



Sharing and Holds Policy

Last updated: June 6, 2025

This policy combines three previous RSA policies: the Reciprocity Policy, the In-Transit Item Policy, and the Clean Hold Shelf List Policy.

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Sharing and Holds

RSA recommends that member libraries share all circulating item types.

To maintain the principle of reciprocity your patrons can only request item types that your library shares.

Checkout rules for transited items are set by the checkout library and should not be modified without permission of the owning library.

Do not override renewal limits for another library’s item without permission from the owning library.

Each library can have their own hold rules. Libraries with hold restrictions should inform their patrons of these limits.

If you receive an item in delivery to fulfill a hold, even if WorkFlows should have prevented the hold, you are permitted to circulate the item to your patron.

For more information, see the [Item Renewal and Hold Shelf Limits Procedure](#).

Clean Holds Shelf

When items that have been sent to your library to fill a hold aren't checked out to the patron, they expire on the Hold Shelf and will appear on the Clean Hold Shelf email. Available holds should expire no longer than 14 days from the date the hold is available.

Every library should check their RSA provided email account for a Clean Hold Shelf List daily. Libraries will not receive a Clean Hold Shelf email if there are no expired items on their Holds Shelf.

Do not extend or ignore the hold expiration date on another library's items.

When these items expire, their status is automatically changed: either back to the shelving location, to fill the next hold in the queue, or put in-transit back to the owning library. Items appearing on your library's Clean Hold Shelf email should be discharged and routed as indicated by WorkFlows.

For more information see the [Processing Holds Guide](#).

Onshelf Items/Pick List items

If an item cannot be located for a request appearing on your library's Picklist or Onshelf Items list, use Mark Item Missing.

If an item is unavailable to send to fill a hold, please check the item out to the appropriate internal use account such as Mending or No-transit.

Items Lost In-transit

An item is considered Lost In-transit if it is not charged to a patron's account and has been placed in transit at one library but not received from transit in WorkFlows at the destination library.

RSA sends the **Long Transit Pre-Cleanup report – Items in Transit 45 Days or More** report on the first of the month. On the tenth of the month those items are moved to LOSTTRANS status.

Libraries should attempt to resolve items that are lost in transit.

See the [Processing LOST-TRANS Lost in transit items Cheat Sheet](#) for instructions.

Policy history

RSA Holds and Sharing Combined Policy

Approved by the RSA Board of Directors: June 5, 2025

Predecessor Policies

RSA Reciprocity Policy

Approved by the RSA NFP Users Group September 5, 2013

Revision approved by the RSA NFP Users Group May 13, 2022

Revision approved by the RSA NFP Users Group May 9, 2024

RSA In-transit Items Policy

Approved September 1, 2021, effective September 15, 2021

RSA Clean Holds Shelf List Policy

Approved August 5, 2021, effective September 1, 2021