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## Recalls placed via OPAC not working

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

A patron can place a request in the OPAC for an item that is currently on loan to another patron, but GUI Circ does not reflect this recall request for the patron who placed it, and no recall notice is being sent to the original borrower. However, if the request is made in the GUI, the patron's hold list shows it and the recall notice is produced.

### Resolution

The z37 records for recall/holds placed via the Aleph OPAC or Primo can be distinguished by the fact that they always have a blank z37\_cataloger\_name, while requests placed via the GUI have the username of the staff member who created the hold as the z37\_cataloger\_name.

Whether requests placed via the Web are treated as recalls or holds is determined by the www\_server.conf www\_z37\_recall\_type value. If this value is "01", they are treated as recalls; if "03", as hold requests.

The following SQL shows the z37\_recall\_type for requests placed via the Web during a particular time period:

```
SQL> select z37_open_date, z37_rec_key, z37_id, z37_recall_type from z37
where z37_cataloger_name is null and z37_open_date > 'yyyymmdd' order by
z37_open_date;
```

If '01' is intended and desired, but the www\_z37\_recall\_type is currently set to '03', you can change it and restart the www\_server. In addition, SQL can be used to change all of the existing still-active requests for holds (03) to recalls (01).

The effect of this change will be that the next run of cir-13 ("Recall Items on Loan") will process them as recalls and the z36\_recall\_date, z36\_recall\_due\_date, z36\_due\_date\*, and z36\_recall\_type fields in the item loan records will be updated. (\*The change to the z36\_due\_date will occur only if your Circ policies call for the reduction in the loan period for recalled items.)

### Additional Information

Sample SQL for updating z37\_recall\_type for existing requests placed via the Web:

```
SQL> update z37 set z37_recall_type = '01' where z37_cataloger_name is null
and z37_open_date > '20160721' and z37_status = 'A';
```

(Note: The z37 table should be backed up via the file-03 Service before making any such update.)

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