A single hold is connected to two patron accounts and the paperwork does not match the name in Millennium/Sierra?

There can be problems when two patrons from the same library place Prospector requests that go on the same item. An asterisk next to the patron or item name in the Circulation system is an indicator of that situation.

Perhaps the lending library did not notice the discrepancy and sent the item with mismatched patron info, and that’s causing the problem. However, in that situation we would expect the second hold to remain and be filled after the first request is returned.

The best solution in this case may be to re-request the item(s) for patrons if necessary.

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