

Outstanding hold/recall prevents deletion of bib record

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

Question

Unable to delete bib record because of outstanding hold/recall.

Receive error: "Unable to delete bibliographic record. An outstanding hold/recall exists" when attempting to delete a bib record.

Answer

Voyager will allow the deletion of both an item and a MFHD, even if there is an outstanding hold. However, it will not allow the deletion of the bib until the on hold item is charged to the patron, the hold expires, or is canceled and archived.

To delete the bib, staff will need to wait until the on hold item is charged to the patron, the hold expires, or is canceled and archived.

Additional Information

The following Prepackaged Reports Access query can help determine the date after which you will be able to delete the bib record. It prompts for a bib ID and may help to determine the date the bib will be available for deletion.

```
SELECT HOLD_RECALL.BIB_ID,  
IIf([VOYAGER_DATABASES].[DB_NAME] Is Null,"Local Bib",  
[VOYAGER_DATABASES].[DB_NAME]) AS HoldingDBName,  
IIf([HOLD_RECALL].[HOLD_RECALL_TYPE]="H","Hold",  
IIf([HOLD_RECALL].[HOLD_RECALL_TYPE]="R","Recall","Unknown/Other"))  
AS HoldRecallType, HOLD_RECALL.CREATE_DATE, HOLD_RECALL.CREATE_OPID,  
HOLD_RECALL.AVAILABLE_NOTICE_DATE,  
IIf([HOLD_RECALL].[AVAILABLE_NOTICE_DATE] Is Null  
And [VOYAGER_DATABASES].[DB_NAME] Is Not Null,  
"TBD: The hold expire date will be updated when the item arrives at your library" &  
" and is discharged to put on the hold shelf for the patron.",  
IIf([HOLD_RECALL].[AVAILABLE_NOTICE_DATE] Is Null  
And [VOYAGER_DATABASES].[DB_NAME] Is Null,  
"TBD: The hold expire date will be updated when the item" &  
" is discharged to put on the hold shelf for the patron.",  
[HOLD_RECALL].[EXPIRE_DATE] &  
", OR, whenever the item is charged to the patron's account."))  
AS HoldClearedOn  
FROM HOLD_RECALL LEFT JOIN VOYAGER_DATABASES  
ON HOLD_RECALL.HOLDING_DB_ID = VOYAGER_DATABASES.DB_ID  
WHERE (((HOLD_RECALL.BIB_ID)=[Enter bib ID:]);
```

Note

Constructing custom SQL queries by request and troubleshooting unexpected results from customer-created SQL queries falls outside the scope of Support. The above has been posted for informational purposes. [Voyager-L](#) and [Developer Network](#) are useful resources for finding helpful custom SQL or obtaining assistance from peers in troubleshooting custom queries.

-
- **Article last edited:** 04-Dec-2020