

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:

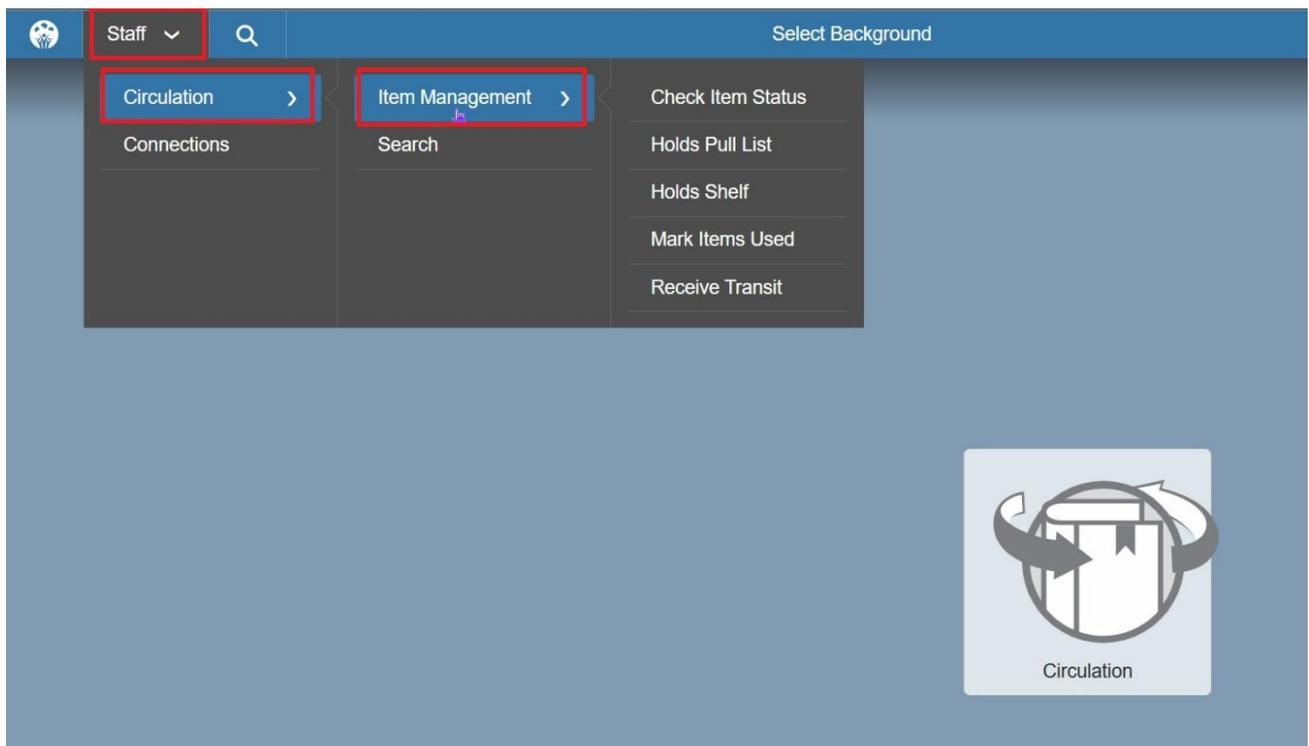
https://support.librariesofrsa.org/project/bluecloud-circulation/#Getting_Started_in_BLUEcloud_Circulation

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.

The screenshot shows the 'Holds Pull List' interface. At the top, there is a navigation bar with 'Staff', a search icon, 'Holds Pull List', 'Fondulac Public Library District', 'bc_trainer', and 'Help'. Below the navigation bar, the breadcrumb trail reads 'Staff > Circulation > Item Management > Holds Pull List'. The main content area features a table with columns: Call Number, Title, Item ID, Item Type, Location, and Hold For. A 'Print' button is located in the top right corner. To the right of the table is a filter sidebar with two sections: 'Item Type' and 'Current Location'. The 'Item Type' section shows a list of item types with checkboxes and counts: BOOK (16), DVD (5), N-BK-H (2), BLU-RAY (1), and N-CD (1). The 'Current Location' section shows a list of locations with checkboxes and counts: DVD-FILM (3), FICTION (3), NONFICTION (3), DVD-TV (2), J-NONFIC (2), NEW-BOOK (2), BLU-RAY (1), J-EZREADER (1), and J-GRAPHIC (1). The table contains 18 rows of item data.

