I see "Unknown" or "N/A" in the Item Branch Name column of the Open Holds report. Why isn't a branch name always listed?

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Applies to
- WorldShare Analytics

Answer
The difference between those items with missing information and those without missing information is due to the type of hold, so title-level hold vs. item-level hold.

Title-level holds do not show location information because the request is filled with any available copy. An item-level hold will show the specific location information because an individual copy is chosen, and the location information is definitive.