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## Orphaned Hold Requests: "Item doesn't exist" / "unable to find matching item"

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20
  - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local;
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Desired Outcome Goal:

\* Locate / Delete old (orphaned) hold requests -- where a pop-up message states:

"Item doesn't exist" or  
"Unable to find matching item"

\* Prevent such cases in the future

Procedure:

\* Use the following SQL to locate z37 records with no corresponding z30 item record:

```
xxx50-SQL> select substr(z37_rec_key,1,15) from z37 minus select z30_rec_key from z30;
```

\* And this to locate such requests which also have a Title Request:

```
xxx50-SQL> select substr(z37_rec_key,1,15) from z37 where z37_request_type = 'T' minus select z30_rec_key from z30;
```

In the case where there is a Title Request you will need to locate the z370 Title Request record (in the \$usr\_library):

\* There is no Aleph service for deleting the z37's or z370's. Contact ExLibris Support for assistance (ask them to check the Internal Notes).

\* To prevent future occurrences, run the following GUI Services regularly -- especially, prior to deleting multiple item records --:

1. cir-06 (Hold shelf report) and
2. cir-17 (Report / delete expired hold requests)

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## Additional Information

The system should not allow an item to be deleted when there is a hold on the item.

There are still at least two cases where this can happen:

1. manage-50 (Create holdings and item records using bibliographic data) -- see KB 8192-4952 ("p\_manage\_50 Leaves

Orphaned Hold Requests When Deleting Items") -- and

2. online with certain circumstances involving the "Item – Delete by override a block" permission -- see KB 16384-2707 ("Delete item: z37\_end\_request\_date & "Item – Delete by override a block" Denied") Fixed in version 20.

**Category:** Circulation

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- **Article last edited:** 10/8/2013