# Filling Holds on Available Items

You can have your students and teachers place holds on titles that they want using the online catalog; the library staff will then find the materials and then deliver them to the classroom or hold them in the library for pick-up.

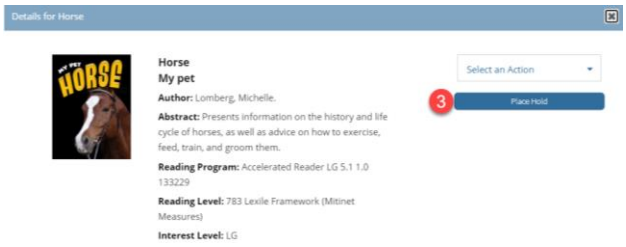
Overview

1. Student/teacher places hold(s) in ISearch or Cat
2. Library staff locate materials on the shelves
3. Library staff trap the holds to make the item(s) available for the user(s)
4. (Optional) Run a report of students/teachers with holds ready for pickup/checkout
5. Check out the materials to the user

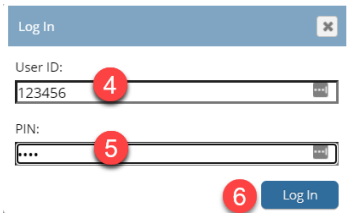
There are multiple options included in this document. Please find the combination that best fits the way you run your library on how to trap holds and run reports.

## Step 1: Place a hold in ISearch

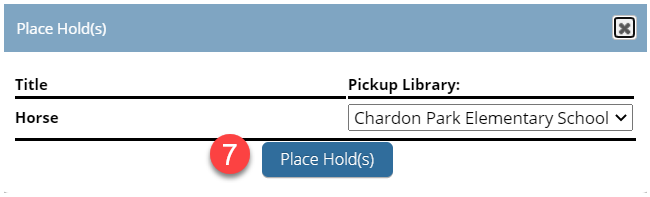
1. Search for a title in ISearch
2. Select the title to view the details
3. Click the PLACE HOLD button



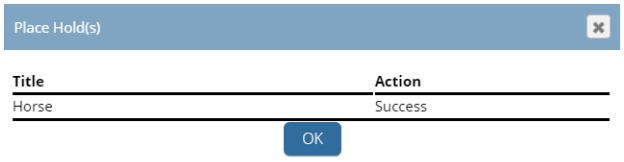

4. Enter your user ID
5. Enter your pin
6. Click the LOG IN button



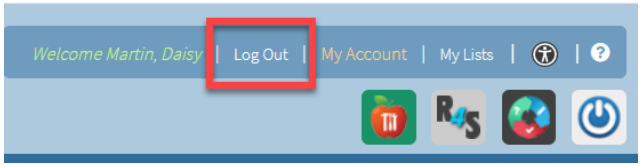

7. Click the PLACE HOLD(S) button




8. Hold has been placed. Click the OK button to close the popup and return to your search results




9. Look at the top for your name. If you are on a shared computer, click the LOGOUT link



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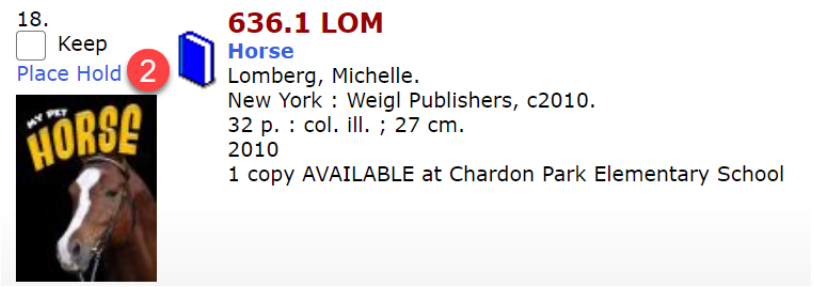
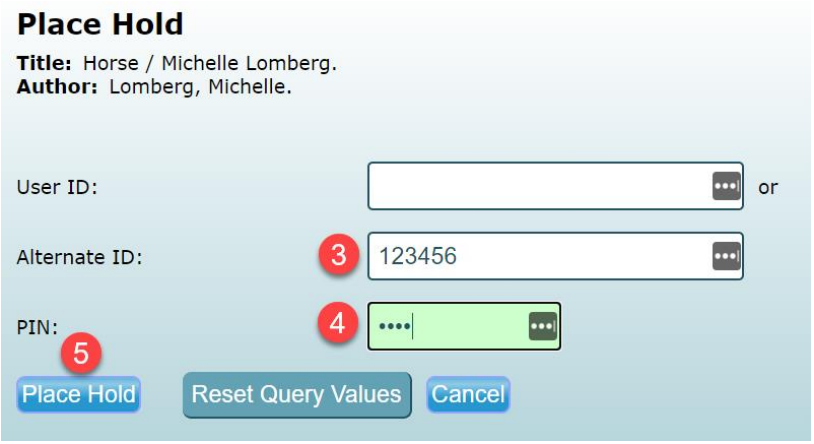
## Step 1: Place a hold in Cat

1. Search for a title in Cat
2. Click the PLACE HOLD link




3. Enter your Alternate ID:
4. Enter your pin
5. Click the **Place Hold** button




6. Hold has been placed. Click the OK button to close the screen and return to your search results

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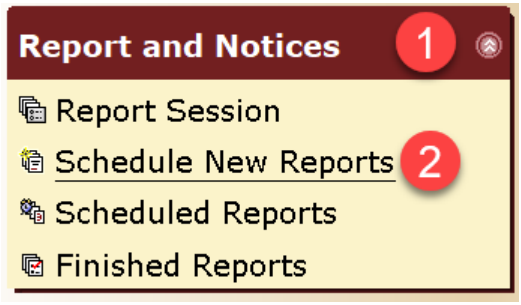
## Step 2: Library Staff create list of materials on shelves

This report will assemble a list of all items in the district library that need to be retrieved off the shelf to fill a hold. This list assembles all requests for holds on available items and must be run. This report is scheduled to run every night, in the event students/teachers have placed a hold after the scheduled run, you will need to run the report to update the list of items to be pulled.

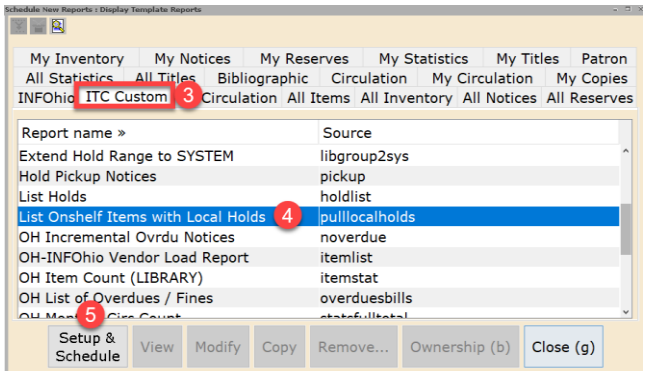
This report will create a list of all holds in your district broken down by library.

You can run a separate report to create a list of items to pull for only one class, but you still need to run this list to assemble/update the list.

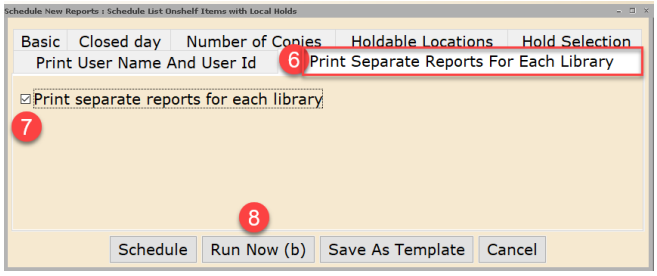
1. Go to Reports and Notices wizard group
2. Click on Schedule New Reports



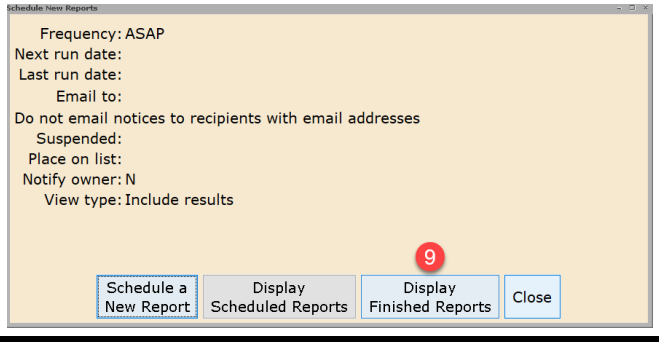

3. On the ITC CUSTOM tab
4. Locate and select the report "List Onshelf Items with Local Holds"
5. Either
   Double click on the report
   Or
   Click Setup & Schedule button




6. Go to the tab PRINT SEPARATE REPORTS FOR EACH LIBRARY
7. Add a check for "Print separate reports for each library"
8. Click the RUN NOW button




9. Click DISPLAY FINISHED REPORTS button



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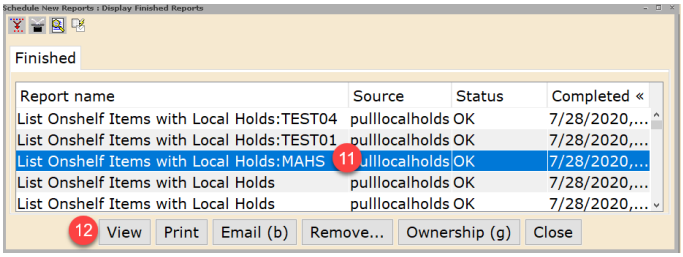
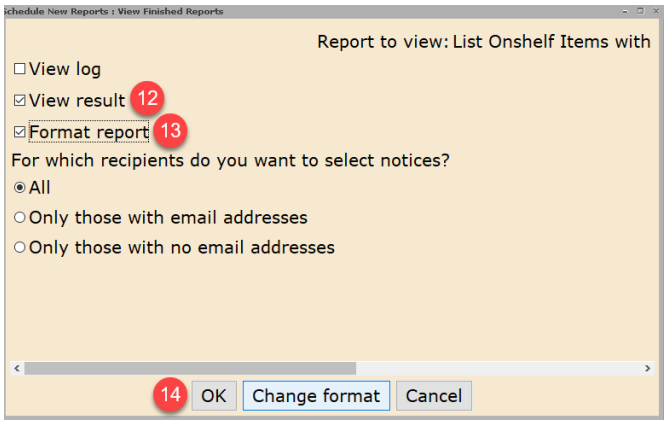
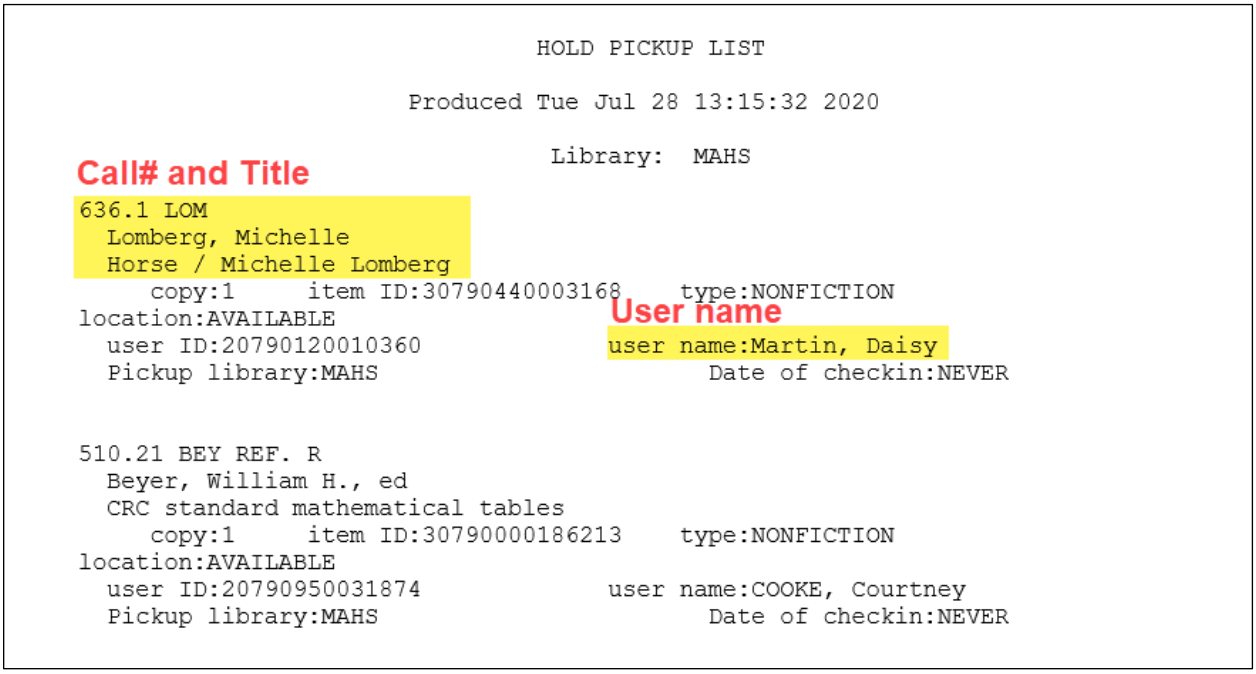
10. This report assembles a list of items with holds that are AVAILABLE for all buildings. Select the report with your building location
11. Either
    Double click on the report
    Or
    Click the VIEW button




12. View Result should be selected
13. Format Report should be selected
14. Click OK button




15. Report will open with a list of all items that need to be pulled from the shelf. The report will include the Call Number and title along with the name of the user that the item is for



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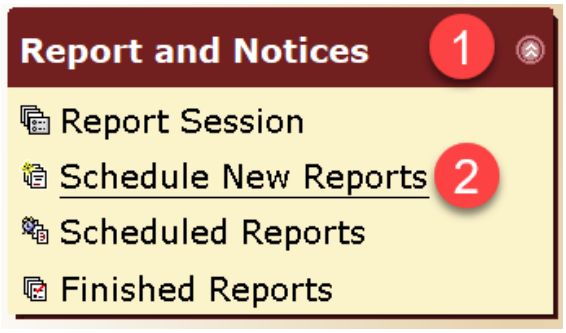
## Step 2b (OPTIONAL): Create list of items that need pulled for only one class

You can run a list of items that need pulled for only one class or grade.
This report can only be run AFTER the "List Onshelf Items with Local Holds" report has been run.
This report will list student that have placed a hold and

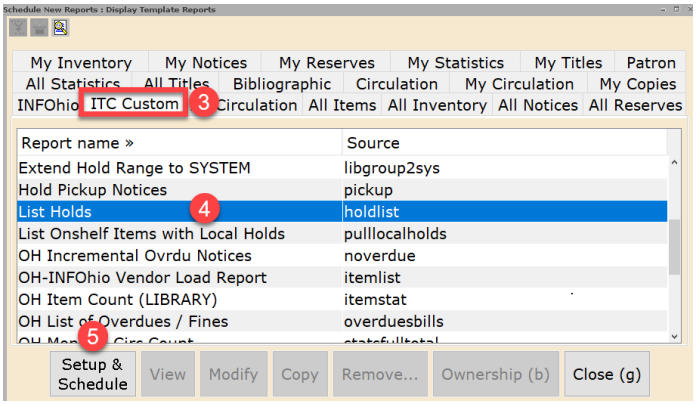
- The hold still needs to be trapped
- The hold has been trapped and is available for pickup

Having both of these in one list may be confusing, but it is the only report that allows you to create a list of holds for only one teacher/class.

