
Remove Recall option from Patron Requests screen in Voyager WebVoyage

- **Product:** Voyager
 - **Relevant for Installation Type:** Multi-Tenant Direct, Dedicated-Direct, Local, TotalCare
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Question

How do we remove the "Recall" option from the Patron Requests screen in Voyager WebVoyage?

Answer

Configure the OPAC Circ Desk policy definition. Determine the policy that contains the location that's set as the OPAC Circ Desk for that cluster in: SysAdmin>Circulation>Cluster Maintenance. The "OPAC Circ Desk" as set in Cluster Maintenance is the circulation desk used for circulation transactions occurring in WebVoyage. Go to SYSADMIN > Circulation > Policy Definitions > "OPAC CIRC DESK" > PATRONS tab.

- Assuming there are Patron Rules set for *specific* Patron Groups in the policy definition for the OPAC Circ Desk, set the rules for each Patron Group to have "Place Recalls Using the OPAC" as unchecked.
- If there are *no* Patron Rules set for specific Patron Groups in the policy definition for the OPAC Circ Desk, set the (all) rules to be unchecked for "Place Recalls Using the OPAC".

Additional Information

This also applies to the "Place Holds Using The OPAC", "Place Short Loans Using The OPAC", and "Place Call Slip Requests Using the OPAC" checkboxes. See the [System Administration User's Guide](#), Chapter 5, for additional information.

Many sites have a unique location called "OPAC Circ Desk" which is the OPAC Circ Desk Happening Location. Support recommends that configuration setup. But using a unique location is not required.

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