When placing a hold on a record, I see an error that says "No pick up locations available".

Last updated: Thu, 05 May 2022 12:12:12 GMT

Applies to

• WorldShare Circulation

Symptom

If a hold is placed from inside WorldShare Circulation, the Create New Hold Request screen reads that the "Pickup Branch or Pickup Location is Not Available due to Policy". The same hold placed from WorldCat Discovery causes an error that says "Ineligible for place hold. No pick up locations available".

Answer

This issue can occur for multiple reasons please consider the following:

• Check to verify that the items can be requested by the patron per Location Policy > Can Fulfill Holds?
  ◦ Look at the material format, holding location, and shelving location of the requested item(s) vs. the requesting patron’s home institution/branch.
  ◦ If the user is placing an ‘any copy’ / title-level hold, then look at all items held on the requested bib. At least one must be allowed to fulfill holds.

• Is there a valid, active pickup location selected in the Hold Pickup Locations Map?
  ◦ Reading this map may also require you to know the user’s patron type

• Is the patron currently suspended?
  ◦ Suspended users cannot place hold requests. These users will always see the ‘no pickup locations available’ message.

Additional information

Please see more information about how to use Location Policy. Additionally, there is information available on the Hold Pickup Locations Map