A patron is unable to request an online reservation

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Symptom

- OLIB rejects an online reservation and/or hangs when the request is submitted

Applies to

- OLIB (all versions)

Resolution

1. In the OLIB Web reservation record, click the users' name link to access their User Details.
2. Under Circulation Details compare the number of items Reserved with the Max. Reservations limit. If the maximum number has been reached you will need to cancel a reservation before making another.
3. If the Max. Reservations setting is null on the user record check the details configured in the relevant Loan Terms and/or User Category records.

Additional Information

Further details About Reservations Set Up can be found in the OLIB online help.

Page ID

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