



## **Processing Expired Holds – Clean Hold Shelf Report Guide**

**Last updated: December 16, 2024**

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

After receiving a Clean Hold Shelf Report:

- Pull the item(s) from your hold shelf
- Discharge the item
- Follow the instruction on the WorkFlows screen

WorkFlows will indicate:

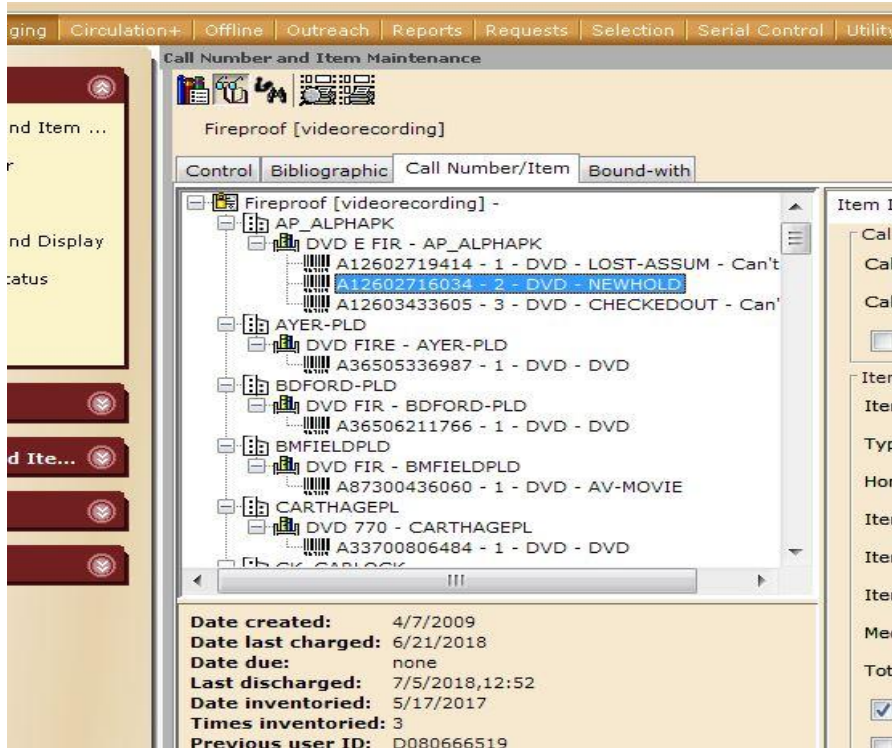
- The item should go back on the shelf
- The item is available for another patron
- The item went in transit to another library for a hold or back to the owning library

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

- Search your shelves for the item
- If you are unable to locate the item, contact the home library to see if it is there
- If not found, contact the patron to ensure that they haven't already picked up the item
- 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.

### **NEWHOLDS Current Location**

This is the location that is given to an item when a hold is removed from an item (either by the Clean Hold Shelf Report, or because a patron cancels the hold in RSAcat) and the item is needed to fill a hold at the same location.



- If an item owned by a library is on that library's hold shelf and:
  - Patron does not pick up the item and the hold expires  
**OR**
  - Patron removes the hold via RSACat  
**OR**
  - Clean hold shelf report removes the hold  
**AND**
  - The next hold is for a patron picking the item up at the library which had the item on the hold shelf  
**THEN**
  - Current location changes to NEWHOLD
  
- Item has been sent to fill a hold at another library
  - Patron does not pick up the item and the hold expires  
**OR**
  - Patron removes the hold via RSACat  
**OR**
  - Clean hold shelf report removes the hold  
**AND**
  - The next hold is for a patron picking the item up at the library which had the item on the hold shelf  
**THEN**
  - Current location changes to NEWHOLD

- The location will remain NEWHOLD until the next activity
  - Library checks items on Clean Hold Shelf Report
    - Item is discharged and hold is activated for next patron
    - Item is not discharged, and holds are filled by another item
- If there is no activity the item's current location will remain NEWHOLD

If you are trying to locate an item with the Current Location of NEWHOLD, it could mean that the item could be on your library's hold shelf, and the hold either expired on shelf or was cancelled by the patron, and the next hold is also for a patron at your library.

Contact the RSA Help Desk at [help@rsanfp.org](mailto:help@rsanfp.org) or at 866-940-4083.