

### Clean Holds Process Review:

1. Patrons are told they get 7 days to pickup item. We actually give them at least 8 days.
2. We tell the system to make the expired holds INACTIVE 1 or 2 days later. Making them INACTIVE makes them ready to go on to the next hold or ready to go back to the shelf. It also encourages libraries to move expired hold items off their Holds Shelf in a timely manner.
3. Immediately after the expired holds are set to INACTIVE, we run the Clean Holds Shelf report.
4. The Clean Holds Shelf report lists *all* INACTIVE holds: those just set INACTIVE by the Expired Holds report AND—very importantly--those that were cancelled by the patron. *This is the only way to identify those holds cancelled by the patron* so that unwanted items don't sit on the Holds shelf when they could be going to someone else.
5. The Clean Holds Shelf report puts items belonging to other libraries INTRANSIT. This prevents the item from appearing to be available on the shelf at the destination library before the item actually gets there.