Call Number	Title	Item ID	Item Type	Location	Hold For
LP STE	The art of racing in the ral...	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	

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.

The screenshot shows the 'Holds Pull List' interface with filters applied. The navigation bar and breadcrumb trail are the same as in the previous screenshot. The table now only contains two rows of item data. The filter sidebar on the right shows the 'Item Type' section with 'BOOK' selected (1 Applied). The 'Current Location' section has 'YA-FIC' and 'YA-GRAPHIC' selected (2 Applied). The 'Pickup Library' section is currently empty (0 Applied).

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	

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

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		<input checked="" type="checkbox"/> FONDULAC	6
J GN 599.4 SCI (SCIENC...	Bats : learning to fly	A12802894567	BOOK	J-GRAPHIC		<input type="checkbox"/> DOMINY-ML	3
JP ME B	Be happy : a little book of...	A12803323496	BOOK	J-ME		<input type="checkbox"/> NP_NORMAL	3
J 599.4 CAR	The bat scientists	A12802012084	BOOK	J-NONFIC		<input type="checkbox"/> MACOMB-PLD	2
						<input type="checkbox"/> QUINCY-PL	2
						<input type="checkbox"/> WO_WASH-PL	2
						<input type="checkbox"/> AP_ALPHAPK	1

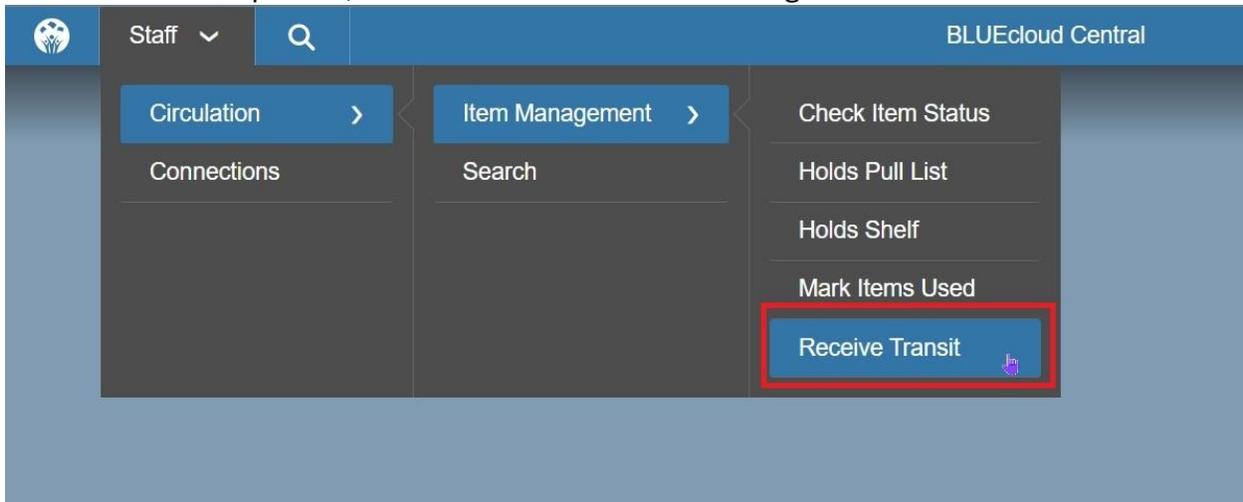
Print the Pull List

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.

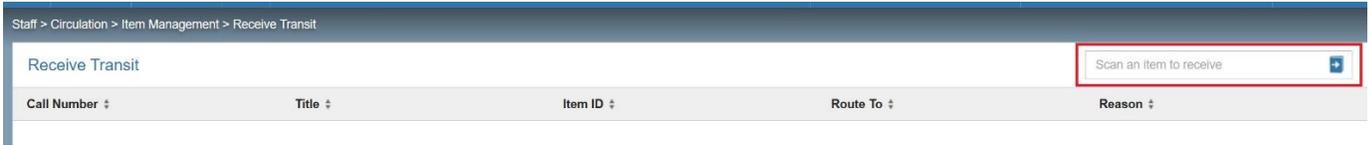
Receive Transit (Discharge/Trap Holds)

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.

