

# AFO 422 – Reservation queues

## 422.1 Introduction

Using AFO 422, you can modify the priority of the reservations for an item. In principle the 'first come, first served' rule is applied. AFO 422 makes it possible for you to deviate from this strict order.

Modifying the priority is no longer possible if a reservation card/slip has been printed for the borrower, meaning if AFO 451 has generated a new print file for reservations.

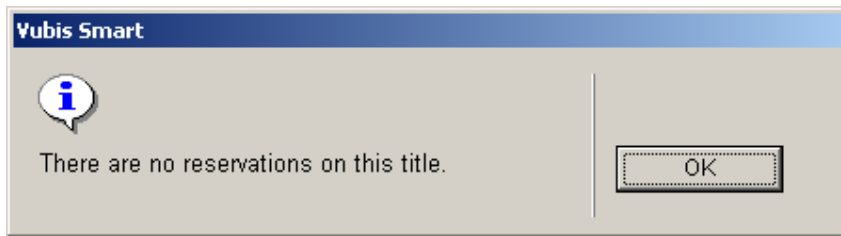
### Note

- When the order in the queue is modified, this pertains to all copies;
- If the activation date of a reservation is modified, this will automatically reflect in the queue;
- It is possible to move a reservation up or down in the queue of reservation that have not yet been satisfied;
- Once an item has been trapped for a borrower (in transit or on pickup shelf) the item will remain trapped, even if the activation date is modified.

## 422.2 Reservation queue

When you choose this option you are first presented with the standard search screen for bibliographic searches.

When there are no reservations for the chosen title, the following message is displayed:



When your search was successful, you will be presented with an overview screen with reservations for the chosen title.

| No | Borrower   | Name           | Date placed | Pickup point | Active date | Expiry date | Status     |
|----|------------|----------------|-------------|--------------|-------------|-------------|------------|
| 1  | 200399132X | Oxley, Miriam  | 03 Dec 2004 | PNB/WP       | 03 Dec 2004 | 03 Mar 2005 | In transit |
| 2  | 200399096X | Oxley, Patrick | 14 Mar 2006 | PNB/BD       | 28 Feb 2006 | 12 Jun 2006 | Open       |
| 3  | 20031234   | Jansen, A.B.   | 28 Feb 2006 | PNB/WP       | 28 Feb 2006 | 29 May 2006 | Open       |
| 4  | macleod    | Macleod, Cen   | 21 Mar 2006 | PNB/BD       | 21 Mar 2006 | 19 Jun 2006 | Open       |

At the bottom of the window, there is a status bar showing 'Connected', '422', 'PNB/BD - 2 - 2996', 'JNS', 'CAPS', 'NUM', and '17:14'.

## Columns on the screen

**Borrower:** The borrower (barcode) number is displayed in this field.

**Name:** This field contains the name of the borrower.

**Date placed:** The date upon which the reservation was registered is displayed here.

**Pickup point:** The location where the reservation was made (or is to be picked up) is displayed here.

**Active date:** The activation date of the reservation. This can be later than the date on which the reservation was placed.

**Expiry date:** the expiry date of the reservation, after which the system will no longer try to satisfy the reservation.

**Status:** the status of the reservation. See section 422.2.2.

### Options on the screen

**Details:** This takes you to the overview screen of reservations for this borrower, like in AFO 415.

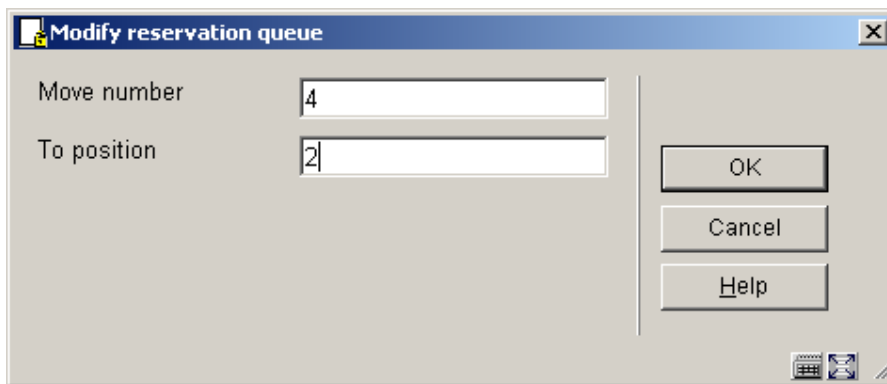
**Delete:** choose this option to cancel the selected reservation. You need to specify a cancellation reason (like in AFO 415).

**Change order:** when you choose this option you will be presented with a form. See section 422.2.1

**Print:** when you choose this option, the standard screen for output is presented. You can print the complete queue.

## 422.2.1 Change order

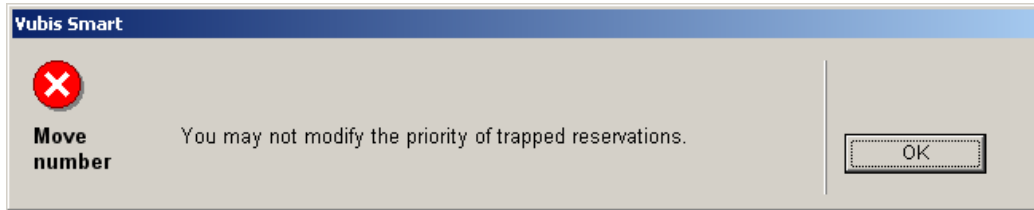
**Change order:** when you choose this option you will be presented with a form:



The screenshot shows a dialog box titled "Modify reservation queue". It has a title bar with a lock icon and a close button. The dialog contains two input fields: "Move number" with the value "4" and "To position" with the value "2". To the right of the input fields are three buttons: "OK", "Cancel", and "Help". At the bottom right corner, there are small icons for a keyboard, a mouse, and a help icon.

Enter the line number for the reservation that you want to move up or down the reservation queue as well as the position you wish to move to, and click **OK**.

For certain statuses the order can no longer be changed. A warning will be displayed:



When it is allowed to change the order, the screen will be redisplayed reflecting the changed order.

## 422.2.2 Statuses

The following statuses are possible:

- **Open** (use for active and not yet trapped, no copies immediately available)
- **On picklist** (use for active, not yet trapped but copies on shelf – i.e. copies are on a picklist)
- **Pending** (the reservation has a future active date. It will become active when the active date equals today's date)
- **Trapped** (in practice you will not normally see this because the item will normally go on to be available for pickup or into transit the moment it is trapped. To see an item "trapped" it would need to be trapped but not sent into transit automatically for some reason)
- **Available for pickup** (the reservation is on the reservation shelf and available for pickup by the borrower)
- **Expired** (no item was trapped to satisfy the reservation before it reached its expiry date)
- **Not picked up** (the reservation was not picked up within the specified period of time after the reservation became available)
- **In transit** (the copy is trapped and in transit to the pickup location)

- **Document control - Change History**

| <b>Version</b> | <b>Date</b>         | <b>Change description</b>  | <b>Author</b> |
|----------------|---------------------|----------------------------|---------------|
| <b>1.0</b>     | <b>unknown</b>      | <b>creation</b>            |               |
| <b>2.0</b>     | <b>January 2007</b> | <b>amended terminology</b> |               |