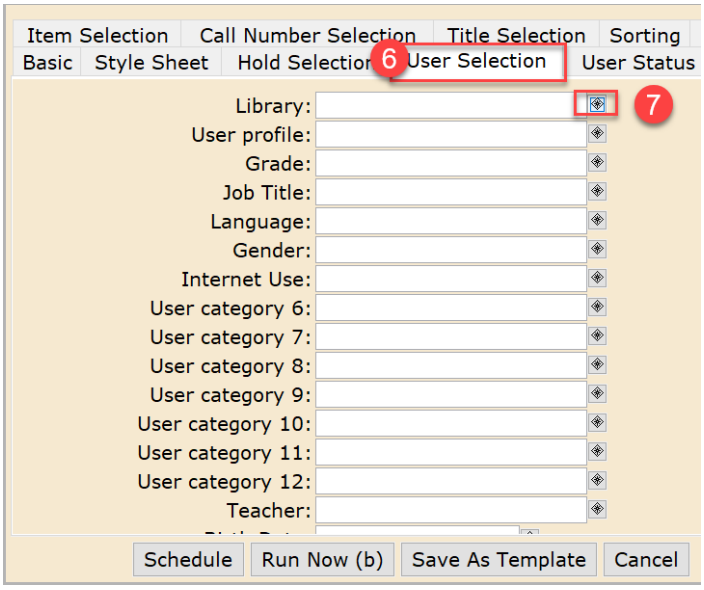
1. Go to Reports and Notices wizard group
2. Click on Schedule New Reports




3. Go to the ITC CUSTOM tab
4. Locate and select the report "List Holds"
5. Either
   Double click on the report
   Or
   Click Setup & Schedule button




6. Go to the USER SELECTION tab
7. For Library click on the gadget



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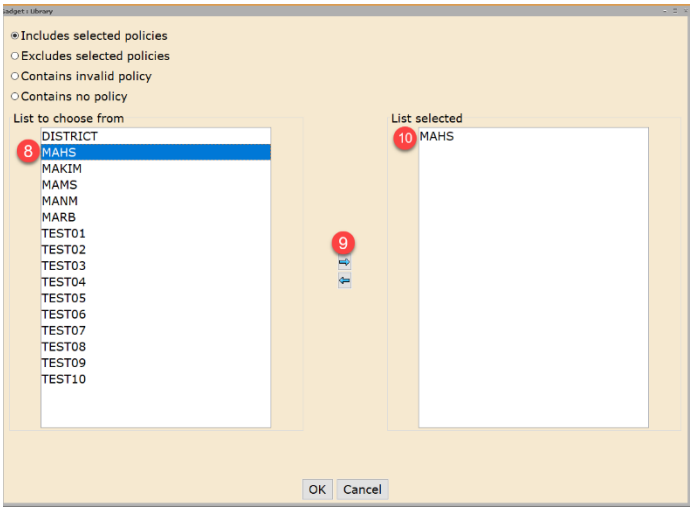
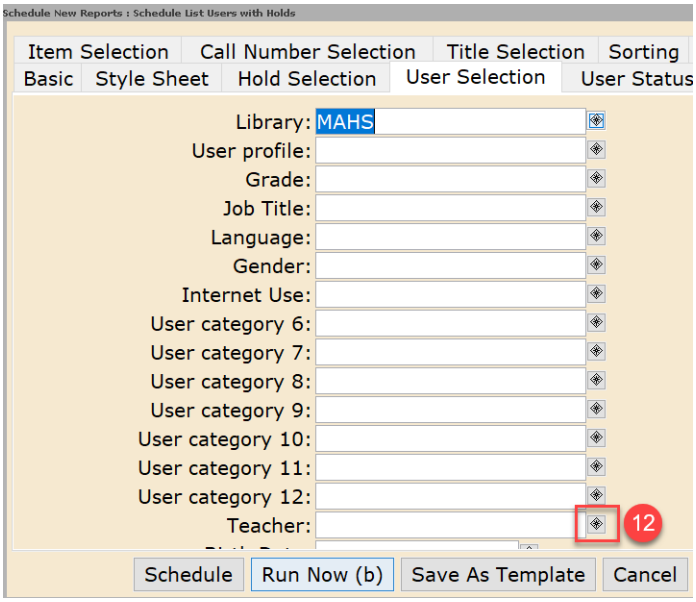
8. Select your library
9. Click the arrow
10. Move it to the LIST SELECTED column
11. Click the OK button




12. For TEACHER click on the gadget



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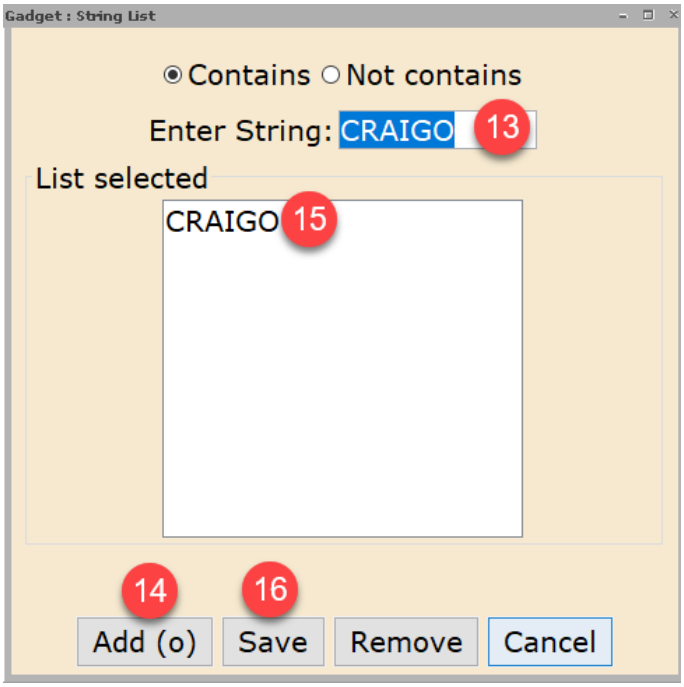
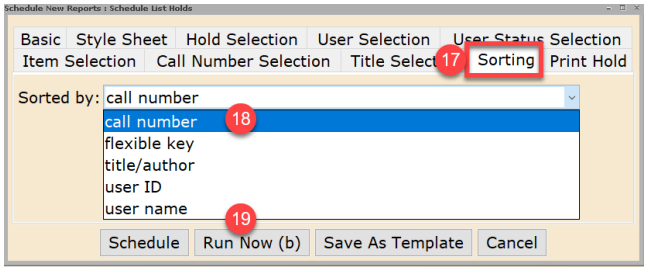
13. In the box labeled "Enter String" type the teachers name as it appears in WorkFlows
    If the teacher name is in all capital letters in WorkFlows, then you will need to enter it in all capital letters
14. Click the ADD button
15. The name will appear in the "List Selected" box
16. Click the SAVE button



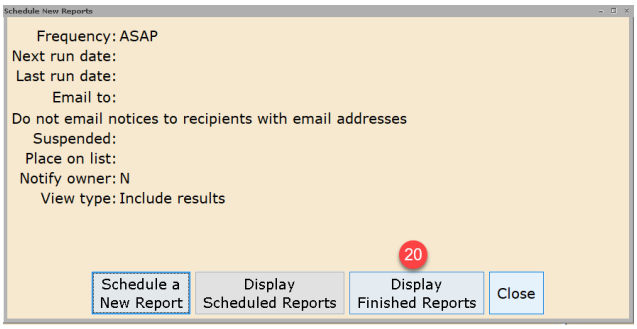

**NOTE**: You can add more than one teacher
Repeat steps 13-15 as needed

17. Go to the SORTING tab
18. Set the sort to "call number"
19. Click the RUN NOW button

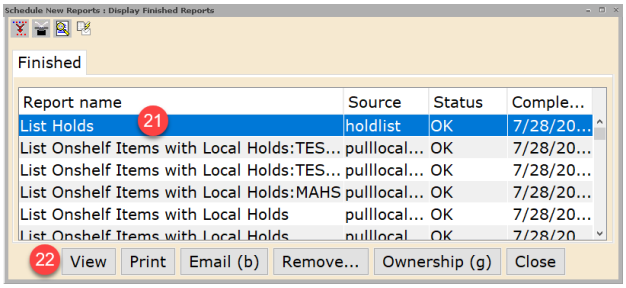



**IDEA: Before clicking the RUN NOW button, consider the "Save As Template" option and save a copy of this report set up for each teacher.**

20. Click DISPLAY FINISHED REPORTS button




21. Select your report when it appears
22. Either
    Double click on the report
    Or
    Click the VIEW button



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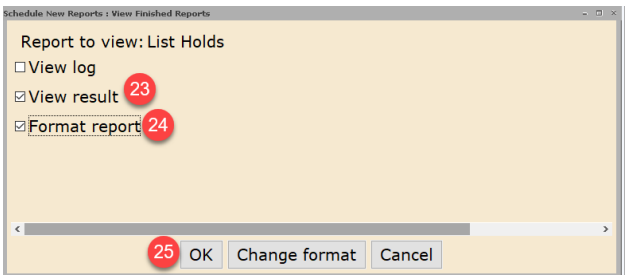
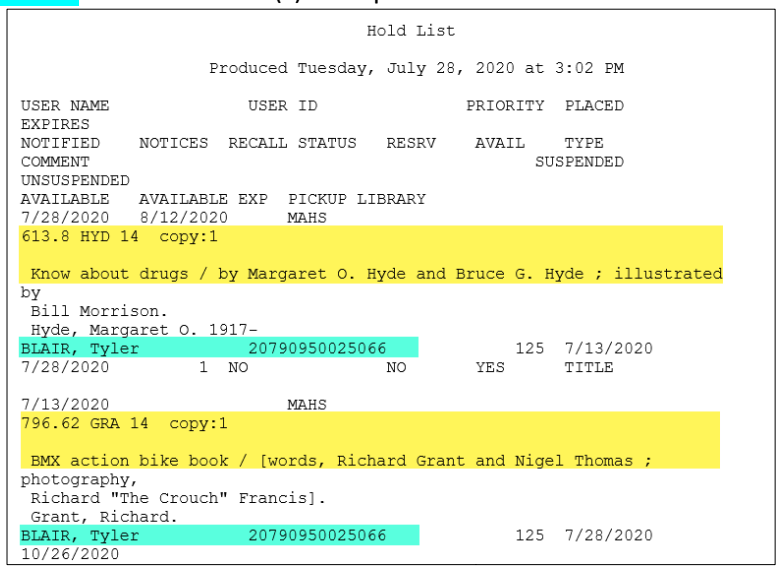
23. View Result should be selected
24. Format Report should be selected
25. Click OK button




26. List of items for students for that teacher(s) will open with the titles in call number order



Hold List

Produced Tuesday, July 28, 2020 at 3:02 PM

USER NAME USER ID PRIORITY PLACED
EXPIRES
NOTIFIED NOTICES RECALL STATUS RESRV AVAIL TYPE
COMMENT SUSPENDED
UNSUSPENDED
AVAILABLE AVAILABLE EXP PICKUP LIBRARY
7/28/2020 8/12/2020 MAHS
613.8 HYD 14 copy:1

Know about drugs / by Margaret O. Hyde and Bruce G. Hyde ; illustrated by
Bill Morrison.
Hyde, Margaret O. 1917-
BLAIR, Tyler 20790950025066 125 7/13/2020
7/28/2020 1 NO NO YES TITLE

7/13/2020 MAHS
796.62 GRA 14 copy:1

BMX action bike book / [words, Richard Grant and Nigel Thomas ; photography,
Richard "The Crouch" Francis].
Grant, Richard.
BLAIR, Tyler 20790950025066 125 7/28/2020
10/26/2020



