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## Patron unable to place hold on item that is checked out

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

Patron (staff member) Joe Brown is unable to place a hold on the item "Fiasco:" via the web OPAC. The item Fiasco is currently checked out to Bill Smith.

When Joe logs into the OPAC and goes to place the hold on fiasco, the Request option for the item is not available (there's no hyperlink) - only the Expand option is available.

Joe is able to place a hold on an item that is not checked out and can place a hold on an item that is on the shelf. But not on an item that is checked out. Is this the way holds is supposed to work?

### Resolution:

It doesn't matter whether or not you're logged in when you view this item as the "Request" link displays according to usm50/tab/tab\_hold\_request.

The problem stems from the following line in usm50/tab/tab\_hold\_request:

```
PRE          check_hold_request_w
```

According to the header:

"w: items that are actually loaned to a specific patron status or that have a specific item status cannot be requested."

The patron and item status that are checked in combination are defined in col. 3. For example: BOR=02,08;ITEM=03" However, you currently have no additional parameters defined in col. 3 (e.g. specific patron/item statuses) - so I think it's reading this to mean 'all item and/or patron statuses':

```
!      1                      2                      3
!!!!!!!!!!!!-!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!-!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
PRE          check_hold_request_w
```

I suggest that you either define specific item/patron statuses to be included in col. 3 or comment out this line (e.g.):

```
PRE          check_hold_request_b
PRE          check_hold_request_c
!PRE         check_hold_request_w
PRE          check_hold_request_l
```

Note: It seems that there is no way to specify that the *requesting patron* must have a particular patron status.

Note 2: It seems that the "PRE-GUI" lines in tab\_hold\_request have never been functional and should be removed.

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- **Article last edited:** 26-Apr-2018