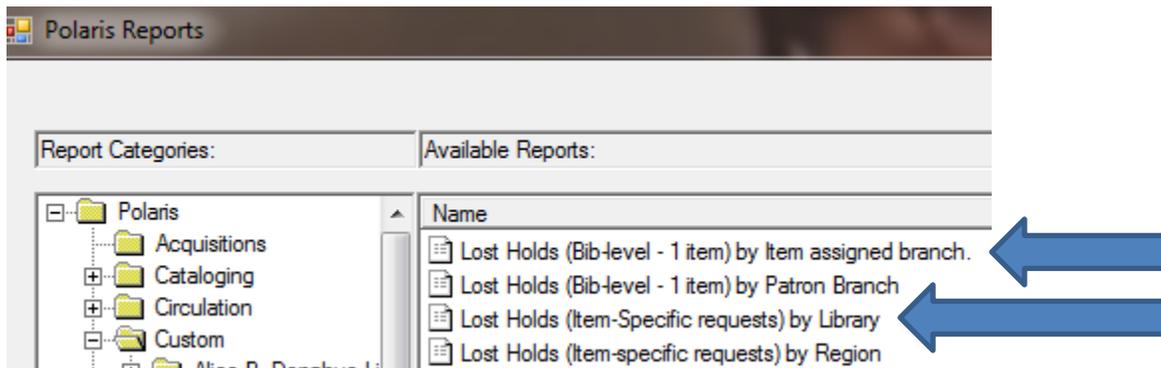


Under Polaris Utilities, Reports and Notices, in the Custom Folder, there are 2 reports to run regularly:

1. Lost Holds (Bib-level – 1 item) by Item assigned Branch
2. Lost Holds (Item specific requests) by Library



These reports are designed to find holds that need to be filled but for some unknown reason, do not show up in your Request Manager Report. The first report finds holds that are placed by patrons on a Bibliographic Record, for which there is only one item linked to fill the hold. The second finds item specific holds, for which only one specific item barcode can satisfy the hold.

This is an example of the first type, and how to proceed:

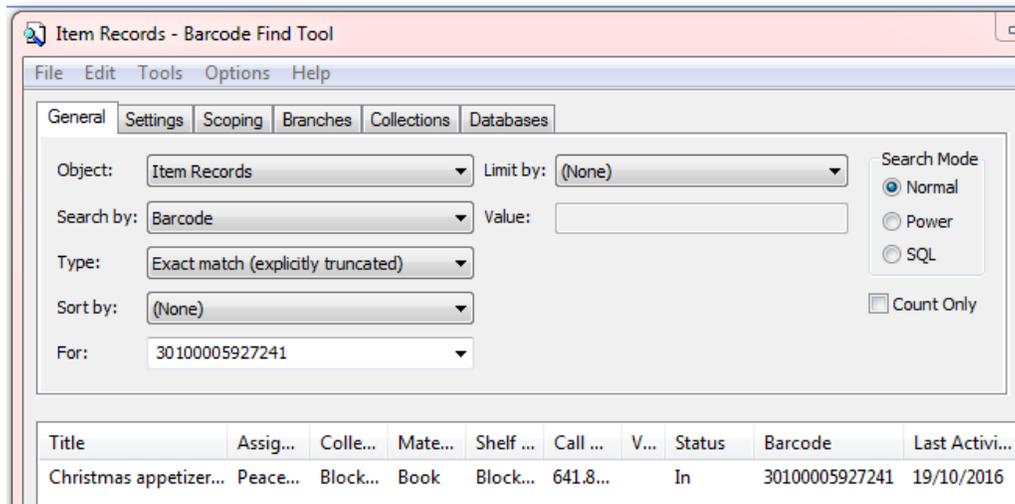
Lost Holds (Bib-level with only 1 item available) by Item Assigned branch

Call Number	Item Barcode	Volume Number	Title	Author
641.812 GRI	30100005927241		Christmas appetizers 'round the world	Griffin, Pam, 1946-
AUDIO BLOCK F SNE	30100006127395		A land to call home	Snelling, Lauraine, author
AUDIO BLOCK F SNE	30100006128021		An untamed land	Snelling, Lauraine, author

