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## **Trapping Holds Guide**

**Last updated: November 5, 2024**

How to Access and Process Library Hold Requests

### **Access Holds**

There are two ways to access what items are requested from your library to fill holds.

#### **Method One – emailed Pick List**

Log in to your RSA email. If you don't have your username and password, please contact the HelpDesk. This list is sent out twice daily on days your library is open.

Holds emails will have one of two titles:

**HOLD PICK UP LIST** – this is the list of all your items that are on hold for pickup in your library or to be sent to other libraries to fill holds. This is the “pick list.”

**CLEAN HOLD SHELF LIST** – This is the list of items on your hold shelf that have “expired,” that were not picked up by the “pick up by date” and need to be returned to the shelf, to the owning library, or to fill the next hold.

*When an item is not picked up by the pickup-by date, it automatically goes back in transit or to the shelving location. It is imperative that libraries keep these items from sitting on their hold shelves and to process them as indicated by Workflows using either Check Item Status or Discharge.*

## Method Two – Workflows Onshelf Items

The second way is within WorkFlows. This list updates at 5:00 am, 10:00 am, 12:00 pm, 2:00 pm and 4:00 pm.

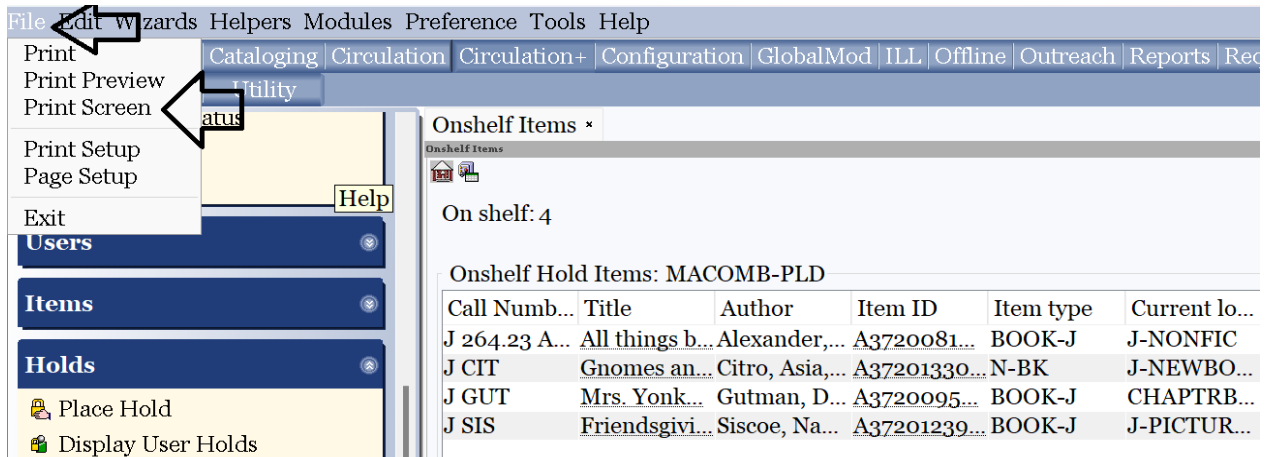
In the Circulation Section, go to the Holds Group:



Select the Onshelf Items Wizard. This will show you all the items on hold for your library. See [Sorting the Onshelf Items List Cheat Sheet](#)

## Printing the Pick List

You can print this screen a couple of different ways. Select File and select Print Screen:



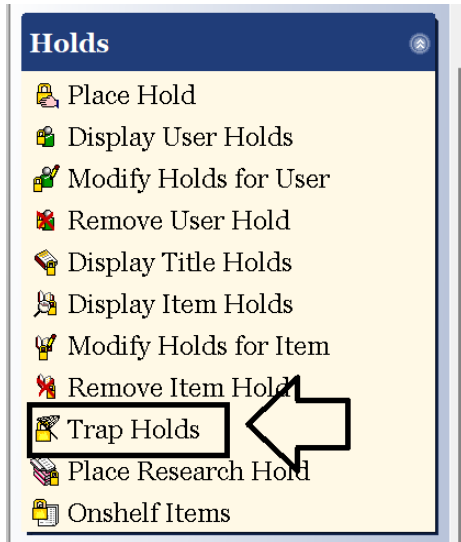
This will open the printer dialog box, and you can print from there. If you have a receipt printer, you may have to change the printer.

Or - Highlight all the items on the Onshelf Items list by clicking on the first item, holding the SHIFT key and clicking the bottom item. Use CTRL+C to copy the items, then open an Excel workbook and paste the list using CTRL+V. RSA recommends removing the patron information before printing. Anything printed with patron information must be shredded.

	A	B	C	D	E	F
1	JGUT	Mrs. Yonkers is bonkers!	Gutman, Dan.	A37200955652	CHAPTRBOOK	
2	JCIT	Gnomes and sneezes	Citro, Asia, author.	A37201330017	J-NEWBOOK	
3	J264.23 ALE	All things bright and beautiful	Alexander, Cecil Frances, 1818-1895.	A37200815771	J-NONFIC	
4	J SIS	Friendsgiving	Siscoe, Nancy, author.	A37201239782	J-PICTUREB	
5						
6						
7						

**Process Holds**




Once you have pulled the items on your list, go to Workflows Holds Group and select the Trap Holds Wizard.



Scan each item. This will make the hold “available” if it is to be picked up at your library or will put it in transit to the requesting library. Receipt printers can be configured to print this information.

### Trap Holds \*

Trap Holds

  
**Identify Item**  
Item ID:   
**Items with trapped holds**

Title	Item
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