Why didn't my item fill my patron's hold? A Guide

Last updated: December 16, 2024

There are many legitimate reasons why holds are filled other than how you expected the hold to be filled. Workflows attempts to fill holds with the first available item. Every time a barcode is scanned in the system for almost any reason other than a checkout, that item will be examined to see if it can fill a local hold or be transited to fill a hold elsewhere.

The system runs pick list reports at 5:00 am, 10:00 am, 12:00 pm, 2:00 pm and 4:00 pm every day. By default, unless you request otherwise, your library's items will only be considered and added to the most recent picklist on the days you are open. On days your library is closed, your items are not considered when trying to fill outstanding holds. The pick list you receive in your RSA Gmail reflects the items selected at the time the most recent picklist report ran. The Onshelf Items wizard in Workflows is refreshed by the same report as the Gmail picklist. However, it is a 'live' listing and as holds are filled, Workflows will remove them from Onshelf Items.

Scenario1:
A hold is placed on an item that is on your shelf. A different item shows on the patron's account for the unavailable hold.

| Summary | Addresses | Extended Info | Bills | Checkouts | Holds | Routings | Suspension | Charge History | User Groups |

Total holds:1

Title	Item ID	Level	Status	Placed	Pickup at	Pickup by	Expires	Su
The fault in o...	A12006370868	TITLE	(unavailable)	5/3/2021	FONDULAC		2/27/2022	

- The item ID that appears in Workflows when a TITLE hold is placed is only a placeholder for any eligible item that is on that title record. It is not necessarily the item that will be chosen by Workflows to fill the hold when the next pick list runs.
- In this case the item A24100154272 was chosen to fill the hold.

HOLD PICKUP LIST
Produced Mon May 3 16:01:21 2021 Library: SPOON-RIVR

YA FIC GRE
Green, John, 1977- author
The fault in our stars / John Green
copy:1 item ID: A24100154272 type: BOOK

Scenario 2:
A patron places a hold through RSAcat on an item that your library owns. Why isn't it on your pick list?

- If the hold is placed on an item that is on a different title record from the record your item is cataloged on, it will not be chosen to fill the hold. Holds only apply to the title record the hold was placed on.
  Example: Patron chooses the DVD, but they do not notice that the DVD is not available because it is checked out. They come in and see the BLU-RAY on the shelf and check that out, while a DVD is in transit to fill the hold.

- If an item on the same record is discharged anywhere before the next pick list runs, Workflows will put that item in transit to fill your patron's hold.
- Your library is marked as closed in Workflows on the day the next pick list runs. Any other open library with available items on the same title record will be considered and selected to fill the hold, assuming that library allows holds placed on the item.

Scenario 3:
A patron places a hold on an item that is on your shelf. It appears on your next pick list. By the time you trap the item it says, "no holds found" and another item is in transit to fill the hold.

- If an item on the record is discharged (or trapped) anywhere in the system before your item is trapped, Workflows will put the discharged item in transit to fill the hold.
  Example:
  8:41 am - hold placed by patron in RSAcat for pickup at X library 10:00 am - item appears

