



Processing Holds in BLUEcloud Circulation Guide

Last updated: November 3, 2025

This guide covers holds pull list, making holds available, marking items missing, and expired holds (clean hold shelf) in BLUEcloud Circulation.

Before you begin, make sure you have checked out the Getting Started in BLUEcloud Circulation Cheat Sheet:

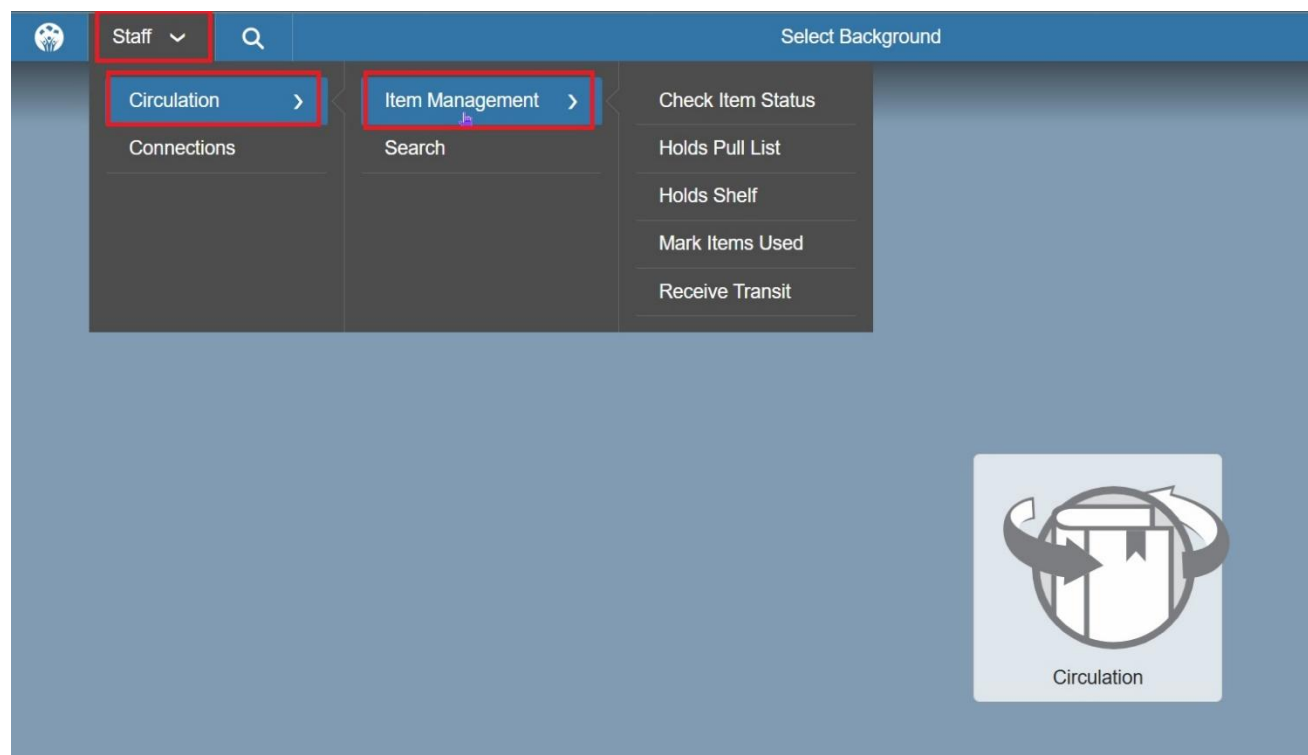
https://support.librariesofrsa.org/project/bluecloud-circulation/#Getting_Started_in_BLUEcloud_Circulation

Terminology

Pull List: Items at your library to be pulled to fill holds (also known as pick list or onshelf items).

Receive Transit: Select this option to make hold items available for pickup in your library or to transit to fill a hold. (Also known as discharge or trap holds).

To access holds processing functions, from the Staff drop down choose Circulation>Item Management.



Pull List

Choose Holds Pull List to get a list of items to pull to fill holds.

