

Unfillable Holds and Long In Transit Holds Reports

These reports are created by Equinox at the beginning of each month.

Unfillable Holds (Holds on empty records that were requested more than 200 days ago)

What is this? Sometimes after a hold is placed, all of the items on the record are deleted because they are lost or damaged. The hold will remain on the record even though there are no longer items that can fill it.

What to do? Search the catalog for a record that does has an item attached to it. Place a hold on the record that has items. If there are no records with items attached, ask the patron if she wants an ILL. Cancel the unfillable hold.

What does the report look like?

Hold ID	Patron Barcode	Target	HT	Rqst Time	Pickup Library
540663	66072656152	1591622	C	2016-06-15	Albany Carnegie Public Library

Staff use the Patron Barcode number to search for the patron. Once found, staff access the patron's Hold screen and look in the Hold ID column for the hold number shown in the report. This is the hold that needs to be canceled after trying to find a record with items attached.

Long In Transit Holds (Holds in transit for more than 31 days)

What is this? Items in transit should arrive at their destination within two weeks. If an item is still in transit after thirty-one days, something is wrong somewhere.

What to do? Search for the items that are going from and to your branch. If found, checkin the barcode to complete the transit and learn if it is needed at another location. If items belonging to your library are not found, mark them missing.

All of the items in this report are coming to your branch to fill holds for your patrons. If not found, place another hold for your patron and add an alert to his account so that staff know to cancel the duplicate hold when one of the items arrives. Edit the request date so that the new hold has the same request date as the original hold. (Instructions for editing the request date can be found in the instructions for clearing the **Transit List** on the Missouri Evergreen Circulation Training Materials page.)

What does the report look like?

Hold ID	Patron Barcode	Target	HT	Rqst Time	Copy Barcode	Send Date	Sndng Lib	Dest Lib
804188	2000000057733	1580654	T	2017-06-24	35712000028954	2017-06-29	DML	ACPL

Use the Patron Barcode and Hold ID to find the item the patron requested.