

---

## Transfer slips for recalled items not functioning

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

### Description:

We've received reports that transfer slips for items that have been recalled aren't functioning. We have two separate instances of this happening.

The first is BIB sys number 1805248. It was returned to the BIC and transferred to ABCD. However, a hold slip was generated at the BIC, rather than the transfer slip.

The second is 2329851. It was returned to ABCD and transferred to ENGIN. A hold slip was printed at ABCD instead of a transfer slip.

### Resolution:

I think, based on other reports, that the problem may be as follows:

- \* there are two or more requests for an item belonging to sublibrary A, where the first patron in the queue is at sublibrary B and the last patron is at sublibrary A
- \* the item is returned to sublibrary A and should have a transfer slip produced for transfer to sublibrary B, but instead has a hold slip produced at sublibrary A for the last patron in the queue.

Does this sound like your problem? If so, does it happen \*all\* the time -- or just some of the time? If just sometimes, what further conditions are there?

[From site:] It doesn't look like this is a continuing problem. We've been unable to recreate it. I'll open a new incident if we come across this again.

---

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