
Random (Primo-created) requests left on patron's account after hold filled

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 20
-

Description:

We are finding random hold requests left as active on patrons' accounts even after the hold has been filled and the item has been checked out and returned by the patron. We find that these requests have been created by Primo.

Resolution:

Analysis shows that these are cases where a defective hold request has been created by Primo, and the staff member, finding that no hold request appears in the item record display, creates a second hold request (for the same item/patron). (Note: the Z305-MULTI-HOLD is set to "N" but doesn't prevent this.) This second request is changed to a z37h when the item is checked out, but the first hold request persists.

The hold request created by Primo is defective in that the z37_end_request_date is the same as the z37_request_date. Thus, the request immediately fails to appear in the item display, which includes only active requests.

The dlf_create_item_hold program will be corrected.

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