

patron hold requests

- **Product:** Alma
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Question

Why does cancelling a request that is on the hold shelf not remove the request?

Answer

When the request is marked as on the hold shelf, cancelling the request requires to also process the physical items that is physically on the hold shelf – i.e. reshelve it, activate a next request or transit it to another required pickup location. Because there is a physical item that needs to be handled, the system flags the hold request as expired, in order to trigger a reshelve/activate next action.

Scanning the item barcode removes the request, and activates the next step in the workflow.

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