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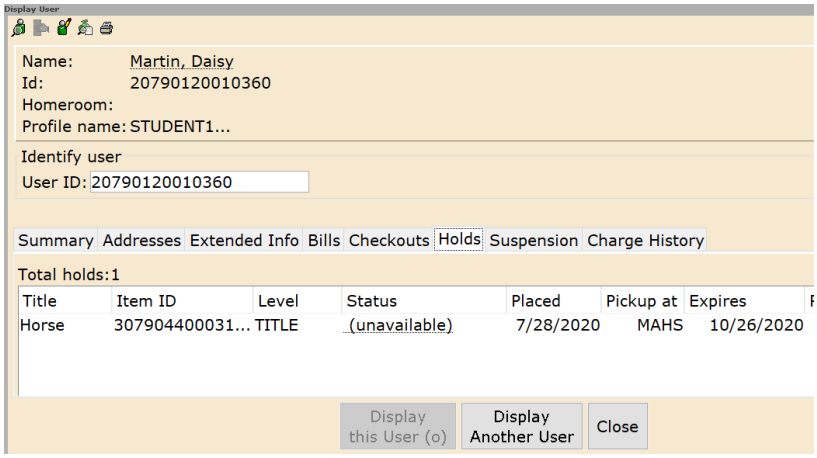
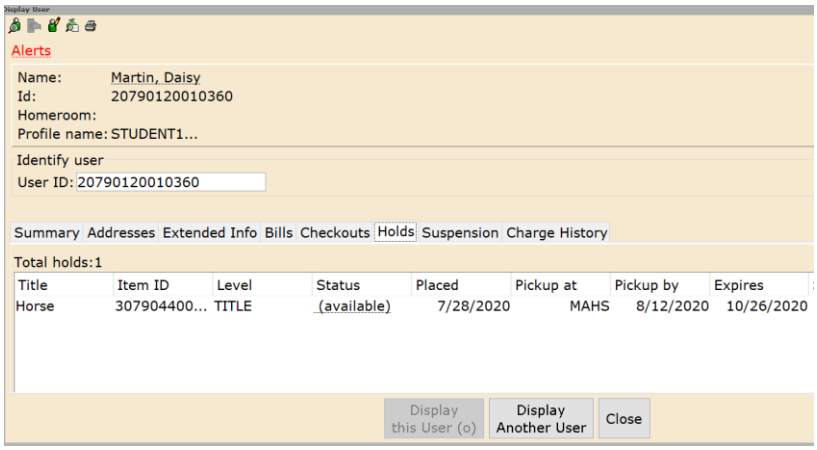
## Step 3: Trap holds to make items them available for the user(s)

Items that have a status of AVAILABLE and have a hold attached will need to be 'trapped' so that the hold becomes available for the student/teacher.

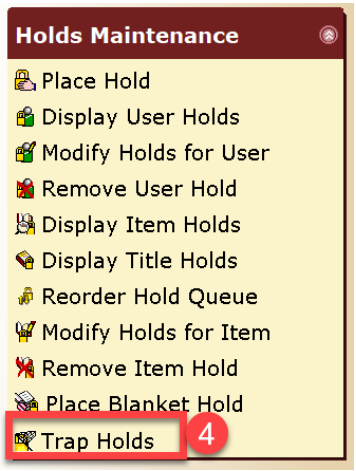
With an "Un-trapped" hold the status of the hold is listed as (unavailable)




With a "trapped" hold, the status of the hold is listed as (available) and is ready to be checked out




1. Print list of titles that have holds
2. Find the books on the shelves of your library
3. In WorkFlows, expand the HOLDS MAINTENANCE wizard group
4. Click on TRAP HOLDS



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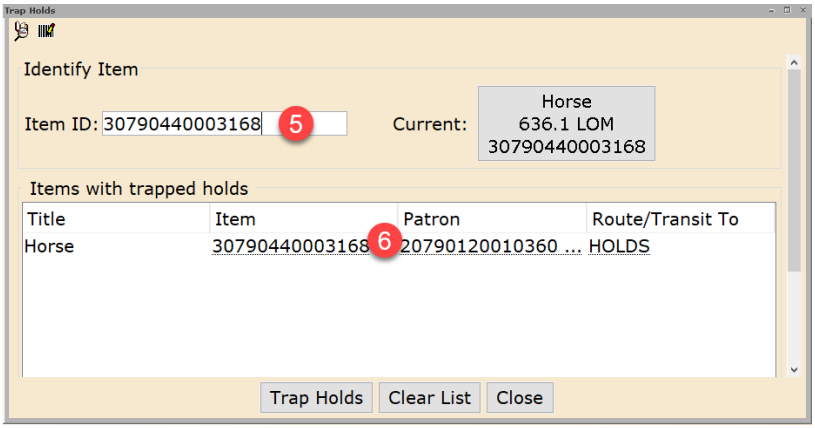
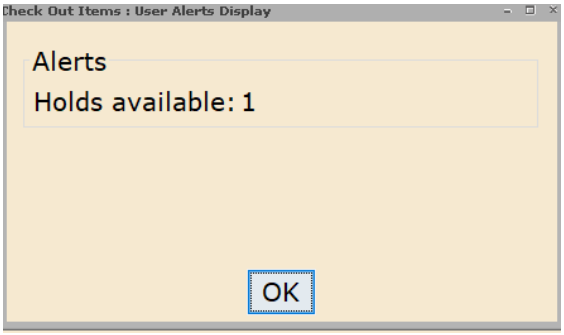
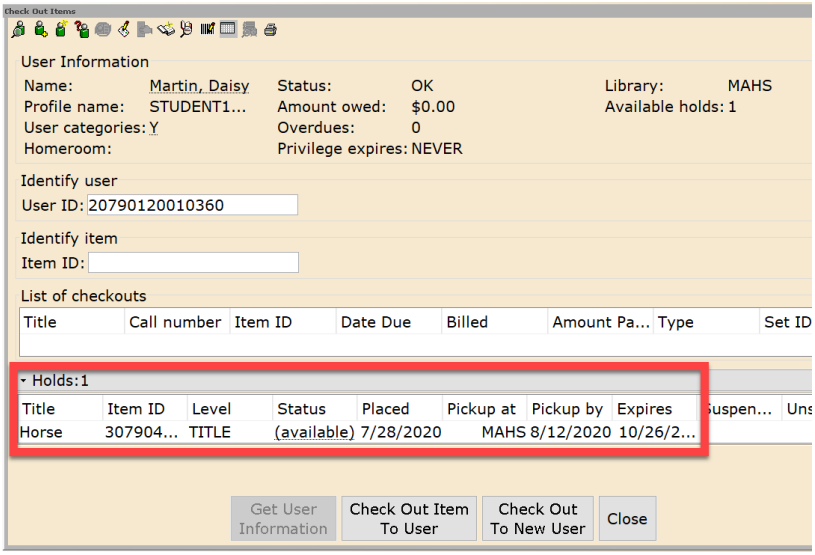
5. Scan the barcode of the item(s)
6. The title will appear along with the barcode of the user
7. Repeat until done




8. During Check Out, when you retrieve the user account you will be notified that there is a hold available
9. Click the OK button




10. The title of the available hold will appear along the lower part of the screen with a status of (available)



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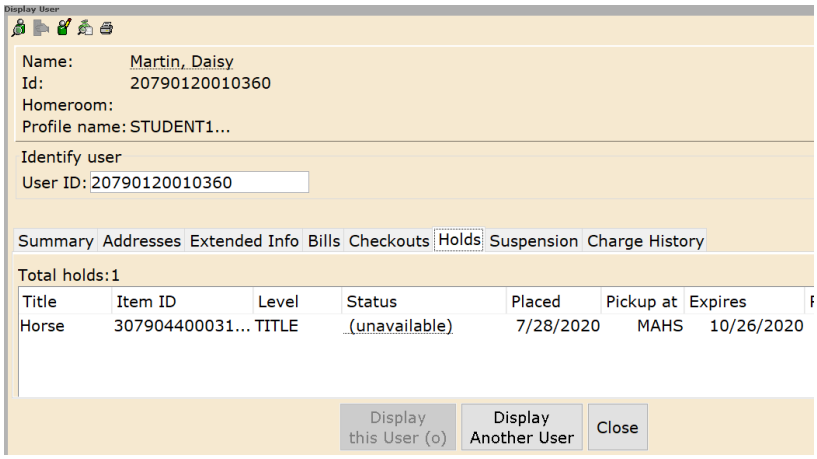
## Step 3b (OPTIONAL): Trap holds to make items them available for the user(s) using MobileStaff (formerly known as MobileCirc)

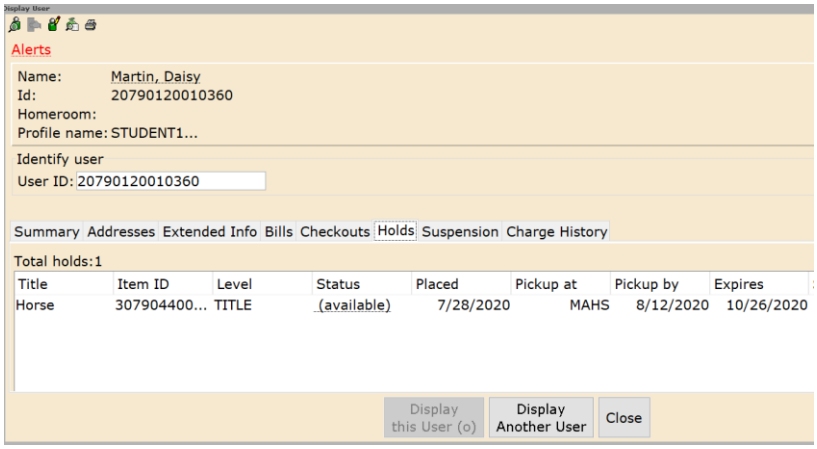
Items that have a status of AVAILABLE and have a hold attached will need to be 'trapped' so that the hold becomes available for the student.

The benefits to using MobileStaff are that you do not need to print the list. You can take your laptop or mobile device (iPad, mobile phone, etc) around the library to locate the materials and trap them at the same time.

With an "Un-trapped" hold the status of the hold is listed as (unavailable)




With a "trapped" hold, the status of the hold is listed as (available) and is ready to be checked out



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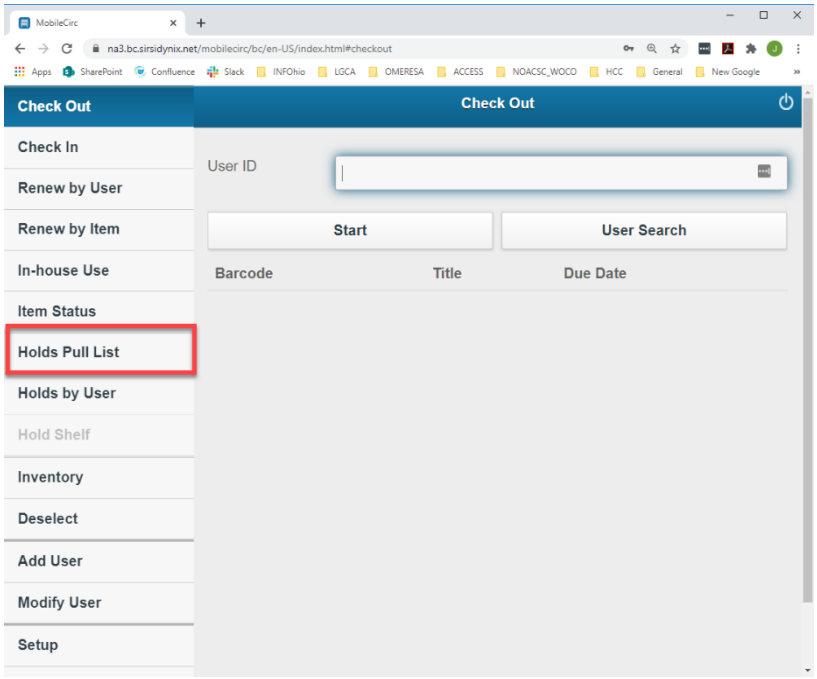
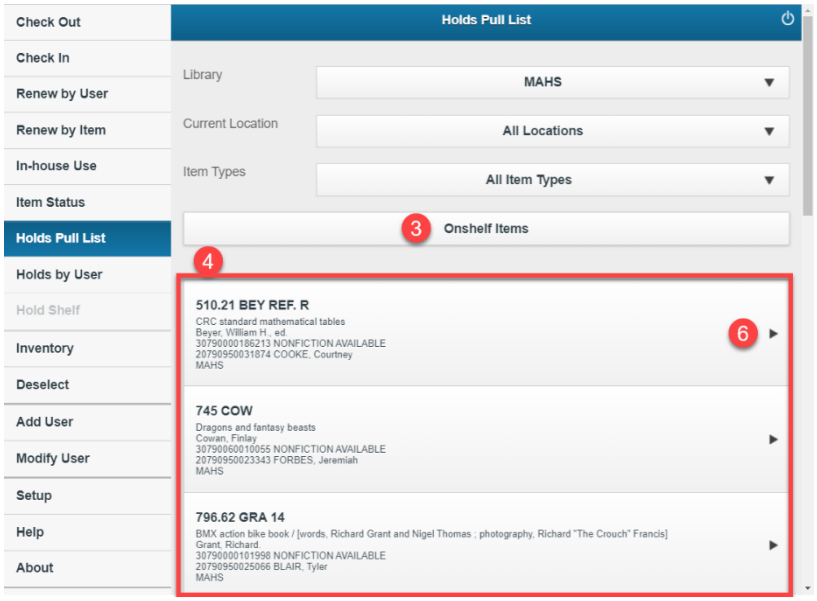
1. Log into MobileStaff
2. Click on HOLDS PULL LIST




3. Click the ONSHELF ITEMS button
4. List of items will appear in call number order
5. Find the books on the shelves of your library
6. When you locate and item, click the Triangle for the title



