Why won't Prospector create a hold on an item when all copies are checked out?

If all copies of an item are checked out in Prospector, the system attempts to select an item with the nearest future due date in order to place a hold. However, an exception has been programmed by III which says that if all copies are long overdue then the ability to place a hold is not allowed. This is on the theory (usually correct) that the items may never come back and the patron may be better served using traditional ILL or some other technique.

III has programmed generic responses that are not always clear or instructive either for the patron or librarian.

Unique solution ID: #1160
Author: Rose Nelson
Last update: 2017-08-24 20:27