

How to change to "on hold shelf" letter

- **Product:** Alma
 - **Product Version:** All versions
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Description

When we receive a book for interlibrary loan for our patrons, an "On Hold Shelf" email goes out to them. I would like for the letter to NOT have the "Item will be held for you until...." line in it. I have customized to letter to not include that line, but today's emails still had the line in them. Is there a different letter I need to change? I can't find any other letters in the email letters configuration that look like they might be the right one.

Resolution

There are a couple options for changing the letter.

1. You could change the letter line `note_item_held_until` to read something like "this item is due back to the lending library on" (Configuration menu > General > Letter emails > On Hold Shelf Letter).
2. This letter can also be customized using XSL:

<https://developers.exlibrisgroup.com...-customization>

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