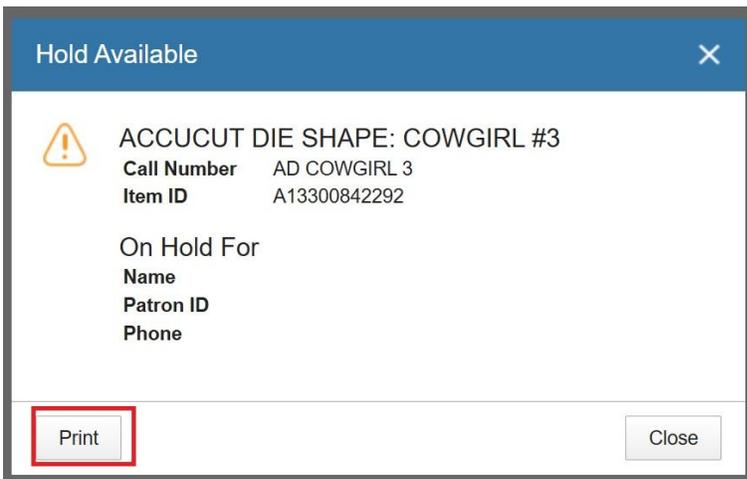


A pop-up will indicate routing information.

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



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.



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

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.

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

Hold Shelf Management

From the Staff drop down choose Circulation>Item Management>Hold 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.

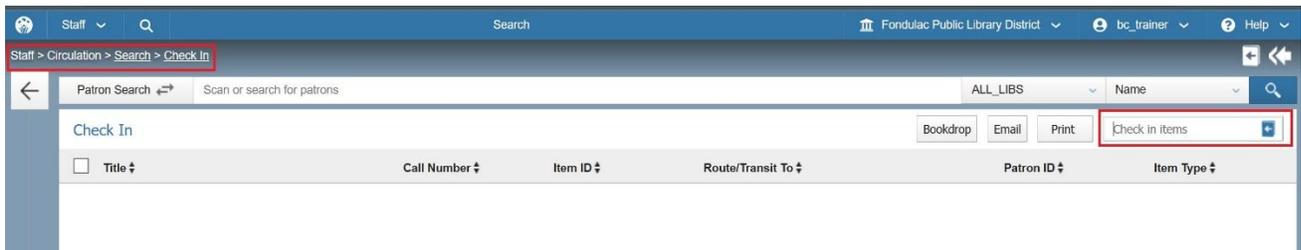
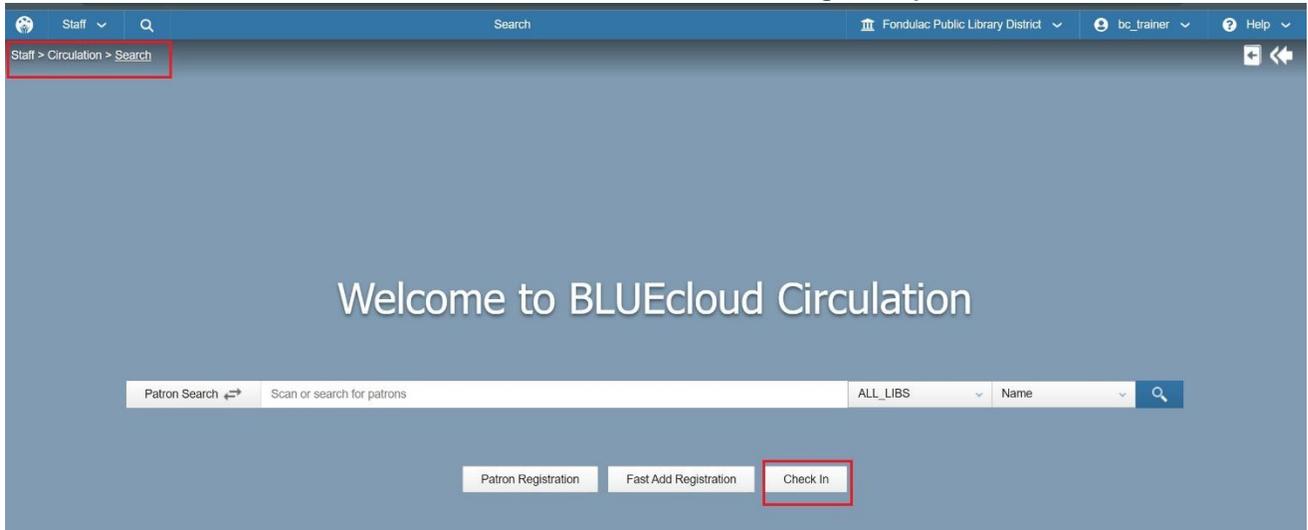
The list can be sorted by the User Name by choosing the arrows.