on pick list but is not trapped.
11:47 am - a hold was placed on this record at Y library and the item is trapped.
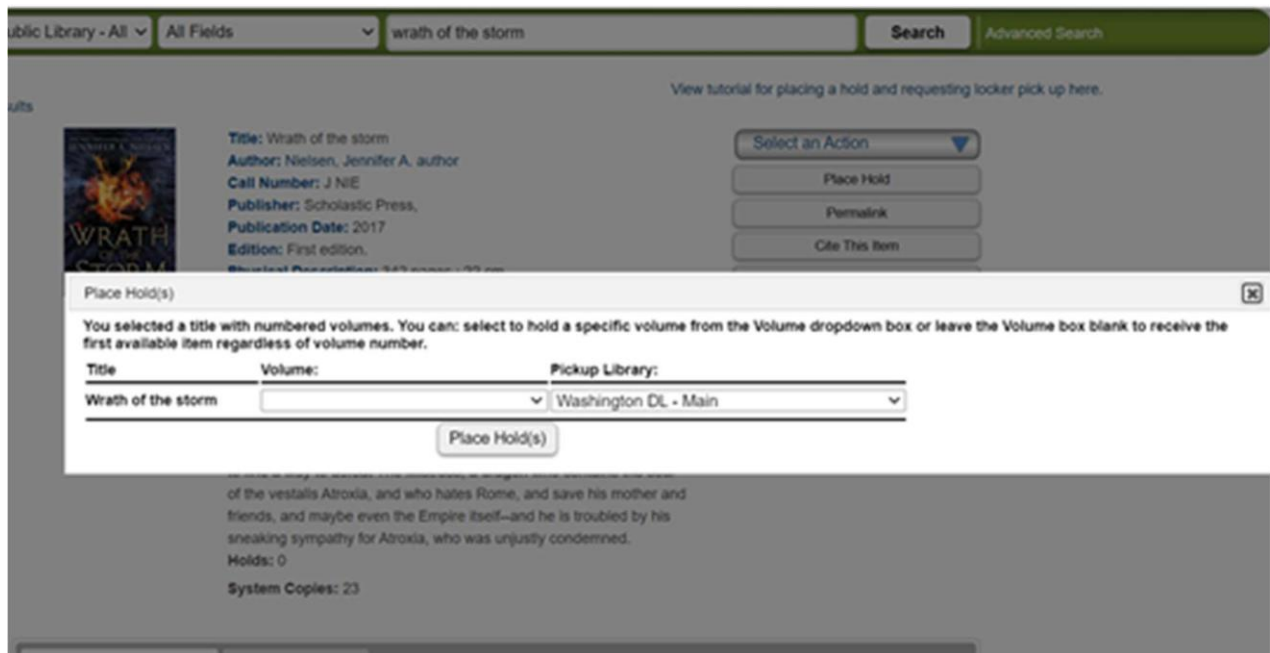Workflows puts it in transit to fill the original hold at X library.
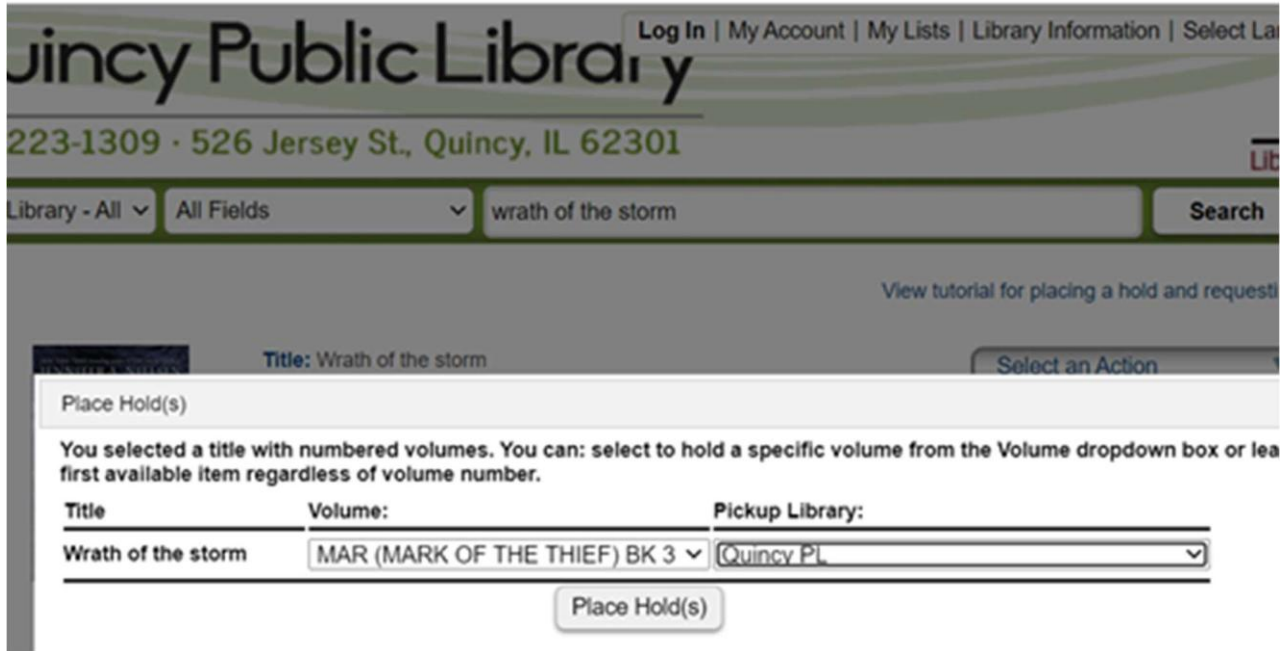
Scenario 4 (rare):
A patron places a hold on an item that is on your shelf. But another item is selected to fill the hold. It never appears on your pick list.

- If any item on the record is cataloged as part of a volume, RSAcat will ask the patron to select which volume to place a hold on. The patron can choose a "blank" which will place a TITLE-level hold on the record. However, whenever the patron selects a volume that means that ONLY the item with that exact volume |z can fill the hold which effectively creates a COPY-level hold on that specific item only (the one cataloged as a volume). If that item belongs to another library, then your item will not fill the hold.
- See this sequence of screenshots:

While placing hold, RSAcat indicates that there is a volume. "You can select a specific volume from the Volume dropdown box or leave the Volume box blank to receive the first available item regardless of volume number.

If the patron selects a specific volume, it effectively creates a COPY hold on that item.

If the patron does not select a volume and leaves the line blank, the hold is placed against all the items attached to the record.