Tracking Missing Holds

These are the procedures for handling items that should be on your Holds Shelf, but aren't.

If an item appears on your Clean Holds Shelf Report, but isn't on the Holds shelf to clear, here's what to do:

1) Look up the item in Check Item Status to see where the system thinks it is.

2) Hit Cancel.

3) Look for the item—check your regular shelves, check the rest of the Holds shelf.

4) If it still can't be found, CheckOut the item to **MISSHOLD**. MISSHOLD is the user ID.

5) Set up the Analytics report Shared Reports →For Libraries→Item Lists→List MISSHOLD to run regularly (weekly/bi-weekly) and email results to you.

   It lists all items that are still checked out to MISSHOLD after 1 month. A month should allow enough time for items that patrons forgot to checkout to come back and get cleared normally. Lists should be small enough to manage regularly.

6) Look for ALL the items on the MISSHOLD list—looking extra carefully for any item with your library in the Item Library or Checkout Library columns.

7) If they are still not found, Mark them MISSING. Use Mark Item Missing Wizard on 3Special toolbar in WorkFlows

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