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## How do I limit hold requests to the specific item requested?

- **Article Type:** General
  - **Product:** Aleph
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### Description:

We've been having issues with hold requests going on item groups instead of the individual item that was requested, and it's causing problems for our staff and patrons. What settings do I need to have, and need to \*not\* have in order to have item-level requests?

### Resolution:

There are two situations:

- (1) where you want only item 12345678 to fulfill a particular hold request; and
- (2) where you want to prevent item 12345678 from fulfilling other (like-item) requests which have been placed on other items.

It \*seems\* that your concern is #1.

Whether only the specific item is allowed to fulfill the hold is determined by the z37\_expand value. This is what I see on your server:

```
abc50@ALEPH20> select Z37_EXPAND, count(*) from z37 group by Z37_EXPAND;  
Z COUNT(*)  
-----  
N 1227  
Y 1906
```

Requests for the ones with "N" will \*not\* be expanded to other items; only this specific item will be allowed to fulfill the request.

Is the hold being placed in the OPAC or the GUI? In the GUI, the staff member has the option on the second tab ("Item Filter Information") of checking the "Only Selected Item" box. There is no equivalent setting in the Web.

The setting on the Web (and the default for the GUI) is determined by tab15.eng column 11 ("Specific item"). I see that, generally, the abc50 tab15.eng col. 11 has "N", which means that the hold will \*not\* be on the specific item. (To have it be on the specific item you need to specify "Y".)

SKB 16384-27090 may be helpful.

If situation #2 is also a concern, see SKB 16384-24082.

If the above doesn't help, then please give a specific example of an item which was allowed to fulfill a request when you didn't want it to.

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