# Requests issues, 12 August

## Issue 1: EDS places a page request then places a hold or recall request for the same patron

Item barcodes:

**1061405649**. Circulation Log shows no activity on this item between migration on 22 January and the request being placed by an EDS user via request by instance API on 12 July. Item status was “Available” at the time it was requested. Circulation Log shows:

1. 12/07/2022, 19:11. Request created for patron 5010019143 via EDS. Request type is Paged.
2. 12/07/2022, 19:12. Request created for same patron 5010019143 via EDS, ie one minute later, another request for the same item is created for the same patron. Request type is Hold, presumably because a page request already exists.
3. 12/07/2022, 19:12. Within the same minute, the request is edited to change the fulfilment preference to Delivery. This is expected behaviour from the custom code EBSCO built for us to allow delivery requesting from EDS, if the user selects Delivery as their fulfilment preference.
4. The initial page request no longer exists in Folio, ie it was not cancelled, it was deleted, don’t know when or how but must have been via API.
5. Outcome was that a hold request existed for an available item. It doesn’t show in the paging list so will effectively never be fulfilled unless staff monitoring picks up its existence.

Circulation Log: <https://massey.folio.ebsco.com/circulation-log?itemBarcode=1061405649>.

Same issue with these items:

**1095026873**. Circulation Log: <https://massey.folio.ebsco.com/circulation-log?itemBarcode=1095026873>. Two requests created for same patron in same minute (31/07/2022, 09:49), second is a recall.

**1061780803**. Circulation Log: <https://massey.folio.ebsco.com/circulation-log?itemBarcode=1061780803>. Two requests created for same patron in same minute (11/07/2022, 04:51), second is a recall.

**1062011186**. Circulation Log: <https://massey.folio.ebsco.com/circulation-log?itemBarcode=1062011186>.

**1061775991**. Slight difference in that there’s a five-minute gap between creating the initial Page request and creating a delivery request.

1. 05/08/2022, 13:52. Page request created for patron 2003268381 via EDS.
2. 05/08/2022, 13:57. Recall request created for same patron 2003268381 via EDS.

Circulation Log: <https://massey.folio.ebsco.com/circulation-log?itemBarcode=1061775991>.

## Issue 2: ‘ghost’ page request causes recall request to be placed on an available item

Item barcodes

**1061930508**. Circulation Log shows no checkout activity for this item until the most recent request. A page request was created on 18 April but never fulfilled, and a recall request was created on 1 August, although the item status was Available.

1. 18/04/2022, 21:33 . Page request created for patron 2017181734 via EDS. Nothing in the Circulation Log shows that this request was ever fulfilled, but at some point the request has been deleted, ie Folio can’t find a request record with ID c8c1f4b9-d679-4524-9e19-b72b20efb2ab.
2. 01/08/2022, 17:23. Recall request created for patron 2017294334 via EDS.
3. 01/08/2022, 17:23. Within the same minute, the request was edited to change the fulfilment preference to Delivery. This is expected behaviour for delivery requests.
4. Outcome is that a recall request was placed on an available item.

Circulation Log: <https://massey.folio.ebsco.com/circulation-log?itemBarcode=1061930508>.

**1061927542**. No checkouts, item was/is available. Page request created in March, never fulfilled, since deleted somehow, recall request placed on 20 July.

1. 03/03/2022, 20:36. Page request for patron 2022003006 via EDS. Request never fulfilled, has now somehow been deleted.
2. 20/07/2022, 15:48. Recall request created for patron 2022009777 via EDS.
3. 20/07/2022, 15:48. This is expected behaviour for delivery requests.
4. Outcome is that a recall request was placed on an available item.