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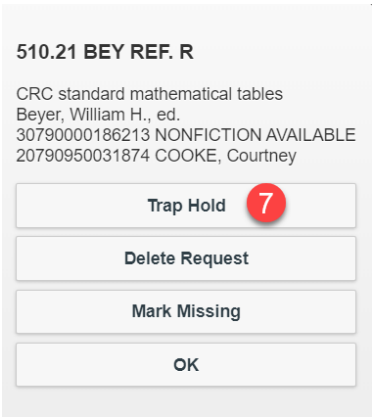
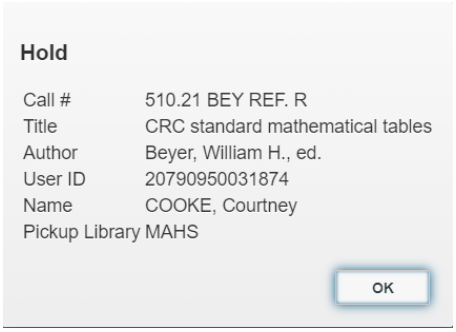
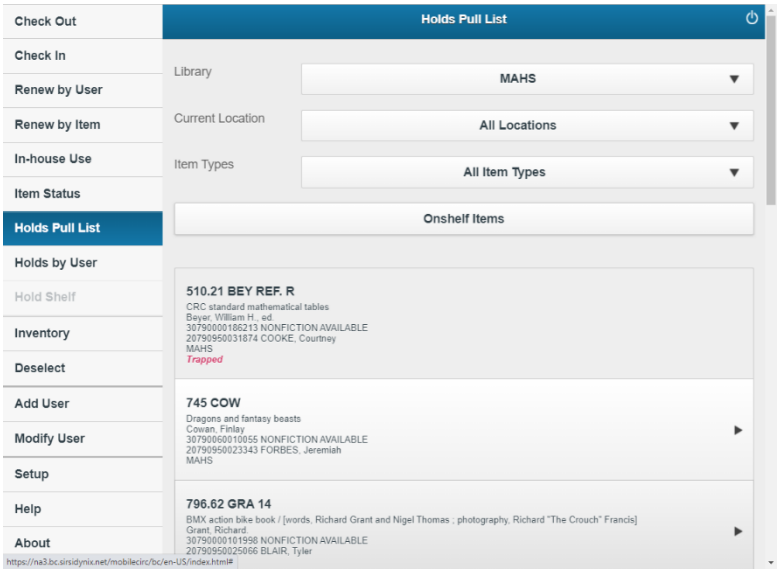
7. Click the button TRAP HOLD button



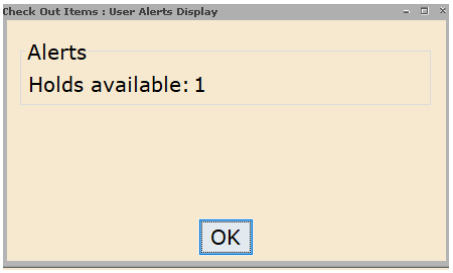

8. The hold has been trapped
9. Click the OK button to return to the list




10. Repeat as needed




11. During Check Out, when you retrieve the user account you will be notified that there is a hold available
12. Click the OK button



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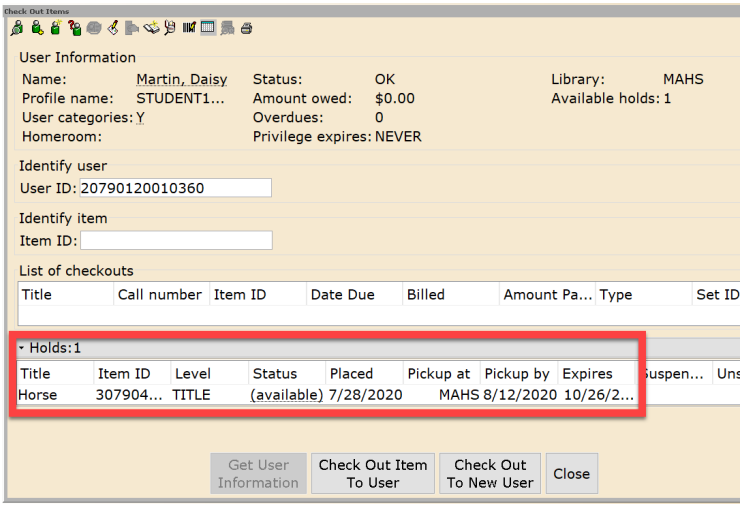
13. The title of the available hold will appear along the lower part of the screen with a status of (available)



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## Step 4 Optional: Run a report of students with holds ready for pickup/checkout

After trapping the holds you can run a report for a list of students that have items available and ready for checkout.

The report "Users with Available Holds" lists multiple students on one page that have holds that have been pulled and trapped. With more than one user per page this report will save on paper if you print the list.

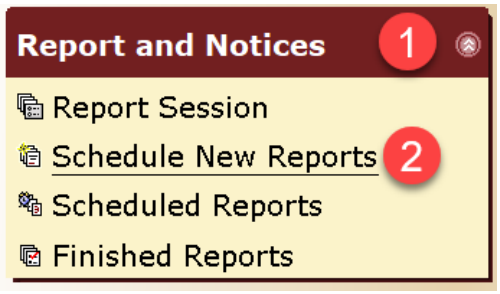
- It does not have the ability to report only 1 teacher/room.

The report "Hold Pickup Notices" allows you to generate a list of users that have holds available for pickup/checkout and limit the results to one teacher/class. The report prints one student per page.

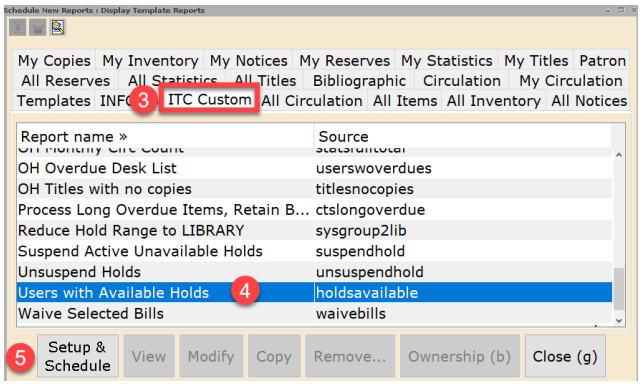
- Able to limit results to only 1 teacher/room

### Users with Available Holds

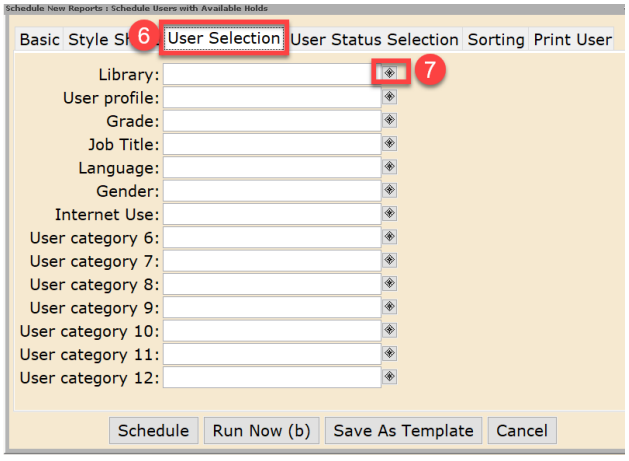
1. Go to Reports and Notices wizard group
2. Click on Schedule New Reports




3. Go to the ITC CUSTOM tab
4. Locate and select the report "Users with Available Holds"
5. Either
   Double click on the report
   Or
   Click Setup & Schedule button




6. Go to the USER SELECTION tab
7. For Library click on the gadget



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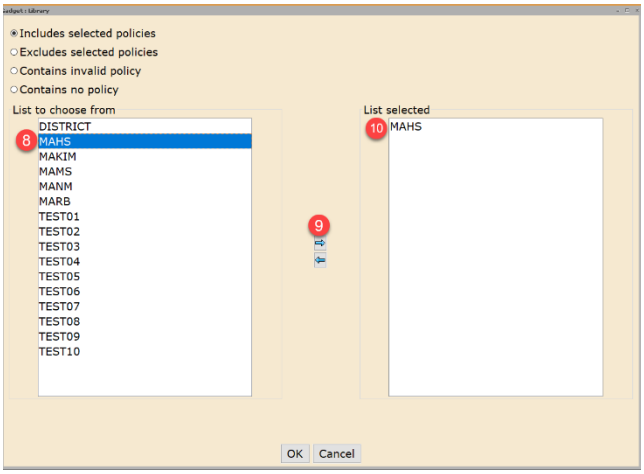
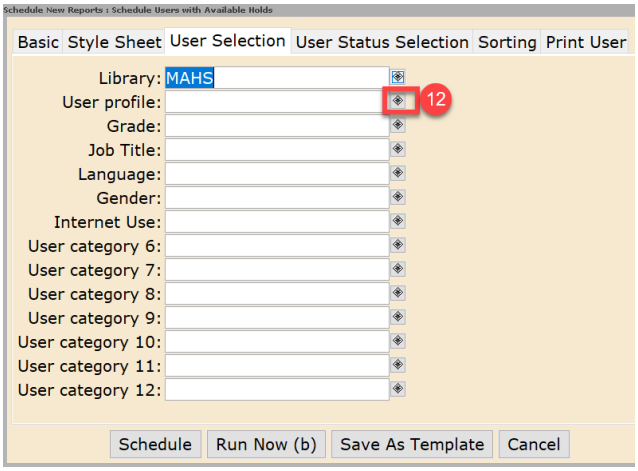
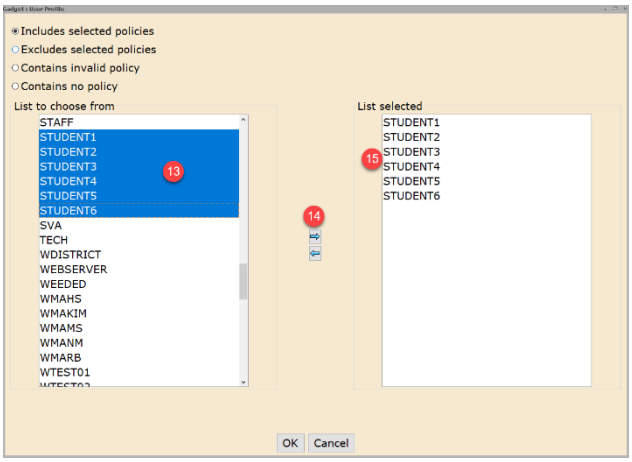
8. Select your library
9. Click the arrow
10. Move it to the LIST SELECTED column
11. Click the OK button




12. For User Profile click on the gadget




13. Select the profile(s) of your students
14. Click the arrow
15. Move them to the LIST SELECTED column
16. Click the OK button



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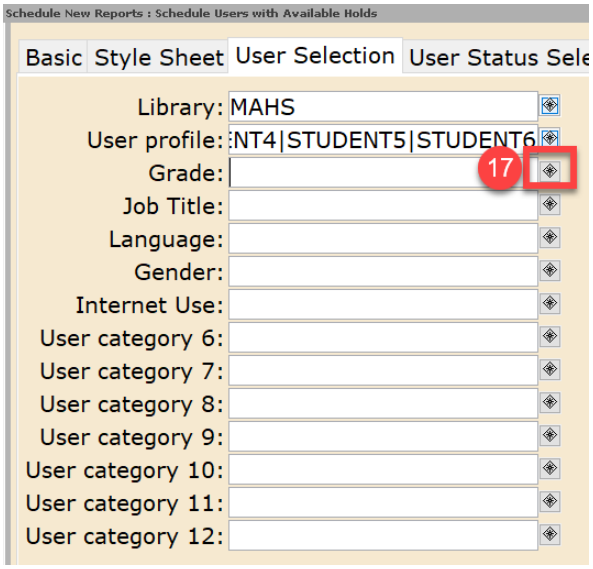
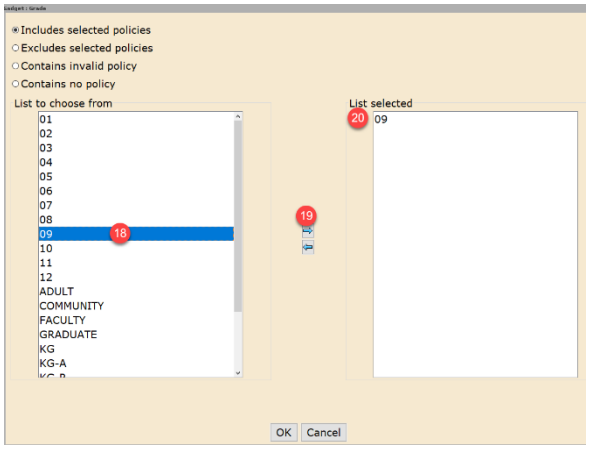
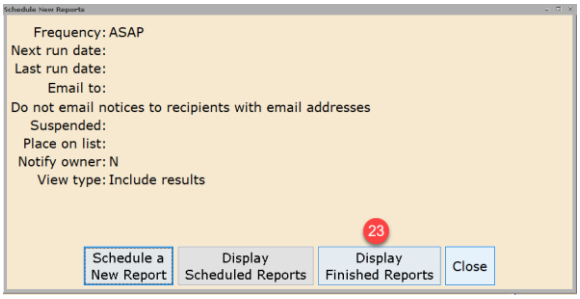
17. ***OPTIONAL*** For Grade click on the gadget



