Processing Holds in BLUEcloud Circulation Guide

Last updated: February 27, 2026

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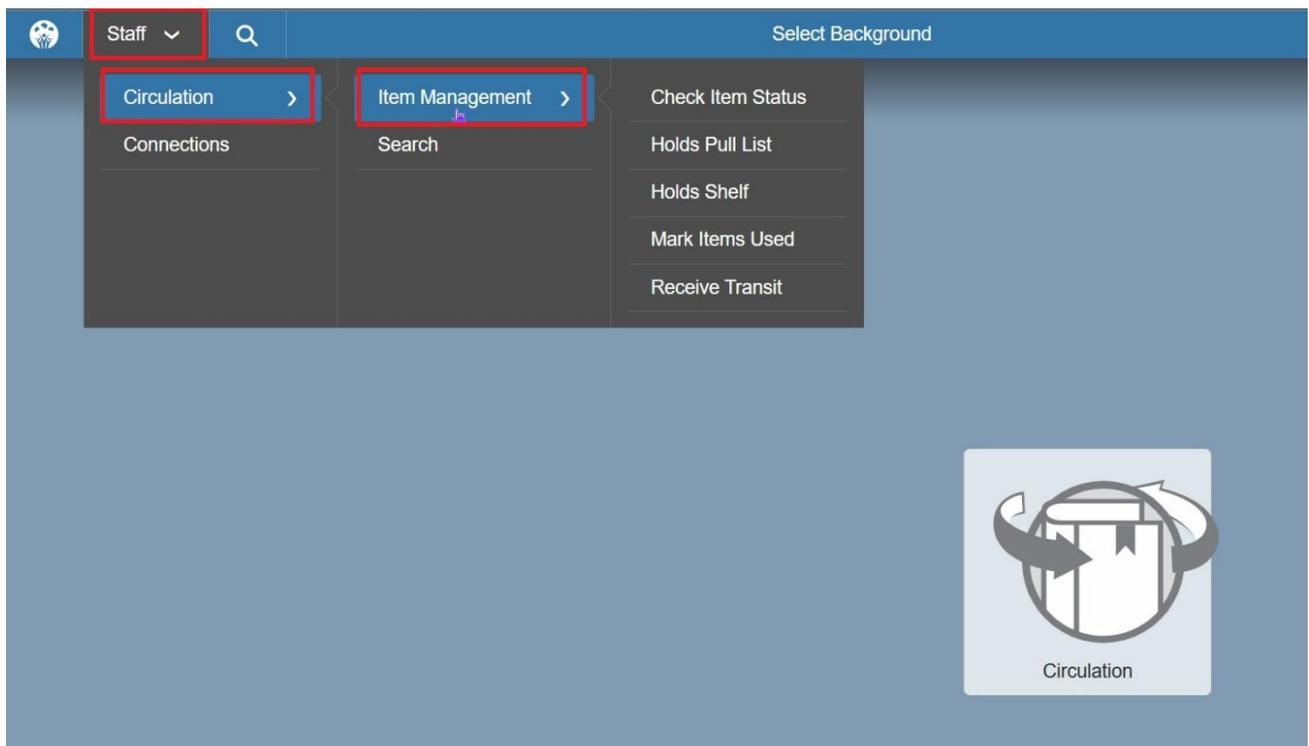https://support.librariesofrsa.org/project/bluecloud-circulation/#Getting_Started_in_BLUEcloud_Circulation

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.

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.

