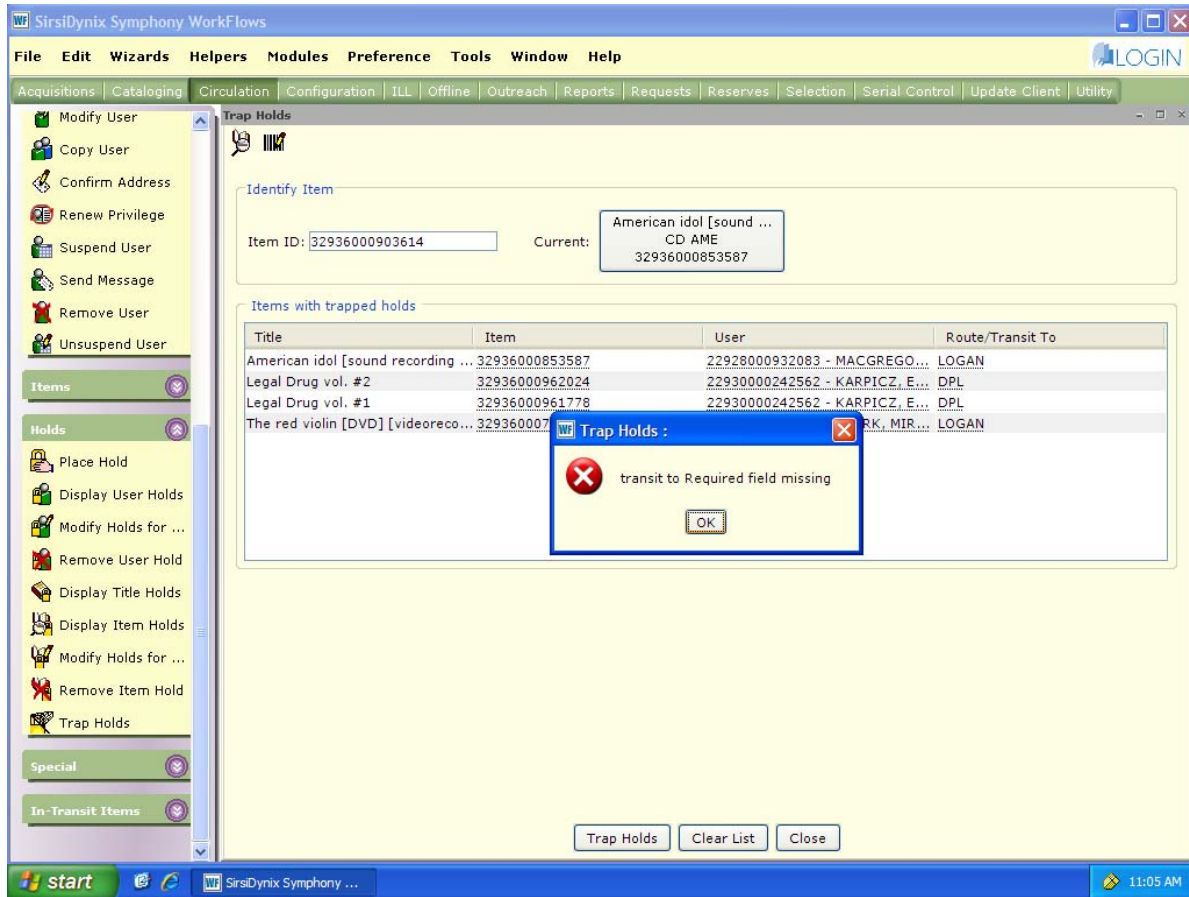


Problem:

When trapping a hold, we receive this error message:



