

Looking up the Pick List on Gmail & Trapping Holds
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1. Go to the Gmail login page. <http://mail.google.com> OR go to Internet Explorer and click on the yellow star (favorites/bookmarks) and scroll down to RSA E-mail.
2. Login to Gmail. Username is (**whatever your library user name is**), password is (**whatever your password is**) (**caps, please**). After entering the username and password, press enter or click on the “sign in” button.
3. Now you should be in the e-mail account. The newest message will be on top and will probably be highlighted in blue. Please look for a message that says HOLD PICKUP LIST or CLEAN HOLD SHELF LIST. Open it. Now click on the “print all” link to the right of the message. Everything should show on the page and you should be able to print OK.
4. Print out the list. For the section that says HOLD PICKUP LIST, we need to locate the books/CDs/etc. on the shelves. Try to select the copies that match the barcode given, since some people want specific editions. If you’re having a hard time finding anything, don’t forget to check Sci-Fi, Storage, Westerns, etc.
5. Open the “Trap Holds” wizard in Workflows. To get to the “Trap Holds” wizard, look at the menu on the lefthand side of the page. Click on the section that says Holds. Once the Holds menu is open, look at the icons. Second from the bottom is an icon that shows a picture of someone with a butterfly net. Click on this Trap Holds section.
6. Once you are in the Trap Holds wizard: **Scan each item and take your time. You need to wait** 1) for a **receipt** to print **or** 2) for a **pop-up message** to show on the screen. If a receipt prints out telling us where to send the item, just stick the receipt in the book and put it on the ILL desk. If you get a pop-up that says “no holds found,” just write “cancel” on the pick list and put the book/item back on the shelves.
7. If there is a section that says CLEAN HOLD SHELF LIST, you can always just leave it for the ILL person to look at on Monday.

Pick list needs to be done every day you are open

Thanks a lot!