Staff > Circulation > Item Management > Holds Pull List

Holds Pull List Print

Call Number	Title	Item ID	Item Type	Location	Hold For
LP STE	The art of racing in the rail...	A12802310495	BOOK	LARGEPRINT	
NF 391 VAL	70s fashion fiascos : Stud...	A12801729214	BOOK	NONFICTION	
DVD FILM PATTON	Patton	A12802541481	DVD	DVD-FILM	
J 599.4 CAR	The bat scientists	A12802012084	BOOK	J-NONFIC	
JEZ 0 C	Have you seen my cat?	A12802136684	BOOK	J-EZREADER	
J 398.2 FOR	The baker's dozen : a col...	A12802408661	BOOK	J-NONFIC	
DVD TV HAVEN SEASO...	Haven. The complete four...	A12802672290	DVD	DVD-TV	
FIC HOP	Sanctuary : a postapocal...	A12802675450	BOOK	FICTION	
JF SERIES ONE (ONE A...	The one and only Ivan	A12803274794	BOOK	J-SERIES	
J GN 599.4 SCI (SCIENC...	Bats : learning to fly	A12802894567	BOOK	J-GRAPHIC	
YA GN STE (STEVEN U...	Steven Universe. Volume...	A12802893375	BOOK	YA-GRAPHIC	
JP NATURE S	You're snug with me	A12802990216	BOOK	J-NATURE	
BLU RAY PET	Pet sematary	A12803038627	BLU-RAY	BLU-RAY	
FIC HER	Dune	A12803062838	BOOK	FICTION	
DVD FILM OMEN COLL...	The omen movie collection	A12803405874	DVD	DVD-FILM	
DVD FILM MONROE CO...	A Marilyn Monroe collection	A12803163040	DVD	DVD-FILM	

Item Type (0 Applied)

☐ BOOK 16

☐ DVD 5

☐ N-BK-H 2

☐ BLU-RAY 1

☐ N-CD 1

Current Location (0 Applied)

☐ DVD-FILM 3

☐ FICTION 3

☐ NONFICTION 3

☐ DVD-TV 2

☐ J-NONFIC 2

☐ NEW-BOOK 2

☐ BLU-RAY 1

☐ J-EZREADER 1

☐ J-GRAPHIC 1

☐ J-MF 4

Sort the Pull List

Use the arrows along the top by Location, Item Type, or Call Number to sort the pull list as needed for ease of pulling items from the shelves.

You can also choose to limit the list by item type and/or current location. You can select more than one item type and/or more than one current location.

Staff > Circulation > Item Management > Holds Pull List

Holds Pull List Print

Call Number	Title	Item ID	Item Type	Location	Hold For
YA OSE (HEARTSTOPP...	This winter : a Heartstopp...	A12803356172	BOOK	YA-FIC	
YA GN STE (STEVEN U...	Steven Universe. Volume...	A12802893375	BOOK	YA-GRAPHIC	

Item Type (1 Applied)

☒ BOOK 2

Current Location (2 Applied)

☒ YA-FIC 1

☒ YA-GRAPHIC 1

Pickup Library (0 Applied)

If you are doing a 2nd pull list for the day you can select only items to be picked up in your library.

Holds Pull List						Print	
Call Number	Title	Item ID	Item Type	Location	Hold For	Item Type	(0 Applied)
BLU RAY PET	Pet sematary	A12803038627	BLU-RAY	BLU-RAY		Current Location	(0 Applied)
FIC HER	Dune	A12803062838	BOOK	FICTION		Pickup Library	(1 Applied)
JEZ 0 C	Have you seen my cat?	A12802136684	BOOK	J-EZREADER		☒ FONDULAC	6
J GN 599.4 SCI (SCIENC...	Bats : learning to fly	A12802894567	BOOK	J-GRAPHIC		☐ DOMINY-ML	3
JP ME B	Be happy : a little book of...	A12803323496	BOOK	J-ME		☐ NP_NORMAL	3
J 599.4 CAR	The bat scientists	A12802012084	BOOK	J-NONFIC		☐ MACOMB-PLD	2
						☐ QUINCY-PL	2
						☐ WO_WASH-PL	2
						☐ AP_ALPHAPK	1