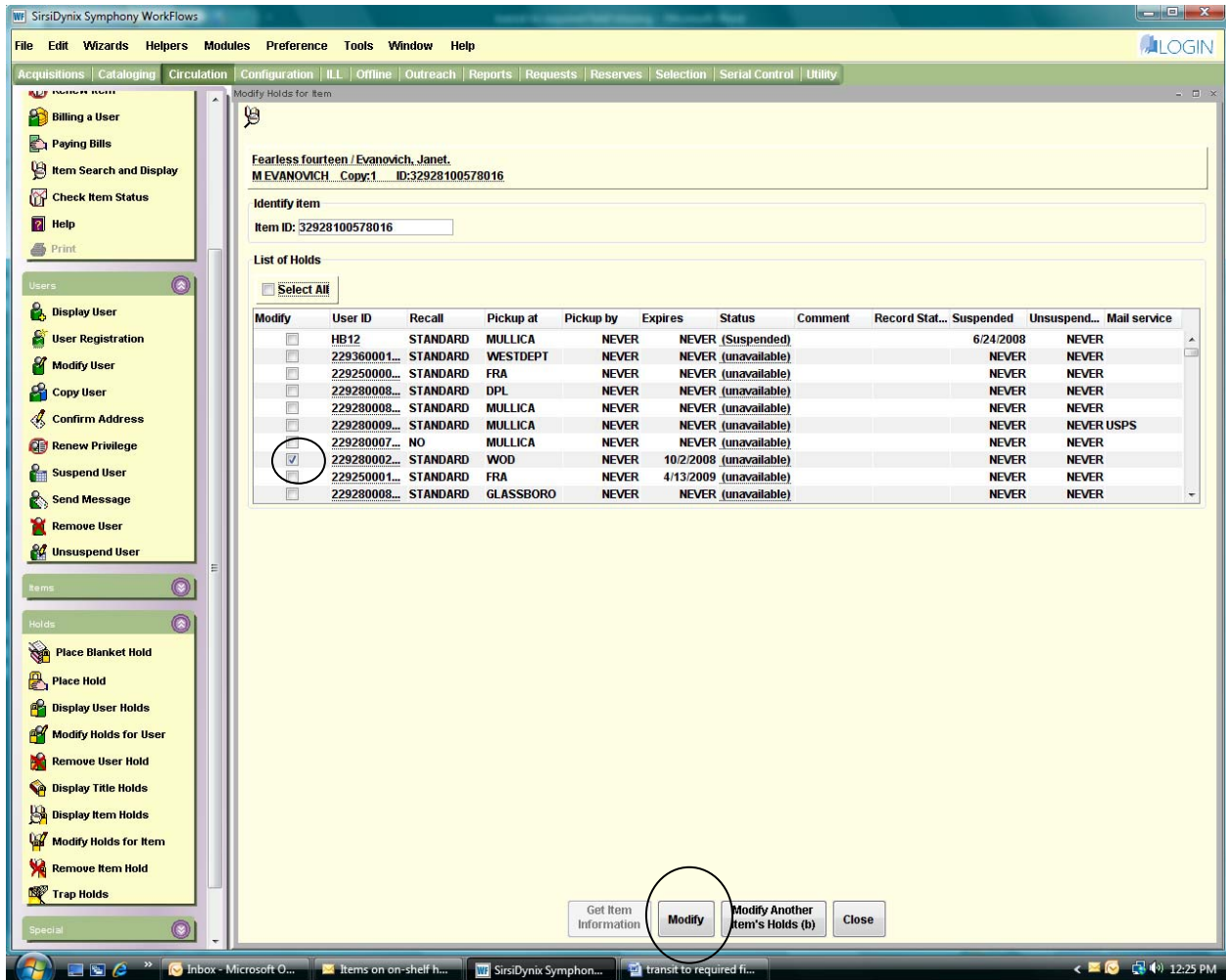
Background:

This error message displays when the customer requests that a hold be mailed to her/him but the item that fills the hold is not from a collection that can be mailed. For example, CDs belonging to Woodbury are holdable by customers at Mullica Hill, but they cannot be mailed to those customers. However, at this time there is no mechanism in place that stops the customer from requesting that the item be mailed to them. Note that this problem only occurs with item types that are shared by libraries that participate in MailLit and libraries that do not (CD, DVD, for example). As a result, when the hold is trapped the software generates a transit location that is invalid for the trapping library.

