Why is the Hold Shelf Expiry Notification not being sent out even though the item status in WorldShare Circulation shows On Hold (Expired)?

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Symptom

• Hold Shelf Expiry Notification has not been sent out after a hold has expired on the hold shelf

Applies to

• WorldShare Circulation

Resolution

Hold Shelf Expiry Notifications will not be sent out until the items are checked-in from the hold shelf. Please check-in the items to initiate the notifications. Hold Shelf Expiry Notifications can be configured to be sent hourly at the top of the hour. If not configured to be sent at the top of the hour, these notifications will be sent by the system daily at 7:00 am local time.

Additional information

Hold Fulfillment Policy

Notification Policies

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