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## CIRC/SA: Unranked holds not ranked when eligible items added

- **Article Type:** General
  - **Product:** Voyager
  - **Product Version:** 7.2.1
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### Description:

Bug Report Form for Issue 16384-12833

Module(s): Circulation, SysAdmin

Server platform(s) affected: all

Release(s) replicated in: 7.2.1

Last version without bug (if applicable): 7.2.0 (UB); 6.5.1 (demerits)

**Expected results:** When there are unranked holds on bib records with no eligible items, the hold should become ranked when an eligible item is added.

**Actual results:** On databases with UB and/or demerits enabled, unranked holds remain unranked when eligible items are added and Place Holds Using OPAC is not checked in the patron's Patron Group settings in the Circ Policy Matrix

**Workflow implications:** When items come in that are eligible to fill a hold, staff are not made aware, and patron requests may go unfilled when there are items available to fill them.

### Replication steps:

In a UB database or database with demerits enabled:

1. In SysAdmin

a. In the circ policy matrix, patrons tab, find a patron group and uncheck Place Holds Using OPAC.

b. In the matrix, make sure the patron group is eligible to place holds on at least one item type.

2. In Circulation

a. Find a record with no items attached, and place a hold on it for a patron in the patron group from step 1. If you check this hold in the patron record, you'll see it is unranked.

3. In Cataloging

a. Add an item record to the bib from step 2. Make sure it has an item type that is eligible for Holds in the policy matrix.

b. Click Save to DB. See "Item added to database" message. You are not informed there is a hold.

4. In Circulation, look at the patron record and the item record. Notice the hold remains unranked and doesn't register in the item record.

Repeat these steps but check the box for Place Holds Using OPAC in the circ policy. When you add the item to the database, you will be notified that there is an outstanding hold request, and in Circulation you'll see in the patron record that the hold now has the item barcode associated with it and the item registers the hold as it should.

**Other information:** This issue does not occur in non-UB databases that do not use demerits.

### Resolution:

Fixed in Voyager 8.1.1.

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- **Article last edited:** 3/19/2015