When I click on my library's hold fulfillment button, I get directed to an ILL request form.

Symptom

• When I click on the Place Hold/Request button I am sent to an ILL request form as if the library does not own this title.

Applies to

• WorldCat Discovery
• WorldShare Circulation

Resolution

This can happen when the relevant WorldShare Circulation policy does not allow holds to be placed:

1. Verify that the shelving location on the record is currently assigned to a Collection Type Policy that allows holds to be placed.