
On-shelf Item shows as unavailable; z37_end_hold_date

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20 and up
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Description:

A specific item is on the shelf. There is no loan and the process status appears to be clear, but the system is treating it as if it is **unavailable**.

The Aleph OPAC is presenting the user with a request link, which should not be there in such a case. Also, the record published out to Primo lists the item as **unavailable** in the AVA field. What is causing the problem and how to fix it?

Resolution:

There is a hold request (z37) for this item with z37_status of "S", indicating that it has been placed on the hold shelf and the patron has been notified of its availability.

It has a z37_end_hold_date of 20090921. This hold, when not picked up, should have either been deleted manually or by the cir-06 service. cir-60 deletes expired hold-shelf requests.

Checking the p_cir_06 runs in \$alephe_scratch, I find that they are all for a special pick-up location. But the relevant z37 has another z37_pickup_location, therefore, it has continued to exist.

The following SQL can be used to check if there are similar cases:

```
xxx50@MALC20> select count(*) from z37 where z37_status = 'S' and z37_end_hold_date < '20120223';
```

And the following that these are for a variety of locations:

```
xxx50@MALC20> select z37_rec_key, z37_end_hold_date, z37_pickup_location from z37 where z37_status = 'S' and z37_end_hold_date < '20120223' order by z37_end_hold_date;
```

You need to either change the Pickup Location parameter in your cir-06 submission to "All" or run the job multiple times for each location.

- **Article last edited:** 25-May-2017