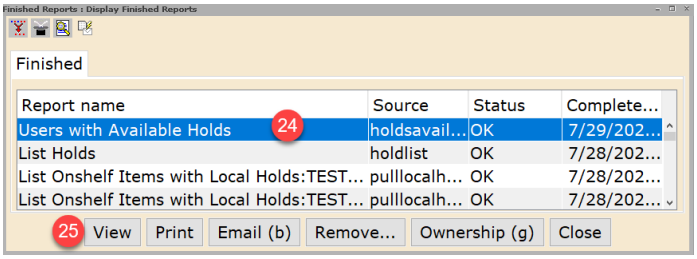

18. ***OPTIONAL*** Select the Grade(s)
19. Click the arrow
20. Move them to the LIST SELECTED column
21. Click the OK button




22. Click the RUN NOW button
23. Click the DISPLAY FINISHED REPORTS button




24. Select your report when it appears
25. Either
    Double click on the report
    Or
    Click the VIEW button



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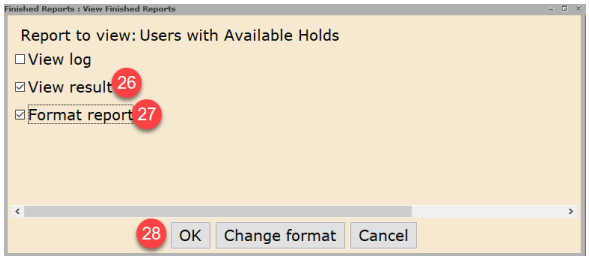
26. View Result should be selected
27. Format Report should be selected
28. Click OK button




29. The report will open with a list of students that match your request that have a hold available for checkout

```
                                Available Holds List

                        Produced Wednesday, July 29, 2020 at 3:13 PM

 BLAIR, Tyler
     id:20790950025066        alt id:95002506              library:MAHS
*Holds:2
   613.8 HYD 14                              MAHS
     Know about drugs / by Margaret O. Hyde and Bruce G. Hyde ;
illustrated by
     Bill Morrison.
     Hyde, Margaret O. 1917-


 CALHOUN, Ryan
     id:20790950025454        alt id:95002545              library:MAHS
*Holds:1
   599.735 CLA 14                            MAHS
     Reindeer.
     Clarkson, Ewan.


 CHAPMAN, Jennifer
     id:20790950024697        alt id:95002469              library:MAHS
*Holds:1
   613.69 MCM 14                             MAHS
     The complete wilderness training book / Hugh McManners.
     McManners, Hugh.
```



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## Step 4 Optional: Run a report of students with holds ready for pickup/checkout

After trapping the holds you can run a report for a list of students that have items available and ready for checkout.

The report "Users with Available Holds" lists multiple students on one page that have holds that have been pulled and trapped. With more than one user per page this report will save on paper if you print the list.

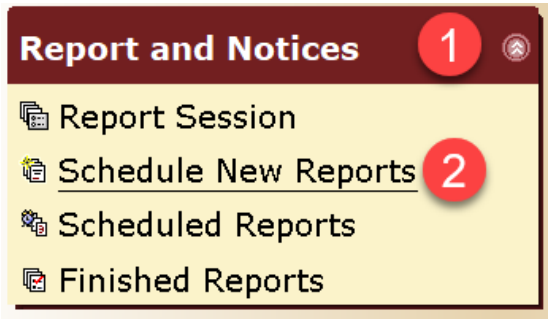
- It does not have the ability to report only 1 teacher/room.

The report "Hold Pickup Notices" allows you to generate a list of users that have holds available for pickup/checkout and limit the results to one teacher/class. The report prints one student per page.
The report can be run to email the student. If your school uses Gmail for the students and staff, and you want to email the student/teacher, you will want to test this report. Some schools are set up to not allow outside emails delivered to students. As this email will be sent from the library server, it is considered an "outside email."

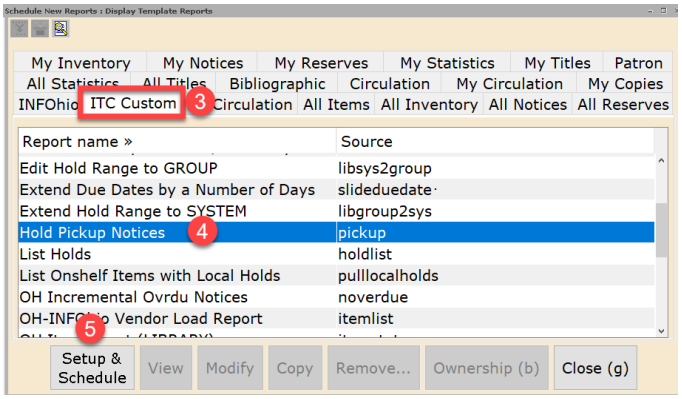
- Able to limit results to only 1 teacher/room

### Hold Pickup Notices

1. Go to Reports and Notices wizard group
2. Click on Schedule New Reports




3. Go to the ITC CUSTOM tab
4. Locate and select the report "Hold Pickup Notices"
5. Either
   Double click on the report
   Or
   Click Setup & Schedule button



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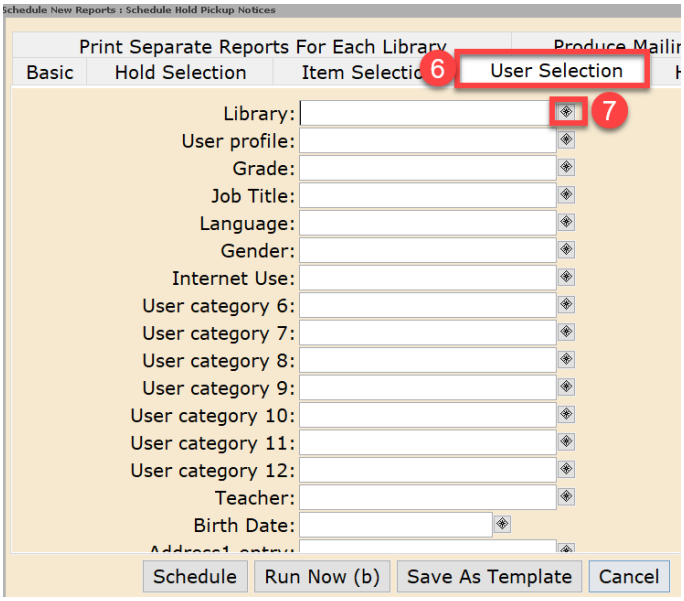
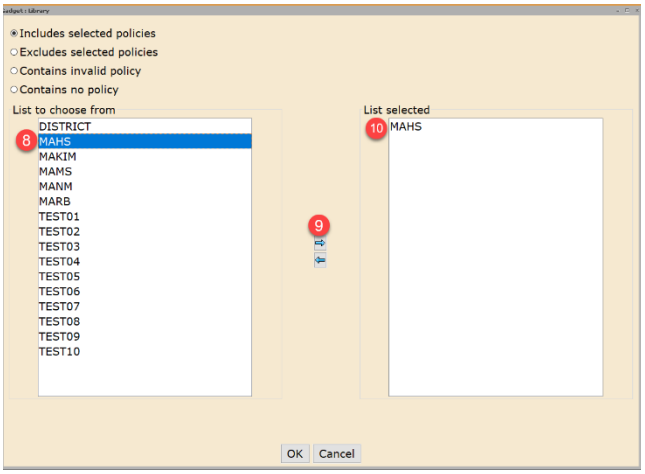
6. Go to the USER SELECTION tab
7. For Library click on the gadget




8. Select your library
9. Click the arrow
10. Move it to the LIST SELECTED column
11. Click the OK button



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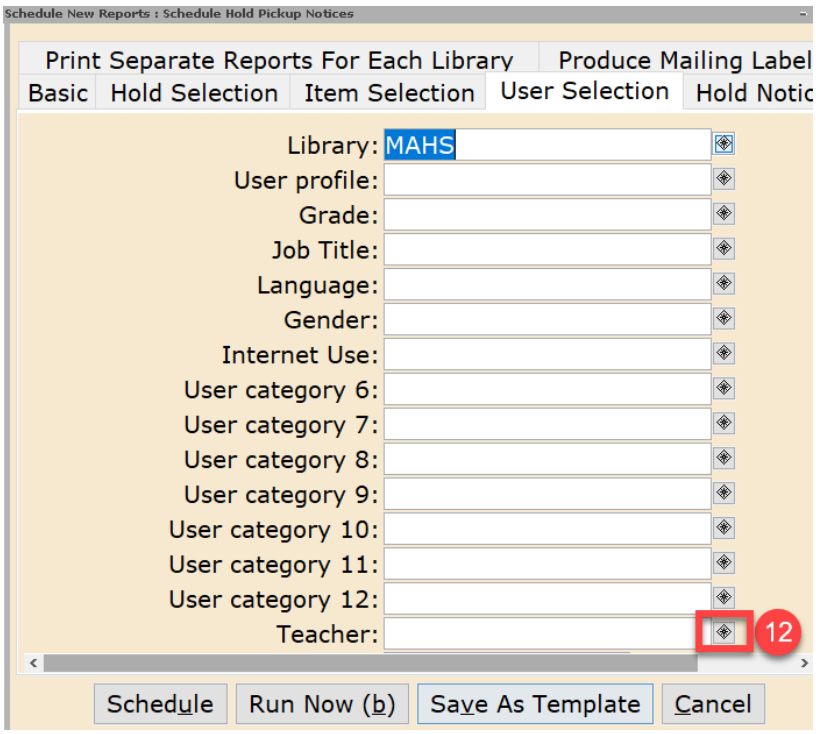
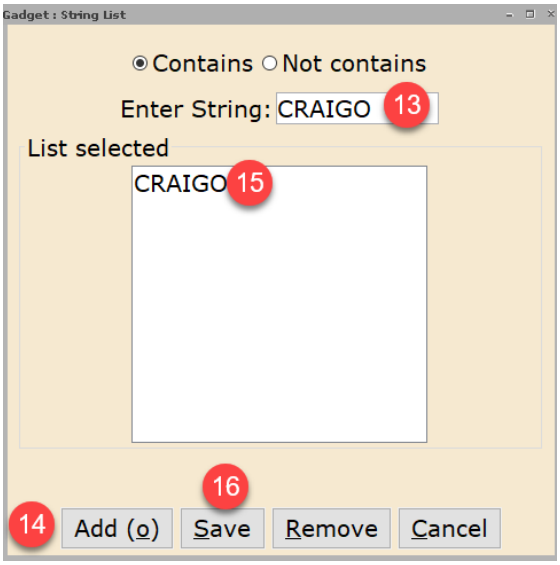
12. For TEACHER click on the gadget




13. In the box labeled "Enter String" type the teachers name as it appears in WorkFlows
    If the teacher name is in all capital letters in WorkFlows, then you will need to enter it in all capital letters.
14. Click the ADD button
15. The name will appear in the "List Selected" box
16. Click the SAVE button

Note: You can add multiple teachers. Repeat steps 13-15 as needed



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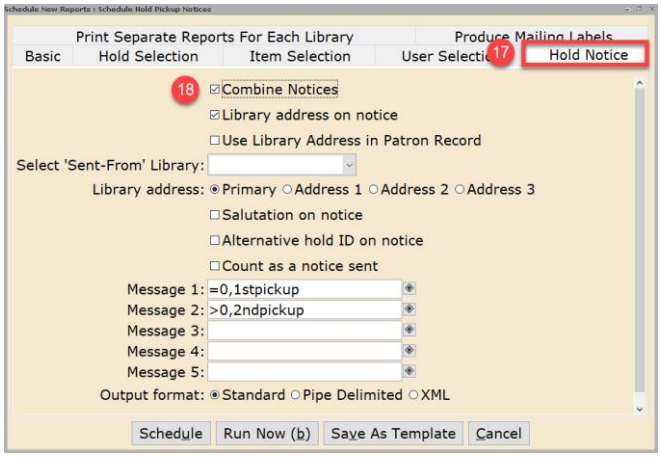
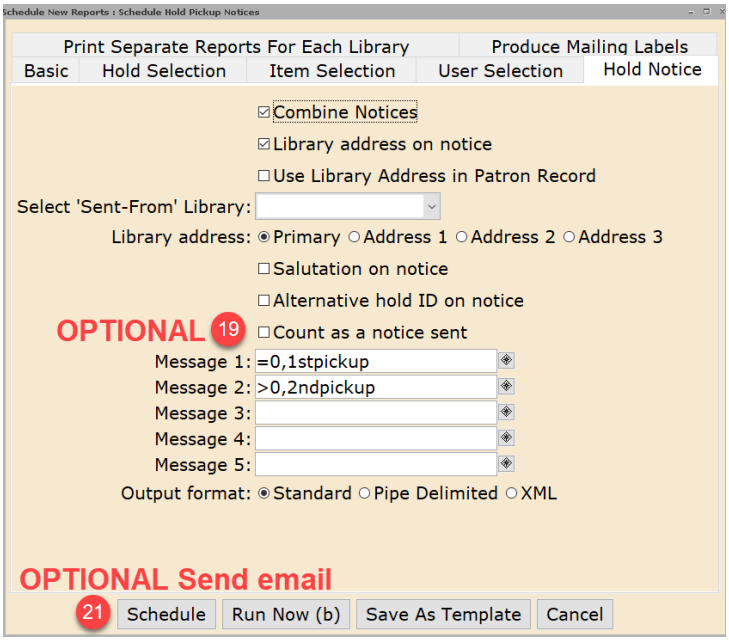
17. Go to the HOLD NOTICE tab
18. To combine multiple holds for the same student/user on the same report add a check in the box “Combine Notices”




19. OPTIONAL: “Count as a notice sent” Place a check mark here to limit the number of times this report can be printed or emailed for this title for this user.

    If you plan on printing out these notices to put in the books so that you know who to deliver them to, it is unlikely that you will need this option and you can leave it blank.

