There are no checkboxes next to the items in the patron hold list. How do I fix this?

Last updated: Fri, 14 Jun 2019 14:47:03 GMT

Symptom

• When the holds are displayed, the details of each hold exist but not the checkboxes so we cannot select any of the holds
• The holds cannot be deleted because they cannot be ticked due to the disappearance of the checkboxes

Applies to

• WorldShare Circulation

Resolution

It is just a display problem, which usually occurs when another operator has a different sort order applied. It can be solved by:

1. Clicking the little cog icon to the right of the holds and Select All from the list of options.
2. The checkboxes will now display.
3. Occasionally, there can be a problem with the display, in that, rather than a list of items on loan being displayed, the results concertina is duplicated on the display. If that happens, simply open the gear widget again and select Reset to Defaults.