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

Print the Pull List

Click on the **Print** 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 ⇕
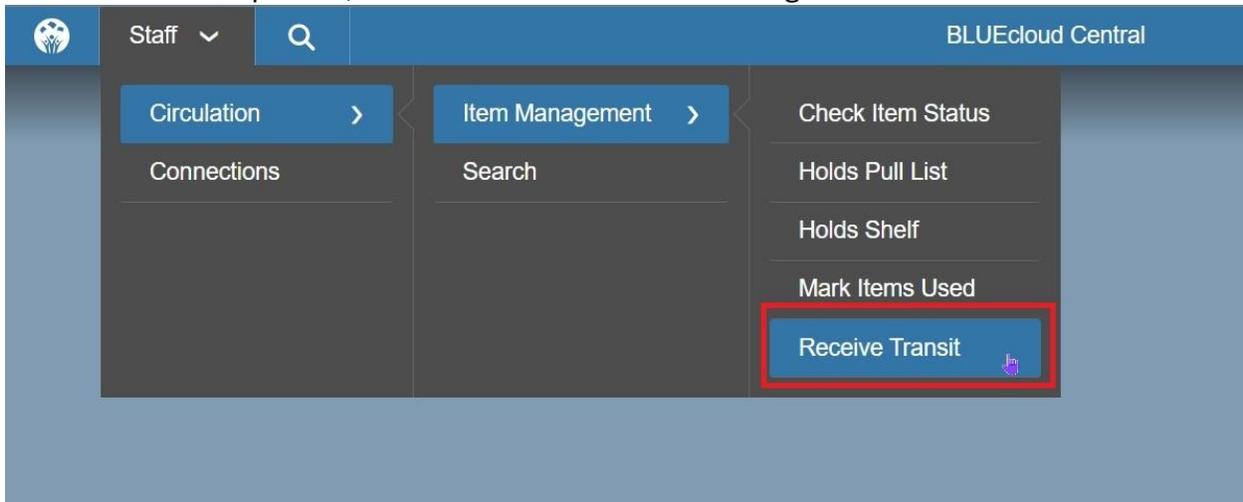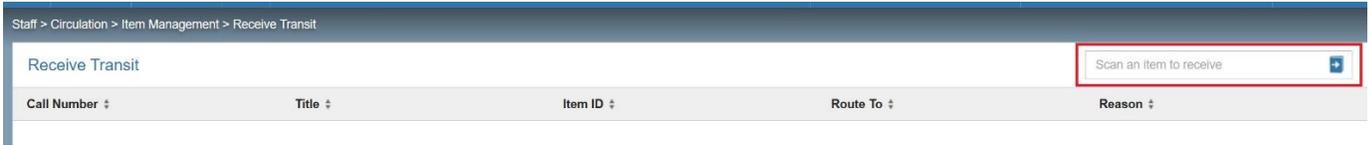
A pop-up will indicate routing information.

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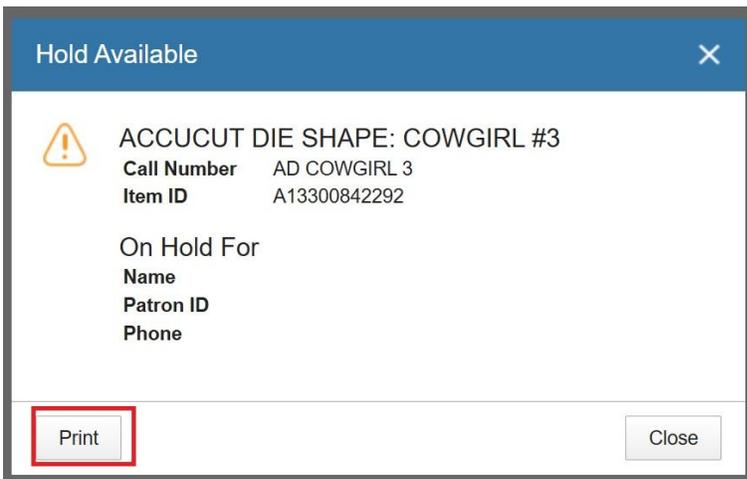
An item **to be transited to another library** to fill a hold will trigger a pop-up indicating the library to send the item to. **Record the transit to library information** and then choose Close.

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.

<u>Holds Shelf Management</u>
From the Staff drop down choose Circulation>Item Management>Holds Shelf. This displays items to be picked up in your library. The default view is **Non-Active Holds**. These are holds that have expired on the shelf and will appear on the Clean Holds Shelf report.

The list can be sorted by the User Name by choosing the arrows.