20. For paper only copies of the report, click the RUN NOW button and continue with step 25
    or
21. OPTIONAL To send email notifications click the SCHEDULE button




**IDEA: Before clicking the RUN NOW button, consider the “Save As Template” option and save a copy of this report set up for each teacher.**



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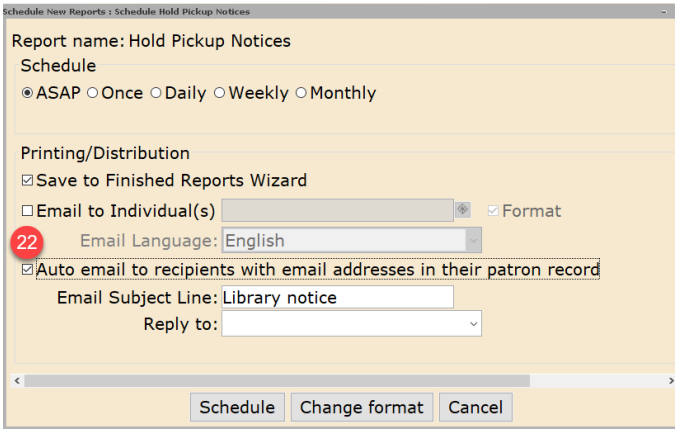
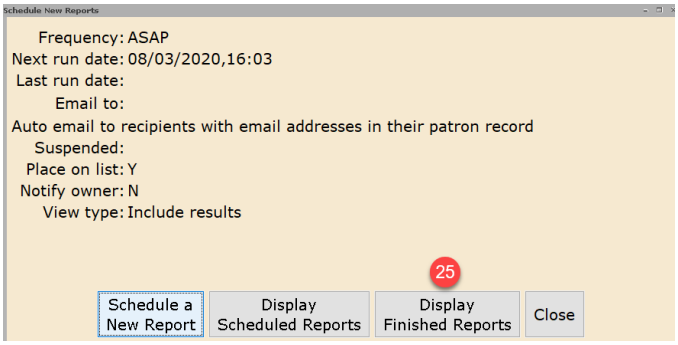
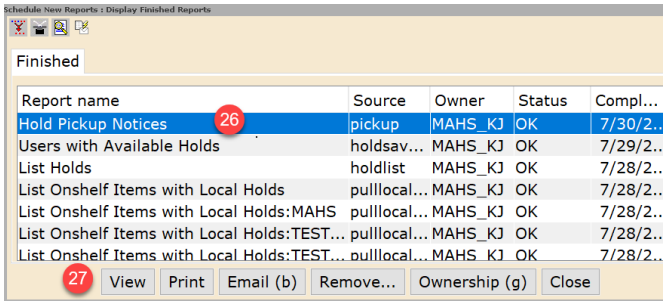
22. Place a check in the box "Auto email to recipients with email addresses in their patron record"
23. Change the subject line as desired
24. Click SCHEDULE button



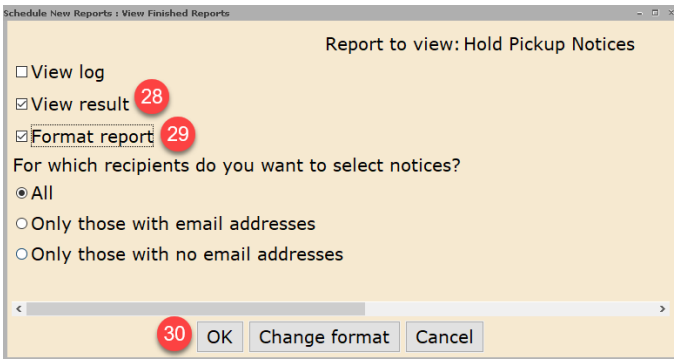

25. Click DISPLAY FINISHED REPORTS button




26. Select your report when it appears
27. Either
    Double click on the report
    Or
    Click the VIEW button




28. View Result should be selected
29. Format Report should be selected
30. Click OK button




31. Notices will open ready to print, one page per student
    If you selected to combine notices, then all items for a user will be on the same page
    If you did not combine notices, then each item will print on a new page



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**One Notice Per Item Sample**

Thursday, July 30, 2020

Test High School

Tyler BLAIR

"PICKUP NOTICE"

The item you requested is available for pickup from the
Library. Contact the Circulation Desk to check out the
item.
Thank you.

1 Know about drugs / by Margaret O. Hyde and Bruce G. Hyde ;
illustrated
by Bill Morrison.
Hyde, Margaret O. 1917-
call number:613.8 HYD 14 copy:1
hold pickup library:Test High School

**Combined Notices Sample**

Thursday, July 30, 2020

Test High School

Tyler BLAIR

"PICKUP NOTICE"

The item you requested is available for pickup from the
Library. Contact the Circulation Desk to check out the
item.
Thank you.

1 Know about drugs / by Margaret O. Hyde and Bruce G. Hyde ;
illustrated
by Bill Morrison.
Hyde, Margaret O. 1917-
call number:613.8 HYD 14 copy:1
hold pickup library:Test High School

2 BMX action bike book / [words, Richard Grant and Nigel Thomas ;
photography, Richard "The Crouch" Francis].
Grant, Richard.
call number:796.62 GRA 14 copy:1
Pickup by:8/14/2020
hold pickup library:Test High School

## Step 5: Check out materials to users

Check out items to user using WorkFlows, MobileStaff or BLUEcloud.



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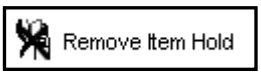
## Remove Item Hold

The Remove Item Hold wizard guides you through the process of removing a hold placed on an item.

1. ***Click*** on Holds Maintenance Group.
2. ***Click*** on Remove Item Hold.

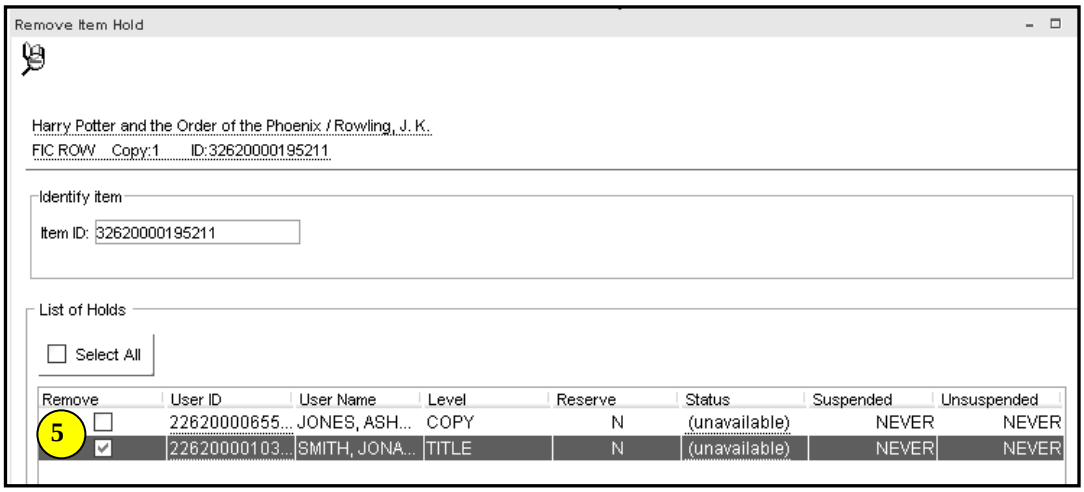



*Remove Item Hold* screen displays.

3. ***Scan*** in the barcode or ***use*** the Item Search helper.
4. If a list displays, ***select*** your item and ***Click*** Remove Holds button.

*Remove Item Hold* screen displays.

5. ***Click*** in the check box next to the item you wish to remove.
6. ***Click*** Remove Holds button




7. ***Select*** from options***:***

**Note: For more detailed information or specific questions, use HELP wizard.**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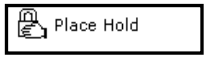
# Place Hold

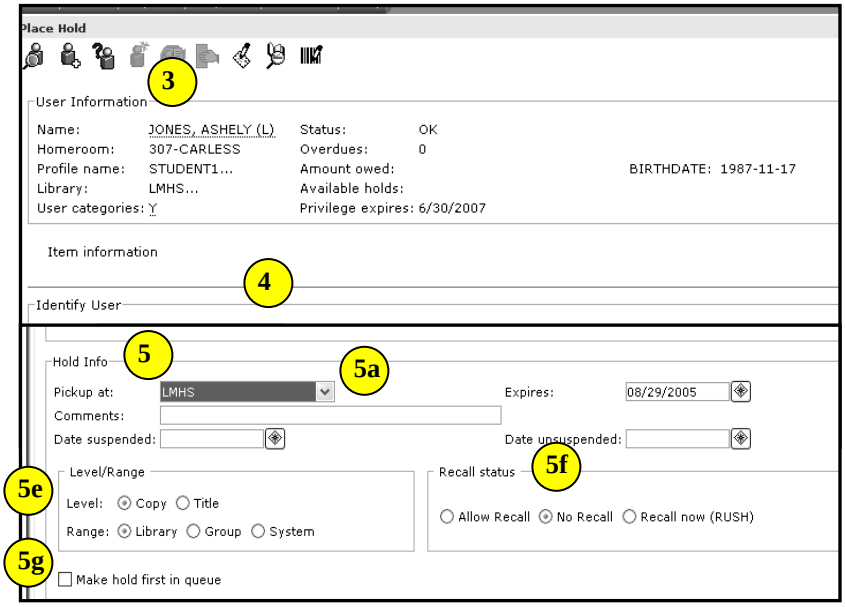
The Place Hold Wizard guides you through the process of placing holds on library materials.

1) ***Click*** on Holds Maintenance Group
2) ***Click*** on Place Hold Wizard

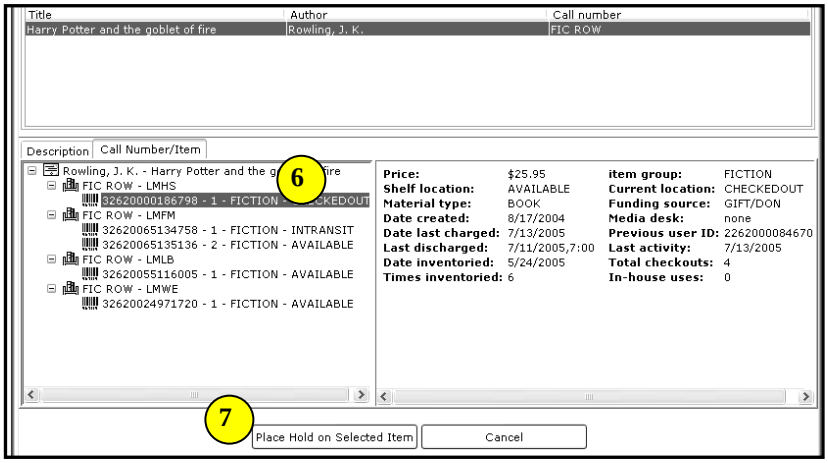



3) ***Locate*** the appropriate User

4) ***Type or scan*** Item ID or use Item Search helper.



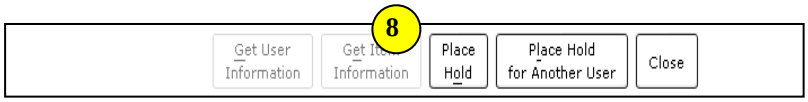

5) Accept the Hold Information defaults or make your selections.
   a) ***Click*** Pickup Library and select the library code.
   b) Expires: ***Click*** the gadget and select the date for the hold to expire.
   c) Comments may be added.
   d) Use the Date suspended and Date unsuspended to clear a hold for a date range and then reinstate hold.
   e) Level/Range –
      i) ***Click*** Copy for a specific item to be placed on hold.
      ii) ***Click*** Title for the first available copy of the title to be placed on hold.
   f) Recall status - recall checked out item.
      i) Allow
      ii) No Recall (Default)
      iii) Recall Now (Rush)
   g) Make first in queue




6. If list of titles displays, ***select*** the desired title, then **select** the desired item.

**NOTE**: *If placing a TITLE hold, selecting one item will suffice, the hold will be effective on all items on the TITLE.*

7. ***Click*** Place Hold on Selected Item.




8. If a Title hold is placed, ***Click*** Place Hold.

**NOTE**: *By default, the system will only let you place holds on books that are not on the shelves (can be overridden.*

**NOTE: For more detailed information or specific questions, use HELP wizard.**



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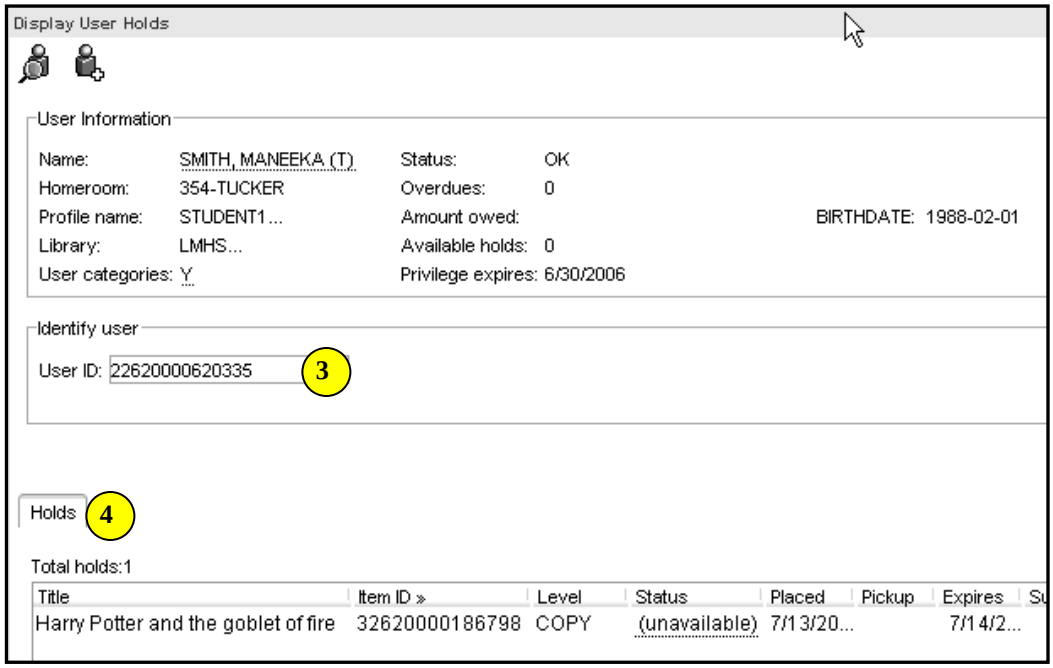
# Display User Holds

The Display User Holds wizard guides you through the process of displaying all holds placed by a specific user. This wizard is useful when a user asks if any of the holds are available.

