



# CIRCULATION Holds F.A.Q

Frequently Asked Questions regarding the holds and the queue

**Q: How long should I search for an item before marking it lost?**

It varies based on the specific item, but in general you should not let something sit more than one week on your queue if you can't find it.

**Q: What should I do if I cannot find the item and there are other copies available on the record?**

Mark your copy 'Missing' and the hold will roll over to the next library.

**Q: What should I do if I cannot find the item and mine is the only one on the record?**

- 1.) Mark the item **Missing**.
- 2.) Notify the library of the patron.
- 3.) Have that library remove the hold.

**Q: What if a hold is placed on a local item that does not circulate in the consortium? (As in devices, special collections, fragile items, etc.)**

- 1.) Notify the library of the patron.
- 2.) Let them know that that specific item doesn't circulate in the consortium.
- 3.) Have them remove the hold.

**Q: When I check the book in, no hold pops up. What's going on?!**

A number of factors can cause this to happen:

- Someone from another library has beat you to filling the hold —Check by viewing the item record and seeing if any holds are still marked *Next Available Copy*.
- The hold has been suspended — Check by viewing holds on the item record, the button on the right will say "Unsuspend".
- The hold has been set for a date in the future — Check by looking at the date on the holds tab of the item record

**Q: My patron asked for an item 2 weeks ago and it's still not here, what gives?**

Check the item record. Has someone marked it lost and forgotten to notify you? Is it still showing available and untouched? It is important to communicate with a lending library if a hold isn't coming. Thanks to bugs, they may not even know the hold exists! Running the [Holds Queue Workaround](#) regularly can help reduce this problem.