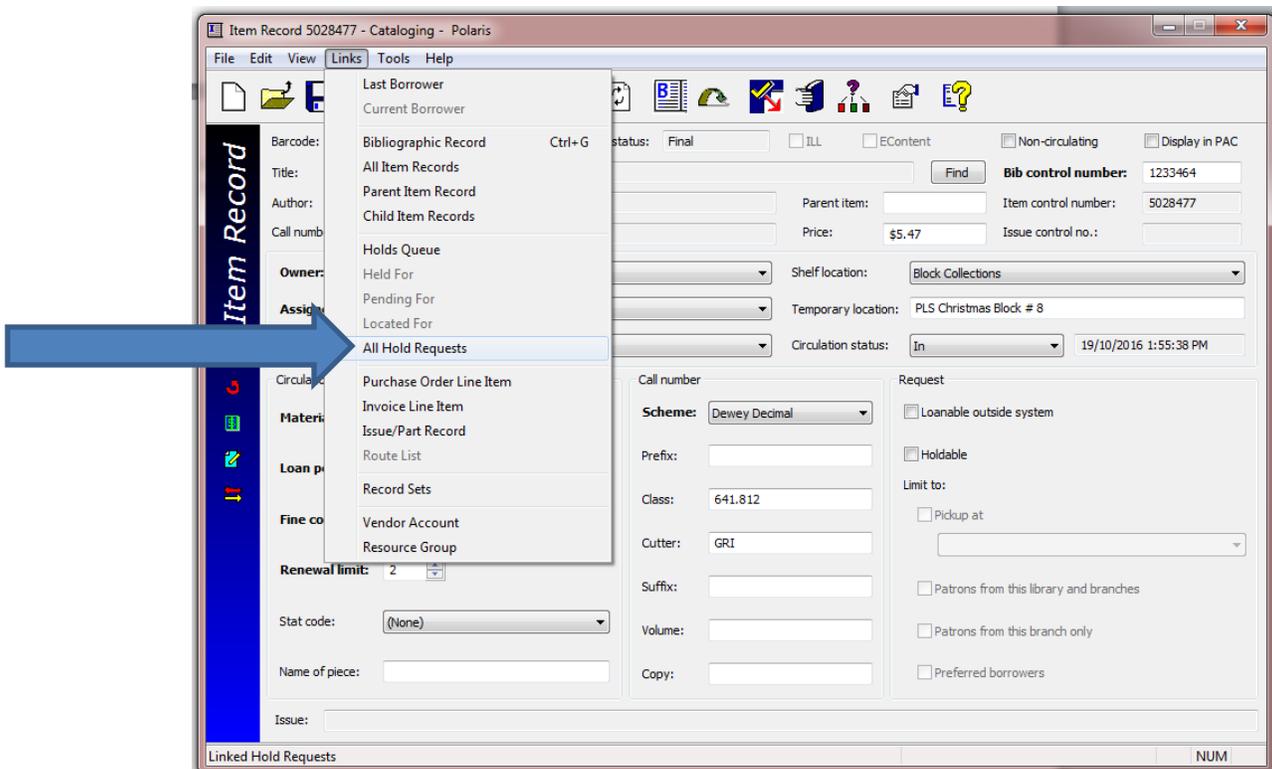
- Request is NOT item-specific
- Request is Active
- Request is a BIB-level request where only one item is attached to the bib
- ActivationDate is more than X days prior to running report
- Associated Item Status is IN
- Check-in item to trap for hold request!!

Although it sometimes works to use the Check-In workflow in Polaris, it can happen that you may need to open the Hold Request form and manually force the Hold Request to accept the Item:

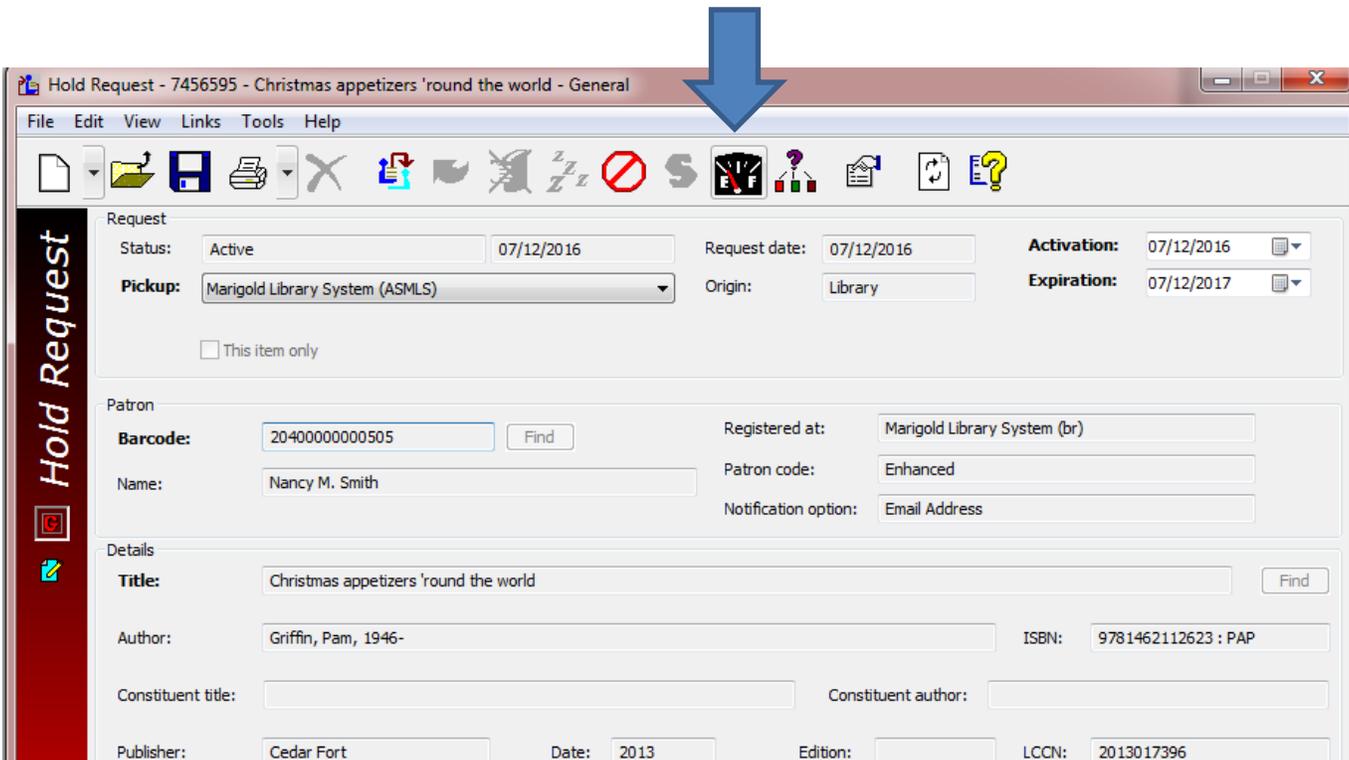
1. Use the Item Record find tool to find the Item Record, and open it.