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.

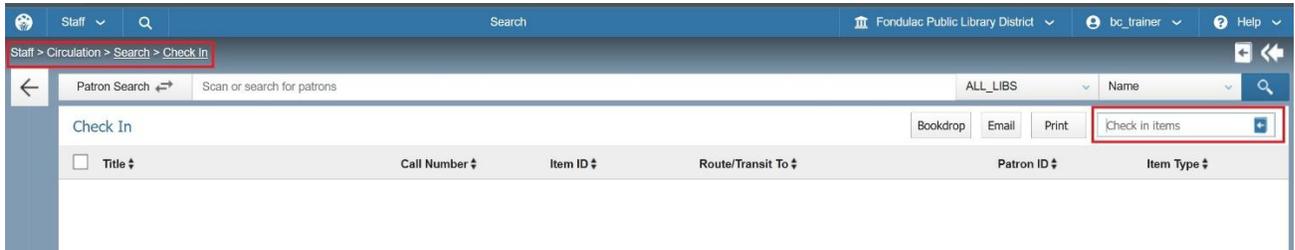
Use Check In to scan the expired hold items to indicate where the items should go: to fill the next hold, returned to the shelf, or returned to the owning library.



Processing Items Received in Delivery
From the Circulation screen choose Check In.

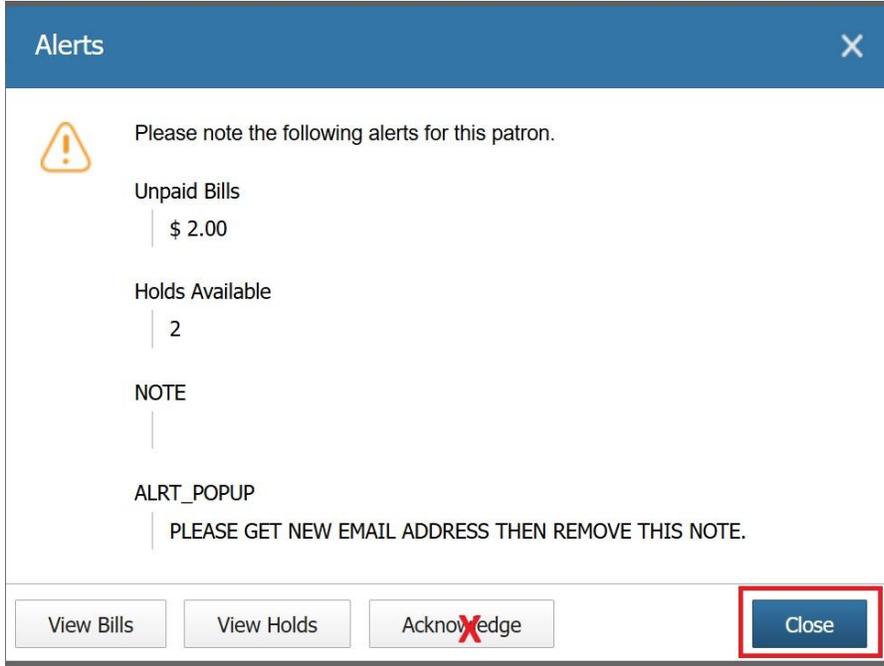


Scan each item in the Check in Items box.

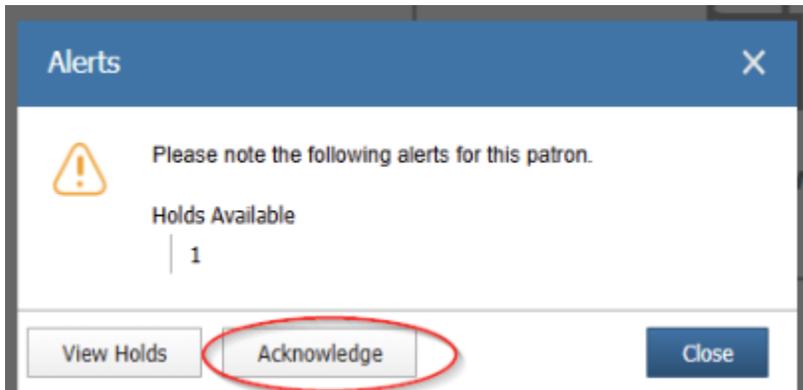


Hold Available Alert

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.