Patrons are reporting not being able to put holds on items.

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Symptom

• An error message "This action cannot be completed. Please contact a library staff member for assistance."
• An error message "Ineligible for place hold. No pick up locations available"

Applies to

• WorldShare Circulation
• WorldCat Discovery

Resolution

Once a branch has at least one branch location that is an active or inactive pickup location, the branch alone is no longer a valid selection in the Hold Pickup Locations Map.

Please check to see if the branch causing the error has a branch location assigned under that branch that is an active pickup location. If so, check to see if that branch location has been updated in the Hold Pickup Locations Map.

Note: When looking at the Hold Pickup Locations Map; the problem values are now highlighted in red.

If the branch locations are not pickup locations (i.e. the library is happy with the branch name alone for pickup), update the branch location configuration so that it’s Service Status = Not a Pickup Location. Otherwise, update the Hold Pickup Location Map to select the branch location instead of the branch.

Additional information

This error can occur for multiple reasons, please see additional troubleshooting.

Manage branch locations that are not pickup locations.

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