



Resource Sharing Alliance NFP
715 Sabrina Dr
East Peoria, IL 61611
866-940-4083

Resource Sharing Alliance Clean Holds Shelf List Policy
Approved 8/5/2021, effective 9/1/2021

When items that have been sent to your library to fill a hold expire on the Holds Shelf without having been checked out by the intended patron, they will appear on your library's Clean Hold Shelf List. **When these items expire, their status is automatically changed to in-transit either back to the owning library or to fill the next hold in the queue.**

Every library should check their RSA Gmail account for a Clean Hold Shelf List daily. Libraries will not receive a Clean Hold Shelf List if there are no expired items on their Holds Shelf. Items appearing on your library's Clean Hold Shelf List should be discharged and routed to the indicated destination.

If you cannot locate the item on your library's Hold Shelf, please follow the following steps

1. Search your shelves for the item
2. If not found, contact the patron to ensure that they haven't already picked up the item
3. If you are still unable to locate the item, contact the home library to see if it is there.
4. If the item belongs to your library, use the Mark Item Missing Wizard to mark the item missing. If the item belongs to another library, leave the item in INTRANSIT status. If the item remains in INTRANSIT status for more than 45 days, it will be moved to LOSTTRANS status.