking on the Discharge Item button will reset the cursor most of the time.**

Susan Lee
Public Services Supervisor
Kitsap Regional Library

6. **You can click on any Wizard, then close it and the cursor comes back.**

Pat Irvin
Circulation Manager
Highland Park Public Library

* There are instructions for programming a delay into your scanner in the manual, located here:

http://msl.mt.gov/For_Librarians/Montana_Shared_Catalog/Peripherals/default.asp

Take a look at the pdf version of the Manual for the Imageteam 3800 Series Scanner. (under Barcode Scanners heading) In the Table of Contents on the left-hand side, expand Data Editing. Sirsi recommends programming an Intermessage Delay, the instructions for which are found on page 4-10 of the manual. This process appears to Mike and I to be somewhat time-consuming, but feel free to give it a try if you're getting desperate.