

Hold request cancellation : no message about next hold request

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

When an item with multiple hold requests is returned and the first patron in the queue asks us to cancel his request, no notice is sent to the next patron indicating that the book is available.

Resolution:

From Ex Libris: The only way to get a notice sent to the next patron in the queue is to return the item again.

Thus, staff should be instructed to do a return of the item following the cancellation of the hold request.

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