Clean Hold Shelf Report
Revision Date: July 2017

A library will receive a Clean Hold Shelf report in their Gmail after a hold has been on a library's hold shelf for a set number of days (default 10 days) and the item has never been checked out in WorkFlows.

The Clean Hold Shelf report runs daily at 5:00 am. Your library will receive the report if you have holds that have expired on the hold shelf or your patron has canceled the hold through their account on RSAcat. If there are no expired or canceled holds then there will be no Clean Hold Shelf Report for that day.

After receiving a Clean Hold Shelf Report:
- Pull the item(s) from your hold shelf
- Discharge the item
- Follow the instruction on WorkFlow' screen or pop up box

WorkFlows will indicate:
- The item should go back on the shelf
- The item is available for another patron
- The item went intransit to another library for a hold or back to the owning library

Questions ?? Contact the RSA help desk at rsahelp@railslibraries.info or RSA staff at 866-940-4083.