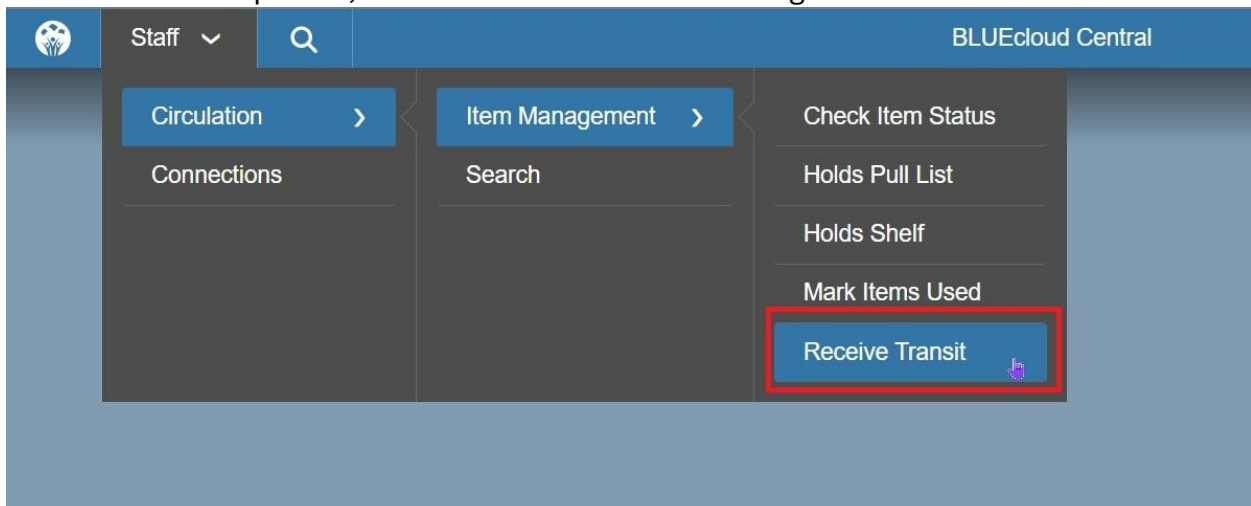
Print the Pull List

Click on the  button to send the sorted pull list to the printer. The printed pull list includes patron information so it must be shredded when complete. Currently this does not support copy/paste to a spreadsheet in individual columns to facilitate removing patron information before printing.

Receive Transit (Discharge/Trap Holds)

After pulling items listed on the pull list, they need to be “received” to mark them as filling the hold, whether it’s for pickup in your library or transiting to another library for pickup.

From the Staff dropdown, choose Circulation>Item Management>**Receive Transit**.



Scan each item.

Staff > Circulation > Item Management > Receive Transit

Receive Transit

Scan an item to receive

Call Number	Title	Item ID	Route To	Reason
-------------	-------	---------	----------	--------

A pop-up will indicate routing information.

An item **to be picked up in your library** will ask you to choose to Make Hold Available or Cancel.

Make Hold Available

ACCUCUT DIE SHAPE: PIG (3-D)

Call Number AD PIG (3-D)

Item ID A13300996431

On Hold For

Name

Patron ID

Phone

Make Hold Available Cancel

Choosing Make Hold Available will trigger another pop-up. Select Print to print a Hold Available label. This label may contain patron PII. The label must be shredded when the user picks up the hold.

Hold Available

ACCUCUT DIE SHAPE: COWGIRL #3

Call Number AD COWGIRL 3

Item ID A13300842292

On Hold For

Name

Patron ID

Phone

Print Close

An item **to be transited to another library** to fill a hold will trigger a pop-up indicating the library to send the item to. **Record the transit to library information** and then choose Close.

Route To
×

ELLISON DIE SHAPE: PUPPET / PIG

Call Number ED PUPPET / PIG

Item ID A13300986680

Route To

Location FONDULAC

Close

Mark Item Missing

Once all pulled items have been scanned to fill holds, any remaining items not found may be marked missing from the Holds Pull List.

From the Staff dropdown, choose Circulation>Item Management>Holds Pull List.

Locate the item on the pull list that is missing. Select the 3 dots next to the user's name and choose Mark Missing.

