Strange order in hold request list

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Applies to

- CIRC

Answer

Sometimes you may see an unexpected order in the holds for a certain item.

It may be that you see holds down the list that are placed well before the first hold in line. This can have various reasons, two of them being:

- other holds have been increased in priority by clicking the button 'move to top of queue'
- there is a hold from date entered, causing the hold to be placed in the queue at the indicated point in time

Holds will be placed in the list based on dates. The dates that are of influence are the hold from date and the hold placed date. The hold from date will override the hold placed date.

Besides that, a certain hold can be moved to the top of the queue, regardless of the dates entered.