Borrowing/Lending

When checking in an item, a message displays that indicates a hold for a Prospector patron but no hold slip is produced. Upon further investigation of the item record, there are no item level holds. Why does this occur and how can it be fixed?

Staff from several Prospector libraries report seeing these ghost messages from time to time. The cause is still unknown. Most libraries manually delete these messages. Another approach is to run reports (a couple of times per year) looking for item records that meet the criteria:

- Item status is not equal to "@"
- And no item-level hold exists
- And message field contains "IR00" (alternatively look for messages that contain "@9")

That seems to catch item records that are circulating locally, have no attached Prospector hold, but still have a message field pertaining to a Prospector request. Global Update could be used to delete the message fields from those item records.

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