How do I requeue hold pickup notifications?

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Applies to

• WorldShare Circulation

Answer

For hold pickup notifications, library staff can purposefully requeue and fulfill the holds again to trigger pickup emails. Caution: there is a risk that a hold will expire or that an item may fulfill a different hold during the process. There are two methods to requeue and fulfill a hold:

• Method A
  1. Check in the item at a branch that is not its current pickup branch.
     • Ideally, this action will put the item in transit to the pickup branch to fulfill the hold. The hold will go back to ‘Getting ready’ status.
     • Caution: The item may fulfill a different request if a higher priority hold or item schedule is pending in the queue.
     • Caution: If the holds original needed-before date is in the past, the hold may expire at check in. This date cannot be viewed or edited once the hold has been fulfilled.
  2. Check in the item at the pickup branch to fulfill the hold, move the item back to 'On Hold' status, and trigger the hold pickup email notification.
     • This action will recalculate the hold shelf period from the moment of check in.
     • Caution: If the holds original needed-before date is in the past, the hold may expire at check in.

• Method B
  1. Edit the hold so that its pickup location is set to a different branch
     • This action will requeue the hold request and put the item in 'On Hold (Expired)' status. The item would appear on the Clear Hold Shelf report.
     • Caution: The hold will expire and no longer display if its original needed-before date is now in the past.
  2. Edit the hold again to set the pickup location back to the original value.
  3. Check in the item at the holding location to fulfill the hold, move the item back to 'On Hold' status, and trigger the hold pickup email notifications. This action will recalculate the hold shelf period from the moment of check in.
• **Caution**: The item may fulfill a different hold if a higher priority request is pending in the queue.

The libraries can use the Pickup Location Report to find all holds that are still in 'Ready for use' status.