Why are items not being removed from the patron's hold list?

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Symptom

- Holds that have been filled are still appearing under holds on patron accounts in WorldShare Circulation.

Applies to

- WorldShare Circulation
- WorldShare ILL

Resolution

Verify the correct workflow is being followed for processing requests from WorldShare ILL.

1. Check to make sure you are logged into the WorldShare branch where the item was requested.
2. Use the temporary item barcode to check the item in.
3. Check the item out to the patron.
4. The hold should now be removed from the patron account.

Additional information

For more information please visit Set up Integration for WorldShare Interlibrary Loan Integration.

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