Title ⇅	Author ⇅	Status ⇅	Expiration Date ▲	User Name ⇅	User ID ⇅
SISTERS	TELGEMEIER, RAINA	Active	Oct 31 2025		D100050632
Berserk : deluxe edition. Vol. 7	Miura, Kentarō, author, illustrator.	Active	Oct 31 2025		D144500831
Morocco	Wilkins, Frances.	Active	Oct 31 2025		D100051947
Mission: impossible. The final recko…		Active	Nov 1 2025		D100010836
A court of wings and ruin	Maas, Sarah J., author.	Active	Nov 1 2025		D144683215
Marine ecosystems	Gagne, Tammy, author.	Active	Nov 2 2025		D700330135
The silent patient	Michaelides, Alex, 1977- author.	Active	Nov 2 2025		D100058119
The Wager : a tale of shipwreck, mu…	Grann, David, author.	Active	Nov 2 2025		D100093981
The bard and the beast	Quinn, Jordan.	Active	Nov 2 2025		D171364892

The list can be printed but must be shredded when done since it contains patron information.
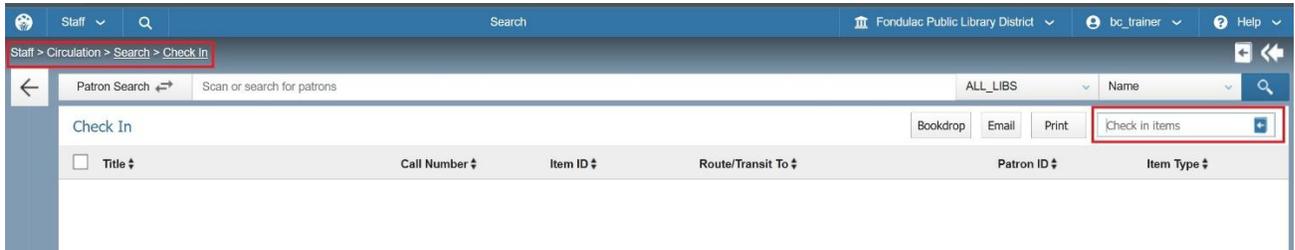
Use Check In to scan the expired hold items to indicate where the items should go: to fill the next hold, returned to the shelf, or returned to the owning library.
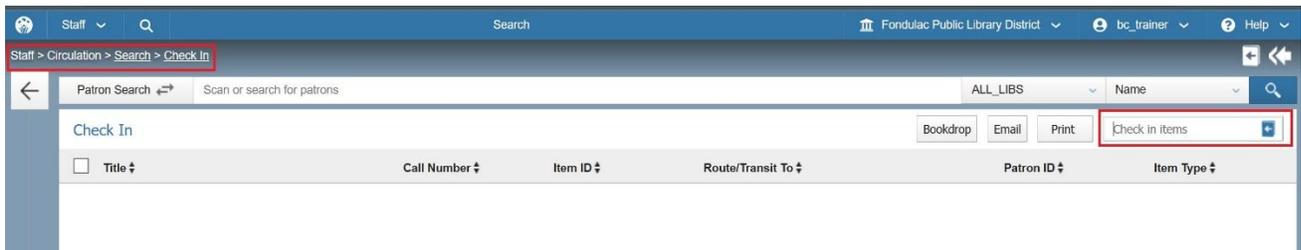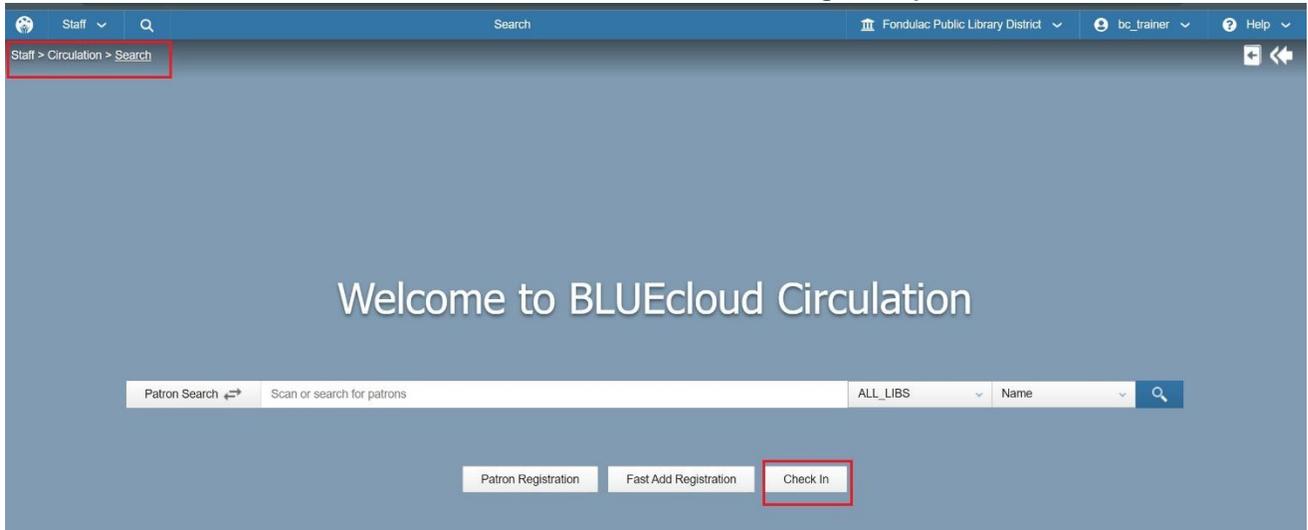
Processing Items Received in Delivery