1. ***Click*** on Holds Maintenance Group.
2. ***Click*** on Display User Holds Wizard.

*Display User Holds* screen displays.

3. ***Select*** the appropriate *u*ser.




4. ***Review*** information in the Holds section of the screen.

5. ***Select*** from options:

**Note: For more detailed information or specific questions, use HELP wizard.**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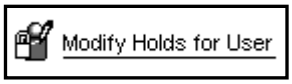
# Modify Holds for User

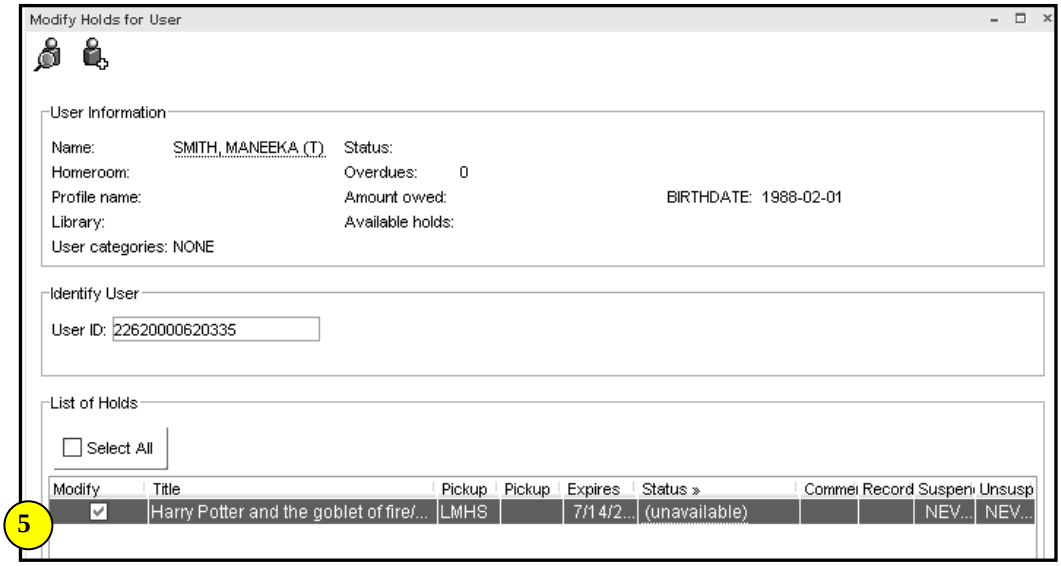
The Modify Holds for User wizard guides you through the process of modifying a user's holds. This wizard also allows you to add comments about a user's hold.

1. ***Click*** on Holds Maintenance Group.
2. ***Click*** on Modify Holds for User Wizard.




*Modify Holds for a User* screen displays.

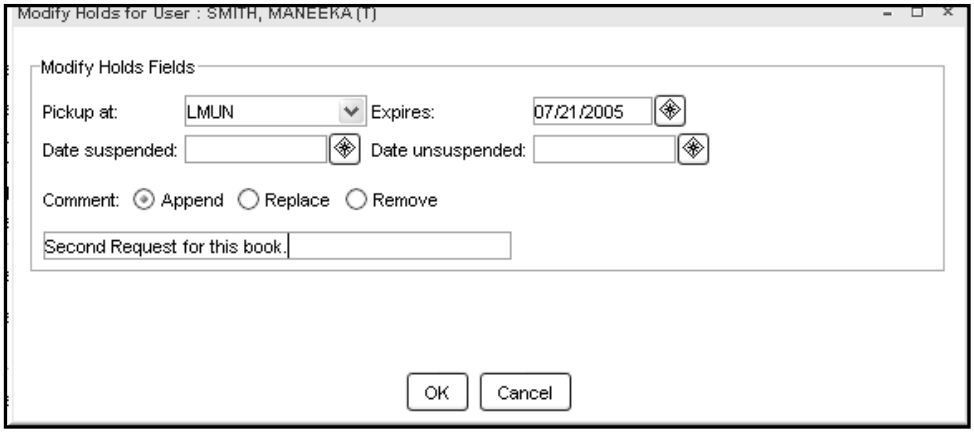
3. ***Select*** the appropriate user.
4. The *Modify Holds for User* screen identifies the user and displays a list of holds placed by the user.
5. ***Click*** in the check box next to the title you will modify.
6. ***Click*** the Modify button.



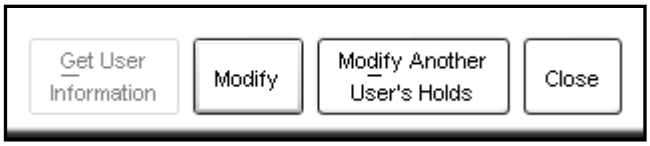

*Modify Holds for User: (student)* screen displays.

You may ***modify*** the following information.

- Pickup Library
- Expires (expiration date)
- Date Suspended (suspend hold dates for a period of time)
- Date unsuspended
- Comment (Add, Append, Replace, or Remove comment)




7. ***Click*** OK to save changes.
8. ***Select*** from options:




**Note: For more detailed information or specific questions, use HELP wizard.**



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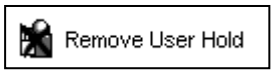
# Remove User Hold

The Remove User Hold wizard guides you through the process of removing holds placed by a specific user.

1. ***Click*** on Holds Maintenance Group.
2. ***Click*** on Remove User Hold Wizard.

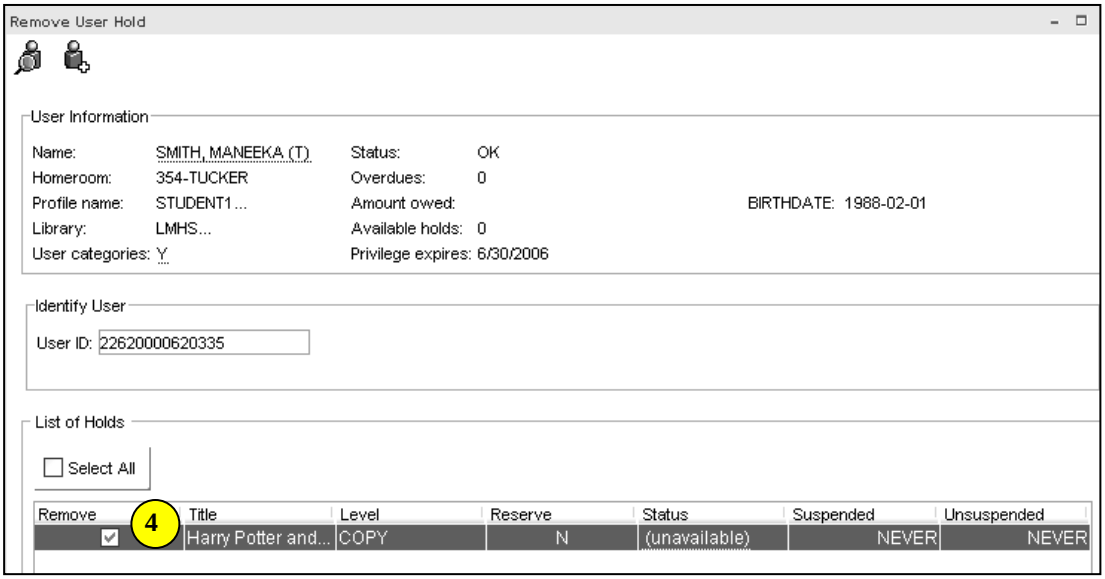



*Remove User Hold* screen displays.

3. ***Select*** the appropriate user.

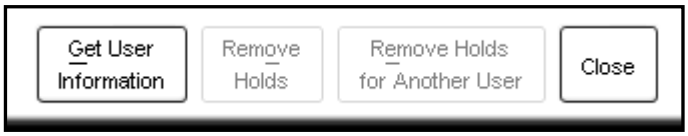
*Remove User Hold* screen displays.

4. ***Click*** in the check box next to the title you will remove or ***click*** on Select All to choose all titles.




5. ***Click*** the Remove Holds button.
Holds will be removed and the screen returns to the lookup user for remove holds.

6. ***Select*** from options:




**Note: For more detailed information or specific questions, use HELP wizard.**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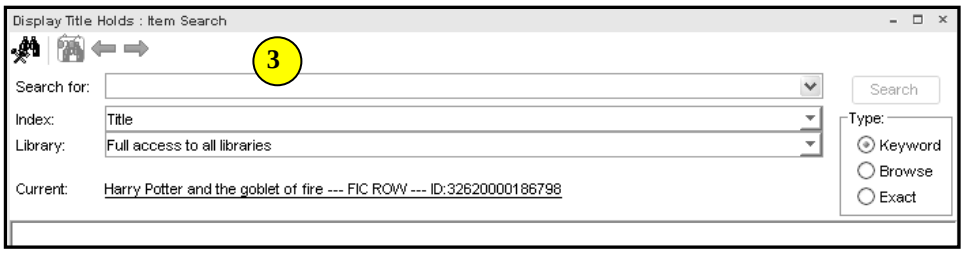
# Display Title Holds

The Display Title Holds wizard guides you through the process of displaying a list of all holds placed on a title.

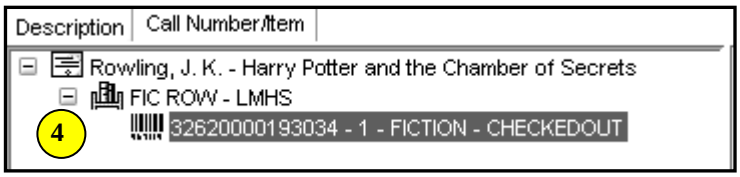
1. ***Click*** on Holds Maintenance Group.
2. ***Click*** on Display Title Holds.

*Display Title Holds: Item Search* screen displays.

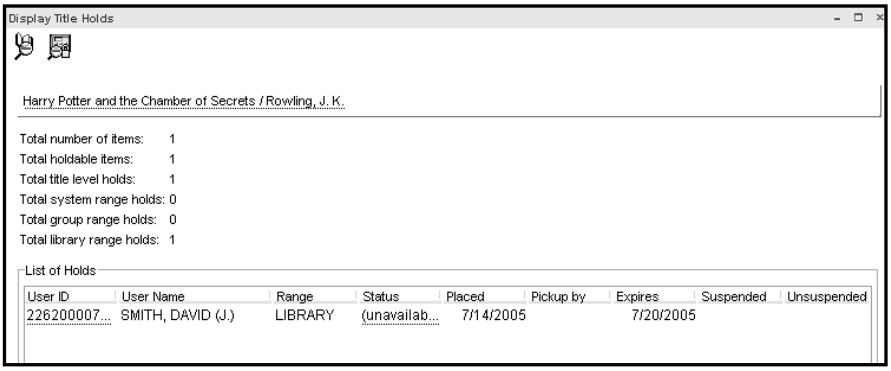



3. ***Type*** in the Search for: box the text for your search.

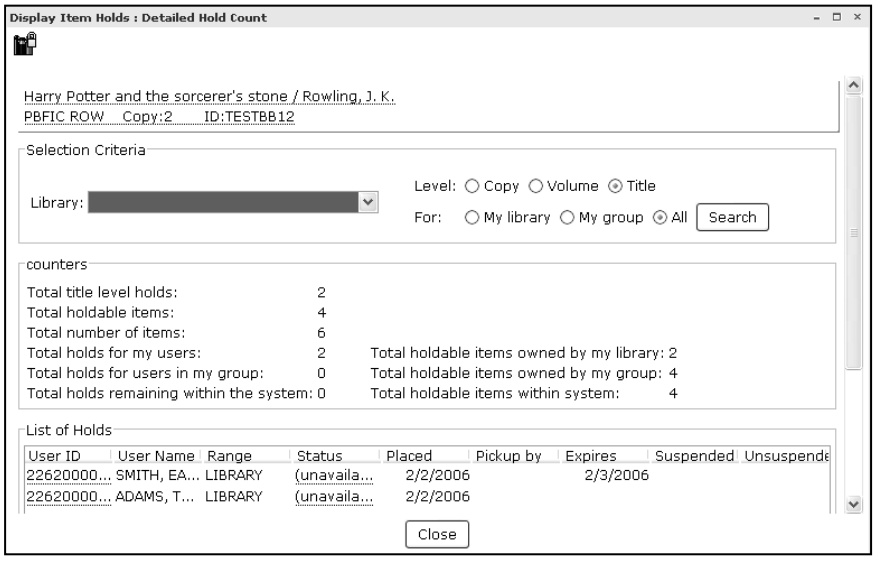
4. If a list displays, ***select*** your item and ***Click*** OK.