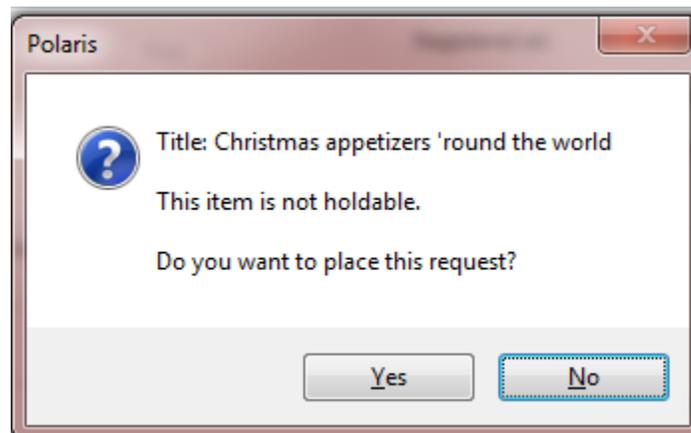
2. On the "Links" drop down list of the item record select and click on "All Hold Requests"



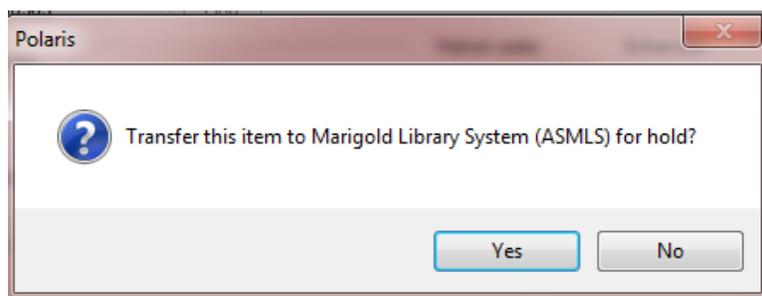
- On the Hold Request workflow, click on the fuel gauge icon to “Fill Request Now”. In this workflow “Ctrl + F” will accomplish the same function.



- Sometimes you will discover the reason why the hold became lost:



- Click on yes, and again on yes for the next pop-up window:



6. Before sending the item, open and edit the Item record so this won't happen again:

The screenshot shows the Polaris Item Record interface for item 5028477. The interface is divided into several sections:

- Item Record** (vertical sidebar on the left)
- Item Information:** Barcode: 30100005927241, Record status: Final, Title: Christmas appetizers 'round the world, Author: Griffin, Pam, 1946-, Call number: 641.812 GRI, Bib control number: 1233464, Item control number: 5028477, Price: \$5.47.
- Assignment:** Owner: Peace Library System (Branch) (br), Assigned: Peace Library System (Branch) (APRPLS), Collection: Block Christmas Books (BXMA), Shelf location: Block Collections, Temporary location: PLS Christmas Block # 8, Circulation status: In, Date/Time: 19/10/2016 1:55:38 PM.
- Circulation parameters:** Material type: Book, Loan period: 21 days, Fine code: Book.
- Call number:** Scheme: Dewey Decimal, Prefix: , Class: 641.812, Cutter: GRI.
- Request:** Loanable outside system, Holdable, Limit to: , Pickup at.

A blue arrow points to the 'Request' section, specifically to the 'Loanable outside system' checkbox.

7. Print a Star Printer In-transit slip, if required, using the Check-In workform, and send the item out.