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## How to report on deleted hold requests

- **Article Type:** General
  - **Product:** Aleph
  - **Product Version:** 20, 21, 22, 23
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### Description:

How to report on hold/recall requests which are deleted by the patron or by the staff, or deleted by cir-17 due to being expired.

### Resolution:

The z309\_action for cancelled recalls is "21". This is listed in tab\_circ\_log.eng as "Recall cancelled".

As described in the article "Deletion of Hold Requests", expired hold requests can be deleted by the batch cir-17 Service.

Prior to version 22, z309 type "21"s (for recalls) were the only type of z309 produced for deleted/cancelled holds or recalls. The OPAC programs do *not* produce z309\_action 21's. The program which creates z309\_action 21's is b\_cir\_13\_b, which is part of the p\_cir\_13 job. It creates them only for z36\_recall\_type 01 or 02 (recalls) when it finds that there is no longer any z37 record for the recall. (It will also, optionally, produce a recall-cancelled notice to the patron.) Thus, if a patron cancels a recall, it will be only when p\_cir\_13 is run that the z309\_action 21 will be written. After that time, a run of cir-21 (the Circ Logger Report) for Action "Recall cancelled" will include this cancellation. The z309\_action 21's do not include cancelled holds (z36\_recall\_type 03); if it's a simple hold request (z37\_type 03), then it is not processed by p\_cir\_13.

With version 22, two additional z309 types relating to deleted holds/recalls were added. From ./source/copy/  
CIR\_LOG\_TYPE:

```
01 LOG-HOLD-REQUEST-DELETED      PICTURE X(2)  VALUE "72".  
01 LOG-HOLD-REQUEST-DELETED-OPAC PICTURE X(2)  VALUE "73".
```

(As is the case with the type 21 LOG-RECALL-CANCELLED, these log entries are written only if they are enabled in tab\_circ\_log.lng.)

Type 72's are written by the pc\_cir\_c0421 and pc\_cir\_c0427 programs; type 73's are written by the www\_f\_bor\_hold\_delete program.

Thus:

- \* holds/recalls deleted by the staff in the GUI will produce z309 type 72 records
- \* holds/recalls deleted by patrons in the OPAC will produce z309 type 73 records (See [this article](#) in regard to z73 records in Primo.)

- \* expired/cancelled recalls will produce z309 type 21 records;
- \* expired holds deleted by the cir-17 Service will not generate any z309 record, but will have a z37h (history) record.

There are filters for "Recall cancelled", "Hold request deleted", and "Hold request deleted (OPAC)" in the GUI under the "Circulation Log List".

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