When selecting a pick up option I get a ‘not available due to policy’ message. What policy should I check?

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Applies to
• WorldShare Circulation

Answer
Here are the policies that you need to check if a pickup option displays the ‘not available due to policy’ message when attempting to create/edit a hold in WorldShare Circulation:

• Collection Type Policy
  ◦ Can the item(s) in the collection fulfill holds for the requesting user?

• Hold Pickup Locations Map
  ◦ Given the item eligibility per Collection Type Policy, are there pick-up locations configured for this scenario?
  ◦ Compare the map to the home branch of the patron in the Admin module or the Profile tab.

• Branch Locations
  ◦ Is the desired pickup location currently active?

Additional information
Collection Type Policy
Hold Pickup Locations Map

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