From the Circulation screen choose Check In.

Scan each item in the Check in Items box.

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.
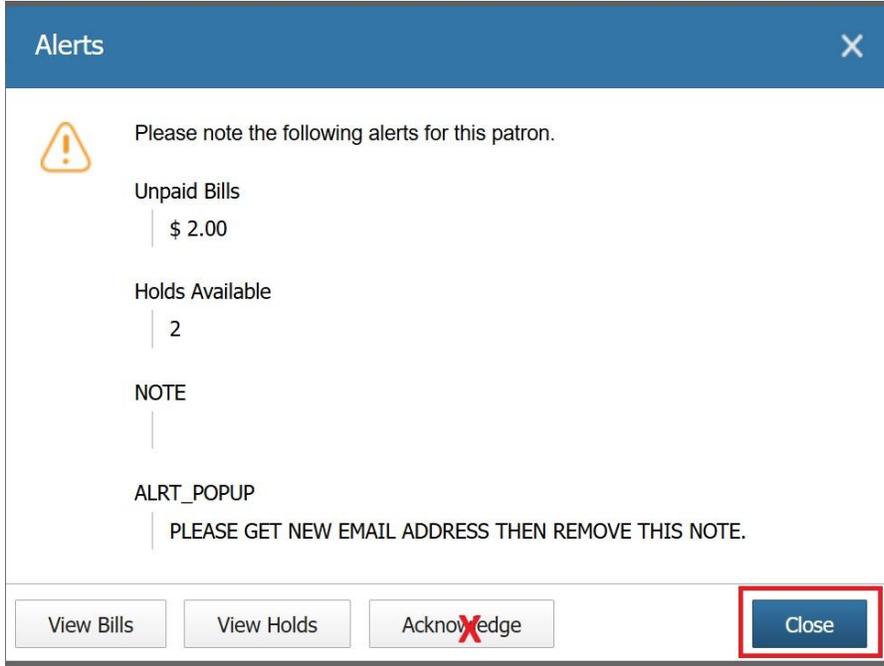
Or to avoid getting a second hold available alert when checking out the item, choose Acknowledge.
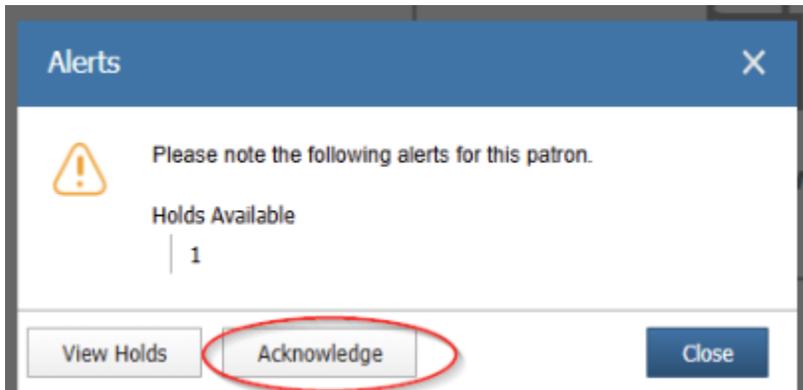
Note: User names have been removed from screenshots.

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