
circ:reserve counters not incrementing accurately

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 7.0.1
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Description:

Bug Report Form for Issue 16384-7425

Module: Circulation

Release(s) replicated in: 7.1.0

Server Platform(s) affected: Solaris/all

PC O/S (if this is PC specific): n/a

Browser type & version (if WebVoyage): n/a

Expected Results: While an item is on a reserve list and is set to On Reserve, the Reserve Charges counter at the item record level should increment with each transaction (a charge and subsequent discharge) that takes place during that go round on reserve. If that item is then removed from reserve, the Historical Reserve Charges counter should increment by the amount stored in Reserve Charges at the time the item was removed from reserve, and the Reserve Charges counter should then decrement to 0 (until it is again On Reserve and further transactions occur).

Actual Results: Historical Reserve Charges counter increments by one just by setting the item to On Reserve, and is *not* incremented by the amount stored in Reserve Charges when the item is removed from reserve.

Workflow Implications: The Historical Reserve Charges counter is inaccurate as a reporting tool for the number of times a reserve item has been checked out.

Replication steps:

Create a brand new reserve list

Create a brand new item on said reserve list (go to the Items tab on the list, right-click in the grey area below the column headers, and select Create and Add Bib/Item)

Highlight your item and click on the Item icon overhead to bring up the item details; click on the Item History tab to see the Reserve Charges and Historical Reserve Charges counters.

Go back to your reserve list, highlight your new item, right-click and select On Reserve

Close and reopen the item details to refresh the counters – you'll now see that the Historical Reserve Charges counter reads 1, though you haven't yet used this item in a transaction.

Charge the item to a patron, then discharge the item, then close and reopen the item details to refresh the counters – this time, you'll see that Reserve Charges has incremented by 1 (as has Historical Charges).

Now, remove the item from reserve (highlight your new item, right-click and select Off Reserve) – you'll see that while the Reserve Charges counter does decrement to 0, the Historical Reserve Charges counter is not correspondingly incremented.

Resolution:

Fixed in Voyager 8.2.2.

- **Article last edited:** 3/20/2015