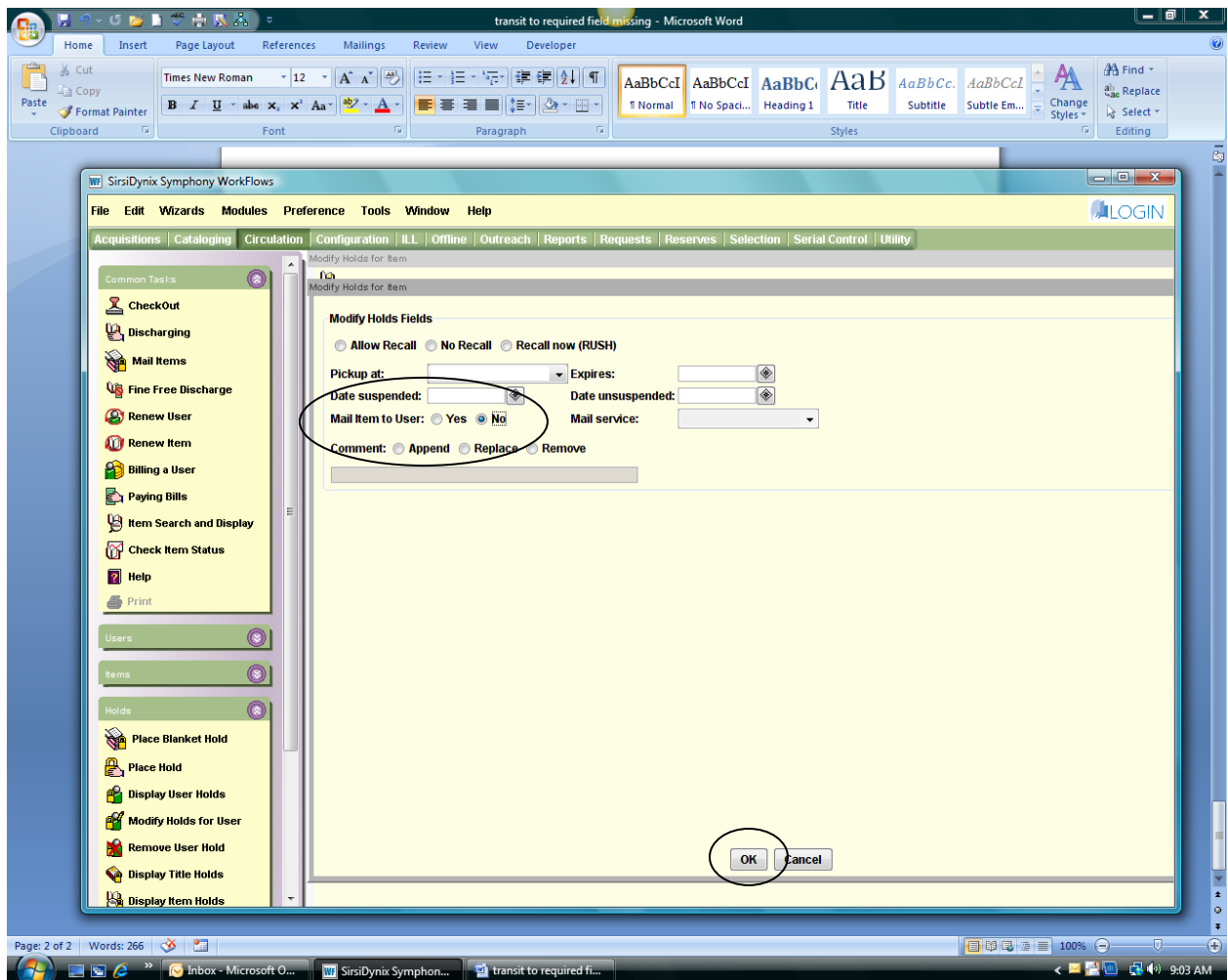
Solution:

We hope that the long term solution will come from SirsiDynix. But until then:

1. Notify the customer that the item cannot be mailed. Mullica Hill circulation staff will take care of this if you prefer. Send the customer and item information to Judy Ballard at jballard@gcls.org and she will contact the customer.
2. Change the hold delivery method
 - a. Go to the circulation tab in Workflows
 - b. In the Holds group of Wizards, select one of the Modify wizards (Modify Holds for Users or Modify Holds of Items) and find the hold that you want to change.
 - c. Check the box next to the hold to be modified and click Modify.



- d. At the Mail Item to User section of the Modify Holds Field screen, Select No. Then click OK.



3. You should now be able to fill the hold.