
How is library notified of patron-cancelled hold shelf request?

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local; Total Care
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Looking at My Library Card in the OPAC, there is a Delete link present for hold requests that have already been filled and are on the Hold Shelf. If the student clicks the Delete, then a message is returned: "Hold Request is already on hold shelf. Your cancellation request will be handled by the library."

Is there a way that the library is notified that the student has cancelled the filled hold request? Where does that message appear?

Resolution:

The p_cir_06 report includes requests on the hold shelf which have been cancelled by the patron. See attached Word doc.

Note: hold requests deleted by *staff* in the GUI are immediately deleted. (The z37 record is changed to a z37h.) Thus, staff-deleted hold requests are **not** processed by cir-06.

Attachment

[Attached file](#)

- **Article last edited:** 8/26/2015