

Holds Processing Procedures

General Guidelines

The order and priority of holds should not be manipulated.

Patron Placed Holds

Patrons are allowed to place and cancel holds and change pickup locations in InfoSoup.

Holds Processing

See the OWLSnet manual for details on the following:

- Placing a hold
- Find a patron's place on the hold list
- Canceling a hold
- Editing a hold

Do Not Reserve Items

Loaning material is reciprocal. If you do not accept holds on certain kinds of items, then you should not ask to reserve them.

Title and Item Holds

All OWLSnet libraries will place title holds. Item holds can only be placed for the following:

- Issues of a magazine
- Multi-volume sets
- Items owned by your library that need to be retrieved for technical processing
- Retrieving a specific item for a patron, such a signed copy of a book.

Infosoup automatically determines the proper level of hold – title or item. When placing holds in the Millennium client, staff must be careful to choose *Item Returned Soonest* unless item fits one of the item hold exceptions.

Materials on Order

Materials that are on order may be reserved. If the title proves to be unavailable, libraries will be notified.

Multi-part Videos

Multi-part videos that are one bibliographic entity are not all handled the same way. Some are packaged together with one barcode and others are packaged separately with multiple barcodes. When placing holds on multi-part videos, place an item hold on the set or individual pieces that are desired. In the Millennium client, select the item and choose *Hold Selected Item*.

Rotating Items

Items may rotate from one library to another. When rotating items are sent to another library, the owning library changes the item agency and location code to the library the items are being sent to.

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Circulating items on the holdshelf

Items should be checked out to the same patron barcode number that was used in placing the hold. A specific item is trapped to fulfill a hold for a specific patron.

If a different family member is picking up an item for a *ready for pickup* item, follow the instructions in the OWLSnet manual to check the item out and cancel the existing hold. If you check an item out to a family member and do not cancel the original hold, the item may show up on the clear holdshelf report even though it is checked out.

Clear holdshelf

The holdshelf must be cleared each weekday your library is open. OWLSnet recommends that the holdshelf also be cleared every weekend day your library is open, although this is not required. Print out the clear holdshelf report and follow the instructions to fill other holds or return items to the other libraries or your library's shelves.

Hold Messaging Procedures

Each library can prepare their item and title paging lists from the Notices mode of the circulation client. The title paging list should be prepared at least once a day, although OWLSnet recommends this be done twice a day. The item paging list should be prepared at least once a day. If your item or title paging lists are not correct, please contact the OWLS office as soon as possible. Detailed instructions for processing the paging lists can be found in the OWLSnet manual.

Routing Materials

All materials that enter your library should be checked in. When items with holds are checked in, you will be notified if the hold is for pickup at your library or another library.

1. If your library is the pickup point, set the item aside (the status will be *ready for pickup*). Notify patrons that do not receive email notification. When the patron picks it up, check it out to the same patron barcode that was used to place the reserve, or cancel the original hold if a different family member/patron is picking up the item for the *ready for pickup* patron.
2. If the pickup point is another OWLSnet library (including OWL and NIC), select, *Set item in transit* and use an OWLSnet pink routing slip to route the material there by van. Be sure to use the correct van code. Use the Library Location Codes handout to determine the correct three letter van code if the system displays the two letter Millennium code.
3. Checked in material owned by a different OWLSnet library will have an *in transit* status. Route material back to the owning library with a green routing slip.