Holds Pull List						
Staff > Circulation > Item Management > Holds Pull List						
Holds Pull List						
Call Number ↕	Title ↕	Item ID ↕	Item Type ↕	Location ↕	Hold For ↕	
J 179.9 R	Responsibility	A12801377897	BOOK	J-NONFIC		⋮
JP HOLIDAY R (THNK)	Thanksgiving mice!	A12801449945	BOOK	J-HOLIDAY		Trap Hold
FIC HOB	Fool's fate : book III of the...	A12801575445	BOOK	FICTION		Mark Missing

Processing Items Received in Delivery

From the Circulation screen choose Check In.

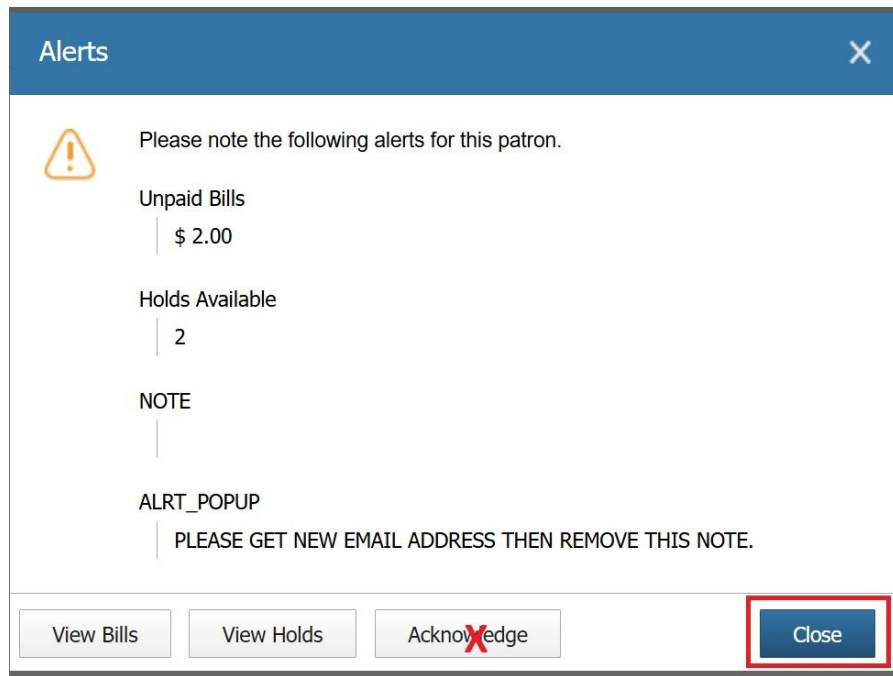
The screenshot shows the BLUEcloud Circulation interface. At the top, there is a navigation bar with 'Staff', 'Search', 'Fondulac Public Library District', 'bc_trainer', and 'Help'. Below the navigation bar, a breadcrumb trail reads 'Staff > Circulation > Search', with 'Search' highlighted. The main area has a large blue header with the text 'Welcome to BLUEcloud Circulation'. Below this is a search bar with 'Patron Search' and 'Scan or search for patrons'. To the right of the search bar are dropdown menus for 'ALL_LIBS' and 'Name', and a search icon. At the bottom, there are three buttons: 'Patron Registration', 'Fast Add Registration', and 'Check In', with 'Check In' highlighted.

Scan each item in the Check in Items box.

The screenshot shows the BLUEcloud Circulation interface after clicking 'Check In'. The breadcrumb trail now reads 'Staff > Circulation > Search > Check In', with 'Check In' highlighted. The main area has a blue header with the text 'Check In'. Below this is a search bar with 'Patron Search' and 'Scan or search for patrons'. To the right of the search bar are dropdown menus for 'ALL_LIBS' and 'Name', and a search icon. Below the search bar, there are buttons for 'Bookdrop', 'Email', 'Print', and 'Check in Items', with 'Check in Items' highlighted. Below the buttons is a table with columns: 'Title', 'Call Number', 'Item ID', 'Route/Transit To', 'Patron ID', and 'Item Type'.

Hold Available Alert

When a user is entered and they have a hold available, there will be an alert pop-up. Choosing Acknowledge may remove the Hold Available alert even if they still have holds available. Choose **Close** to keep the Hold Available alert active until the holds have been checked out.



Note: User names have been removed from screenshots.

Contact the RSA Help Desk at help@rsanfp.org or 866-940-4083 if you need help with BLUEcloud Circulation.