

Dealing with long On Holds Shelf items

Best practice to keep materials moving:

1. Daily - Clear the hold shelf of Clearable Holds.
2. Weekly - Perform a visual scan of the hold shelf.
3. Monthly - Check the emailed report.

The monthly report **List of items in On Holds Shelf status for longer than 45 days** is sent monthly to the circulation email list. It is a list of all the items which have had a status of On Holds Shelf for longer than 45 days. Items appearing on this report should be investigated and actioned as soon as possible.

- Look up each barcode in Evergreen.
- Check the transit and hold tabs to see where the item was being held.
- Check your own library shelves and request a shelf check if the item was at another MEC library.
- If appropriate, check with the patron for whom the item was on hold to see if they have the item.
- If the item isn't located, cancel the hold and mark your library's item as Missing.

Please note:

If you download the report and copy a barcode into Evergreen, which then says that the barcode does not exist, go back to the html display for the report. Copy the barcode directly from there. Downloading the report strips out the leading zeroes, if any, in a barcode, causing this error.

If the "Hold Shelf Library" cell is blank for the item you are investigating, it likely means that the transit and hold information is no longer available via Evergreen. This happens over time and through the aging of holds.

How this happens - items get cleared from the hold shelf, but are then not checked in. This leaves the items in On Hold Shelf status, but the library at which they were held no longer sees them on their Hold Shelf list; the items no longer appear as actionable for that library.