A patron is unable to request an online reservation

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**Symptom**

- OLIB rejects an online reservation and/or hangs when the request is submitted

**Applies to**

- OLIB (all versions)

**Resolution**

1. In the OLIB Web reservation record, click the users' name link to access their User Details.
2. Under **Circulation Details** compare the number of items Reserved with the **Max. Reservations** limit. If the maximum number has been reached you will need to cancel a reservation before making another.
3. If the **Max. Reservations** setting is null on the user record check the details configured in the relevant Loan Terms and/or User Category records.

**Additional Information**

Further details About Reservations Set Up can be found in the OLIB online help.

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https://help.oclc.org/Library_Management/OLIB/Troubleshooting/A_patron_is Unable_to_request_an_online_reserv...