

Distinction between Reservations and Requests

- **Product:** Aleph
 - **Product Version:** 20, 21, 22, 23
 - **Relevant for Installation Type:** Dedicated-Direct, Direct, Local, Total Care
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Question

Is it possible to cancel reservations on books, but not to allow the cancellation of requests?

Answer

Talking about "reservations" you mean supposedly requests created by patrons for items that are currently available (=not on loan) whereas "hold requests" are for items that are currently not available (=on loan).

The clarification of the terminology is important as actually in Aleph there is no such distinction between "reservations" and "requests" at all (also not in OPAC). Therefore the desired outcome can't be achieved.

In Aleph both requests for available and non-available items are stored in Z37 ("hold requests). In these records there is not always a clear distinction if they were originally placed on an available or non-available items.

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