Why is the Place Hold in Discovery button throwing an error?

Last updated: Fri, 03 Jan 2020 23:19:40 GMT

Symptom

• An error occurred while processing the data

Applies to

• WorldCat Discovery
• WorldShare Circulation

Resolution

Because this feature relies on Circulation policies, we need to be sure the proper hold requests policies are setup:

1. Make sure you have a [Hold Request Policy](https://help.oclc.org/Discovery_and_Reference/WorldCat_Discovery/Troubleshooting/Why_is_the_Place_Hold_in_... setup in the [OCLC Service Configuration](https://help.oclc.org/Service_Configuration/OCLC_Service_Configuration)
2. Ensure this is applied to a mapping in the Hold Request Map.