
Place in Queue is 0 (zero) - what does it mean?

- **Product:** Alma
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Question

In Primo when placing a request, users find that their place in the queue is "0" (zero). Intuitively, that would seem to indicate that they did NOT have a place in the queue for this item. Is there any way this can be changed to reflect that the first person to place the hold has a place in queue which = 1 ?

Answer

As confirmed by the development team, currently, the number **zero (0)** signifies first request to be served. Meaning, when a request is created – and no other requests exist (for this title or item). It is considered first in the queue. This number (0) immediately starts the workflow with "Pickup From Shelf". Any additional requests submitted after that should be queued by Request Priority.

Additional Information

More information about "[Request Priority](#)" is found in the Online Help.

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