Is there a way in Service Config to have a Recall button placed without a Hold button?


Applies to

- WorldCat Discovery
- WorldShare Circulation

Answer

Yes, libraries that have the option to configure a recall button do not need to enable the hold button as well. If you have disabled the hold button and enabled the recall button, but the hold button is still appearing for some items, go to [OCLC Service Configuration > WorldCat Discovery and WorldCat Local > Place Hold/Request Buttons](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/Is_there_a_way_in_Service...) and scroll down to the menu of "For items owned by [your library]". Make sure that "none" instead of "Placehold" is selected for the items which you do not want to display a hold button for. The recall button will still display. If you would like to choose whether the Place Hold button displays based on location or status, please see configuration settings for the [OPAC Status grid](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/Is_there_a_way_in_Service...).

Additional information

More information on the recall button can be found in our documentation in the [OCLC Service Configuration](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/Is_there_a_way_in_Service...) guide.

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