
Discrepancy between GUI and WebOPAC requests for a patron

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

Susan Jones, patron ID 116388435, has 1 title request and 1 hold request in GUI; but in web OPAC only 1 title request, no hold request.

Why?

Resolution:

The hold requests are z37 records and the title-level requests are z370 records.

In the case where a patron has a title-level request that z370 record will translate into at least one z37 -- though it *could* be more than one.

In this case, the patron has one z370:

```
SQL> select Z370_HOLD_LIST from z370 where z370_id = '116388435';
```

```
Z370_HOLD_LIST
```

```
-----  
ABC500035605850000100001Y
```

And one z37:

```
SQL> select z37_rec_key from z37 where z37_id = '116388435';
```

```
Z37_REC_KEY
```

```
-----  
0035605850000100001
```

But, as you can see, they are the same item (003560585-00001).

Thus, the patron has just one item requested / on hold.

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