
Error "Patron has exceeded number of hold requests allowed"

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
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Problem Symptoms:

- * Patron xyz cannot place hold requests in OPAC for a specific item
- * The patron does not have any holds
- * Error message "Patron has exceeded number of hold requests allowed" (1135) is displayed

Cause:

./xxx50/tab/tab16 refers to line with ABC 03 ## ##, where col. 13 ("Max no. hold request") is set to '000'

Resolution:

- * In order to allow requests combination of item status and patron status add a specific line to ./xxx50/tab/tab16 defining the number of allowed holds in col. 13.

Additional Information

Example

- * The item has status '03'.
- * The patron has borrower status '05'.
- * Relevant line from ./xxx50/tab/tab16

Current line (## in col. 5)

```
! 1 2 3 4 5 6 7 8 9 10 11 12 13 4 5 16 7 18 19 20 21 22 23 24 25 26 2728  
!!!!-!!-!!-!!-!!-!!!!-!!-!!-!!!!-!!!!-!!!!-!!-!!-!!-!!-!!!!-!!-!!-!!-!!-!!!!-!!!!-!!!!-!!!!-!!!!-!!-!!-!!  
16A 03 ## ## + 00000003 00 A 2400 0000 00200 005 000 2 000 000 03 D012 100
```

Add line (05 in col. 5), with 010 in col. 13 allowing 10 holds of combination item status = 03, patron status = 05

```
! 1 2 3 4 5 6 7 8 9 10 11 12 13 4 5 16 7 18 19 20 21 22 23 24 25 26 2728  
!!!!-!!-!!-!!-!!-!!!!-!!-!!-!!!!-!!!!-!!!!-!!-!!-!!-!!-!!!!-!!-!!-!!-!!-!!!!-!!!!-!!!!-!!!!-!!!!-!!-!!-!!  
16A 03 ## 05 + 00000003 00 A 2400 0000 00200 005 010 2 000 000 03 D012 100
```

- * check check_hold_request_h (in ./tab/tab_hold_request) checks for the number of holds in col. 13, resulting in error message "Patron has exceeded number of hold requests allowed" (1135) if exceeded

Category: Circulation (500)

Subject: Hold requests (500)

- **Article last edited:** 5/27/2014