

p_cir_12: Pull (call) slips produced for already-requested items

- **Article Type:** General
- **Product:** Aleph
- **Product Version:** 19.01

Description:

For some items, we are getting pull (call) slips for items that have already been requested. These items and patrons should be getting a "hold wait notice" (hold-request-wait) and not a pull slip. We are using Call Slips for Requests (cir_12) to produce the Call slips. This is a problem because it is causing our staff to go looking for items that have already been retrieved and are waiting for processing.

Also, both the first and third requests have z37_status 'A' and z37_letter_status of '04' ("slip has been printed"). {The second and fourth requests have z37_status 'W' and z37_letter_status of '01' ("wait letter").} This causes confusion as to the patrons' respective positions in the hold queue.

Example:

Four holds were placed on this item 000762187-10, at 11:26, 11:28, 11:33, and 11:36 this morning. (See below.)

Request 1 has z37_status A and z37_letter_status 04 (hold slip printed).

Requests 2 and 4 correctly have z37_status W and z37_letter_status 01 (wait letter sent).

Request 3, like item 1, has z37_status A and z37_letter_status 04 (hold slip printed).

Request 3 should, like requests 2 and 4, have z37_status W and z37_letter_status 01. p_cir_12 produced two call slips. (I have printed them below.) This is clearly wrong. Why did it do this?

Note: all of these are z37_request_type T (Title requests).

Hold requests for item 000762187-10:

```
02 z37_rec_key \  
03 doc_number .....000762187  
03 item_sequence .....000010  
03 sequence .....0001 <----- request #1  
02 z37_id .....ABA-00002093  
02 z37_status .....A  
02 z37_expand .....Y  
02 z37_priority .....20  
02 z37_open_date .....20100202  
02 z37_open_hour .....1126  
02 z37_request_date .....20100202  
02 z37_end_request_date .....20100402  
02 z37_hold_date .....00000000
```

02 z37_letter_status04 <--- hold slip printed
02 z37_letter_date20100202 <---
02 z37_alphaL
02 z37_author
02 z37_title
02 z37_pages
02 z37_note_1
02 z37_note_2
02 z37_print_statusP
02 z37_requester_id
02 z37_cataloger_name
02 z37_cataloger_ip128.119.168.82
02 z37_hold_sequence000
02 z37_pickup_locationABDUB
02 z37_send_action01
02 z37_end_hold_date00000000
02 z37_recall_type01
02 z37_rush_requestN
02 z37_filter_sub_libraryABDUB

02 z37_rec_key \
03 doc_number000762187
03 item_sequence000010
03 sequence0002 <----- request #2
02 z37_idABA-00004946
02 z37_statusW
02 z37_expandY
02 z37_priority20
02 z37_open_date20100202
02 z37_open_hour1128
02 z37_request_date20100202
02 z37_end_request_date20100402
02 z37_hold_date00000000
02 z37_letter_status01 <--- wait letter sent
02 z37_letter_date20100202 <---
02 z37_alphaL
02 z37_author
02 z37_title
02 z37_pages
02 z37_note_1
02 z37_note_2
02 z37_print_statusP
02 z37_requester_id
02 z37_cataloger_name
02 z37_cataloger_ip128.119.168.82
02 z37_hold_sequence000
02 z37_pickup_locationABDUB
02 z37_send_action01
02 z37_end_hold_date00000000

02 z37_recall_type01
02 z37_rush_requestN
02 z37_filter_sub_libraryABDUB

01 z37_hold \
02 z37_rec_key \
03 doc_number000762187
03 item_sequence000010
03 sequence0003 <----- request #3
02 z37_idABA-00003326
02 z37_statusA
02 z37_expandY
02 z37_priority20
02 z37_open_date20100202
02 z37_open_hour1133
02 z37_request_date20100202
02 z37_end_request_date20100402
02 z37_hold_date00000000
02 z37_letter_status04 <--- hold slip printed
02 z37_letter_date20100202 <---
02 z37_alphaL
02 z37_author .

Resolution:

This is corrected by v20 rep_change 2434:

Description: Call Slips for Requests (cir-12) - There is a missing check when checking the availability of the item - if the hold request is not the first in the queue, no slip should be printed (only a "wait" letter). Up until now, if patron A placed a hold request, after running the service, the slip was printed (this was OK) but if a short time after that patron B placed a hold request and the service was run (before patron A picked up the item), another call slip was printed (for patron B) - this was wrong.

Solution: Now the check is added. Only if the hold request is the first in the queue, a call slip is printed.

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