Items that would fulfill a hold move to status "reshelving" when checked in

Last updated: Fri, 14 Oct 2022 21:01:20 GMT

Applies to

- WorldShare Circulation
- Service Configuration

Answer

This is happening because the Hold Fulfillment Policy Map in Service Configuration does not have an entry that applies to the Patron, Material, and Holding or Shelving Locations. If the Hold Fulfillment Policy Map has a single, dark blue bar then no entry has been created yet, and at least one needs to be set up and saved.

If updating this configuration does not allow items to fulfill holds when checked in, please contact OCLC Support for additional assistance.

Page ID

45895