Strange Issues-Circulation

The check-out to remote site displays the following: “Item on hold for (patron name). Check out item anyway?” The two options are: “Yes, override this hold. (or) Yes, cancel this hold with re-request.” I'm unable to check out the hold to the person listed

Is the other hold another Prospector hold, or one for a local patron? Is there really another hold when you look at the record? Does it check out to anyone when you choose the Override option?

There may be a couple of situations that are causing the above scenario. One reason may be the system is stuck on the previous Prospector checkout. Checking in the item and trying again may clear it. Or you may have to check it out to the Prospector patron that looks wrong (because it was really already out to that person), check it in and then you’re able to check it out to the correct current requesting patron. Another reason could be there is a hold on the same item in the local system. If this is the case you can determine who gets the item by who placed the hold first.

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Author: Sarah Vaughn
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