Why am I seeing conflicting shelving information for an item in Discovery?

Symptom

• Under "Check Availability" in Discovery, the item shows Available in the Holding Summary and shows Not Available in the record status

Applies to

• WorldCat Discovery

Resolution

Sometimes, for a variety of reasons, the status information in OPAC Statuses, Location, and Circulation Policies module of the Service Configuration can inadvertently be altered. Every WorldShare Management Services institution should have a row in the module that is laid out as follows:

1. Under the "OPAC Status Message" column: *Not Available*.
2. Under the "Status Treatment" column: Unavailable.

This impacts the Availability Table’s ability to display items properly that are In Process, On Hold or otherwise unavailable.