Paging and Holds

Prospector items are reappearing on patron's records as overdue and holds are disappearing from patron accounts. What's up?

This could be a problem with your library's record loading queue into Prospector. It's possible that the loading queue has been interrupted by a corrupt record in Prospector or a large load of catalog updates. Ask the CO Alliance to look at your record loading queue to see if there is a problem. Once in a while, a transaction gets dropped or lost and this could cause things to happen out of sequence or for some data to get dropped. The Alliance will work with III to fix the problem.

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