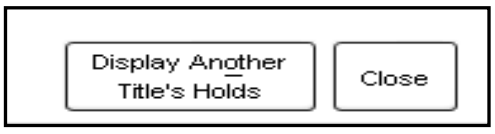

*Display Title Holds* screen displays.



**NOTE:** *Click on the Detailed Hold Count helper to view counts of this title and current holds for your library or entire database*




5. ***Select*** from options:




**NOTE: For more detailed information or specific questions, use HELP wizard.**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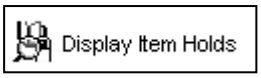
# Display Item Holds

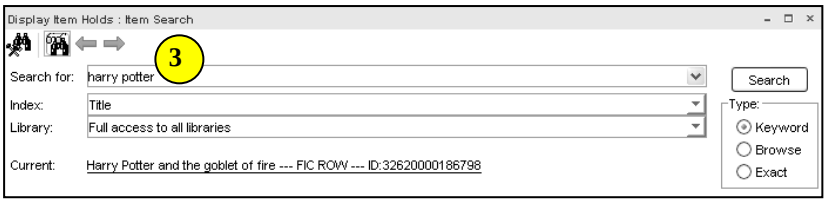
The Display Item Holds wizard guides you through the process of displaying a list of all holds placed on a title.

1. ***Click*** on Holds Maintenance Group.
2. ***Click*** on Display Item Holds.

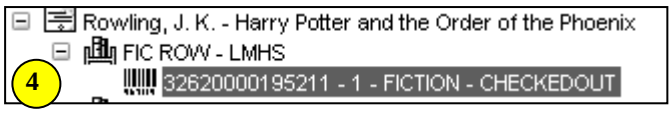



*Display Item Holds: Item Search* screen displays.

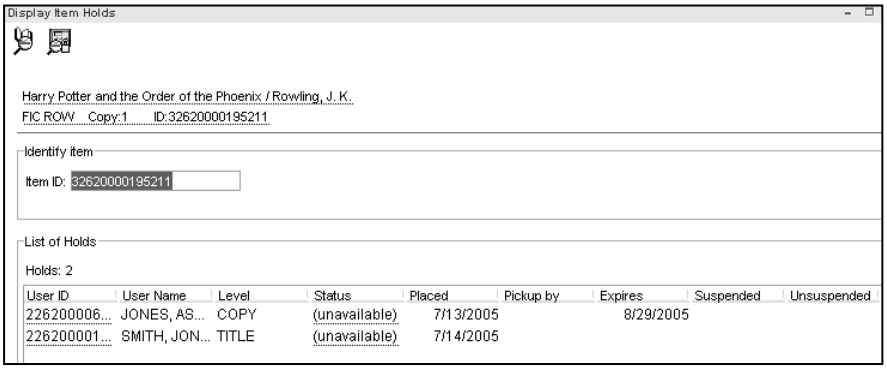
3. ***Type*** in the Search for: box the text for your search.



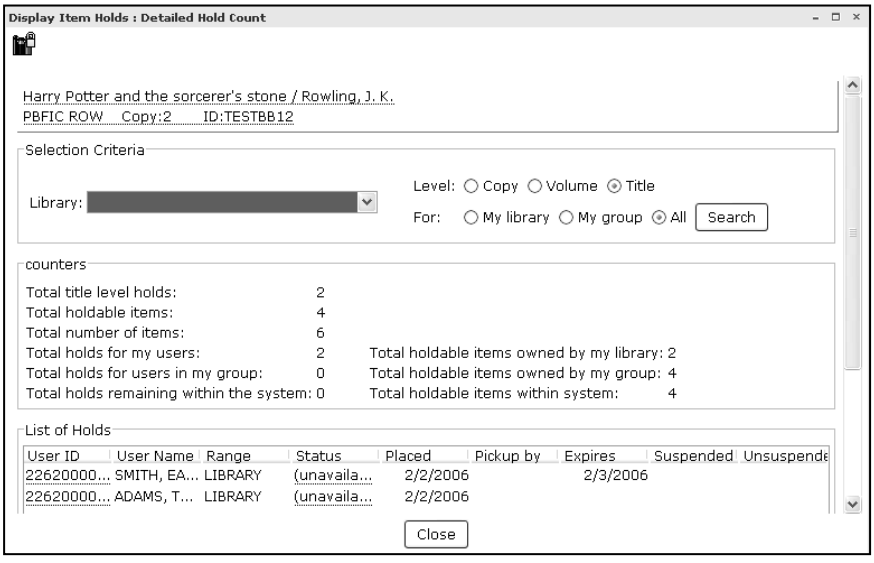

4. If a list displays, ***select*** your item and ***Click*** OK.



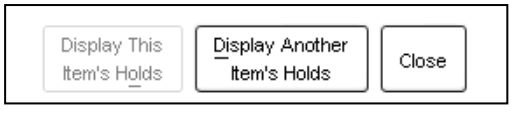

*Display Item Holds* screen displays.



**NOTE:** *Click on the Detailed Hold Count helper to view counts of this title and current holds for your library or entire database.*




5. After you have viewed holds placed on an item, you can ***select*** one of the following steps:




**NOTE: For more detailed information or specific questions, use HELP wizard.**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# Modify Holds for Item

The Modify Holds for Item wizard guides you through the process of modifying a hold placed on an item.

1. ***Click*** on Holds Maintenance Group.
2. ***Click*** on Modify Holds for Item.

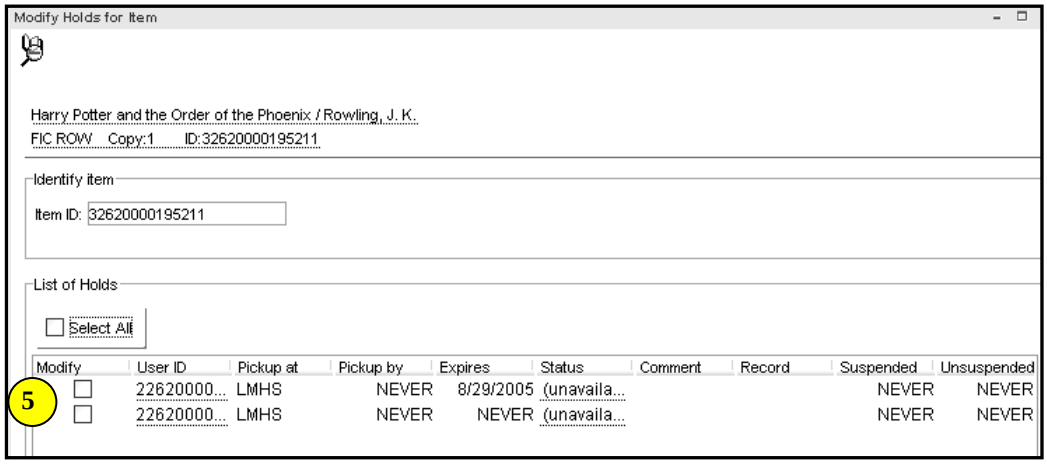
*Modify Holds for Item: Item Search* screen displays.

3. ***Scan*** in the barcode or ***use*** the Item Search helper.

4. If a list displays, ***select*** your item and ***click*** OK.

*Modify Holds for Item* screen displays.

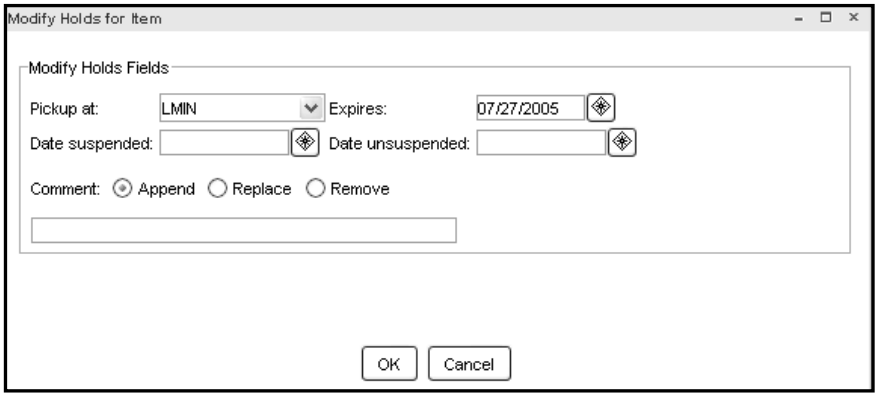
5. ***Click*** in the check box next to the item you wish to modify.




*Modify Holds for Item* screen displays.

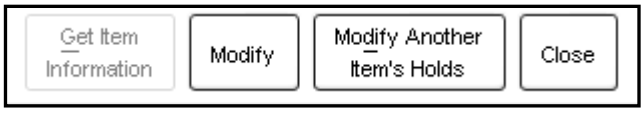
You may ***modify*** the following information.

- Pickup Library
- Expires (expiration date)
- Date Suspended (suspend hold dates for a period of time)
- Date unsuspended
- Comment (Add, Append, Replace, or Remove comment)




6. ***Click*** OK

7. ***Select*** from options***:***




**Note: For more detailed information or specific questions, use HELP wizard.**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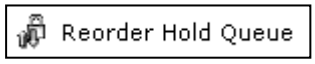
# Reorder Hold Queue

The Reorder Holds Queue wizard allows you to re-order the hold queue for a title and move a hold or group of holds up or down in the queue. Only available holds can be reordered by this wizard.

1. ***Click*** on Reorder Hold Queue.

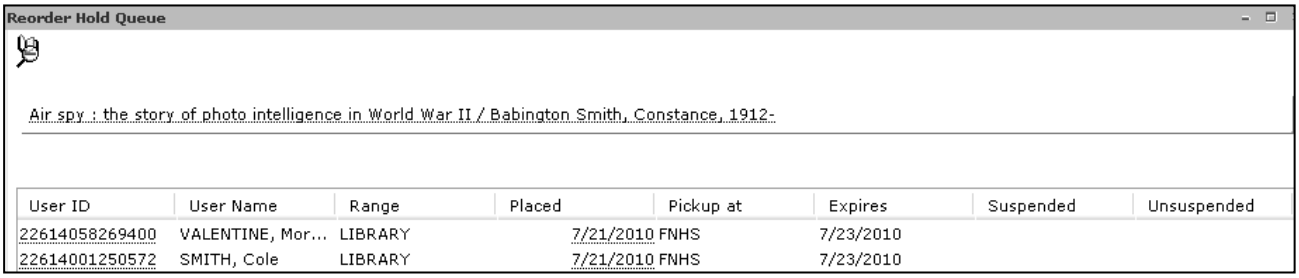



   *Reorder Hold Queue* screen displays.

2. ***Scan*** in the barcode or ***use*** the Item Search helper.

3. If a list displays, ***highlight*** the title and ***click*** OK.

   *Reorder Hold Queue* screen displays.




4. To reorder a hold or group of holds, highlight the hold line(s) by clicking the line (drag the cursor down to select multiple lines), ***right click*** on the item(s) that you wish to move and **select** *Cut*.

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5. **Highlight** the hold line where you wish to insert the hold(s), **right-click**, and select *Insert Row Before or Insert Row After*. The information that you cut and inserted should now be reordered within the Hold Queue.

**Note: For more detailed information or specific questions, use HELP wizard.**


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# Place Blanket Holds

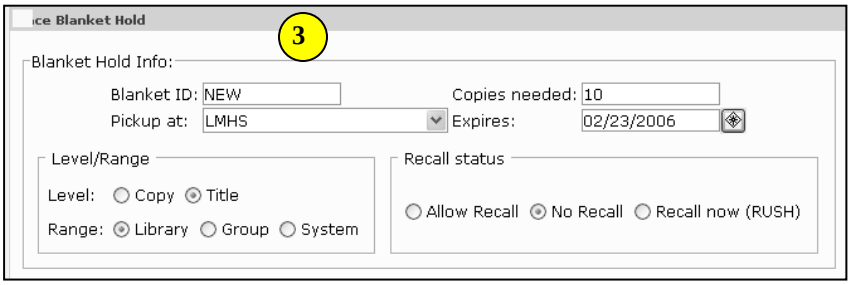
The Place Blanket Hold wizard is used to place blanket holds on library materials. A blanket hold is a single hold placed on multiple titles or items, and requires a specified number of items be available before the hold is considered filled.

The Place Blanket Hold wizard allows you to select up to 50 items and/or titles for a blanket hold. You must specify a blanket hold expiration date and how many copies must be made available for the blanket hold to be considered filled. You can distribute available copies immediately to patrons instead of waiting until all of the requested copies are available to fill the blanket hold.

1. ***Click*** the Holds Maintenance group wizard.
2. ***Click*** Place Blanket Hold wizard.

   *Place Blanket Hold screen displays.*

3. Under Blanket Hold Info, complete the following information if needed.




- In the Blanket Hold ID box, the NEW value displays. If you are creating a new blanket hold, the value must be NEW. You cannot assign your own blanket IDs.
- In the Copies needed box, ***type*** the number of items (1 to 50) that must be available for the blanket hold to be considered filled.
- In the Pickup At list, ***select*** the pickup library. If this field is left blank, the default library is the workstation library of the login used to place the hold or the user's library, depending on property settings.
- In the Expires box, use the Calendar gadget to ***select*** an expiration date for the blanket hold. This field is required.
- If needed, in the Date Suspended box, use the Calendar gadget to ***select*** a beginning date of the blanket hold's suspension. When a hold is suspended, the suspension period begins at 00:01 on the beginning suspension date. In the Date Unsuspended box, use the Calendar gadget to ***select*** the ending date of the blanket hold's suspension. When a hold is unsuspended, the suspension period ends at 00:01 on the ending suspension date.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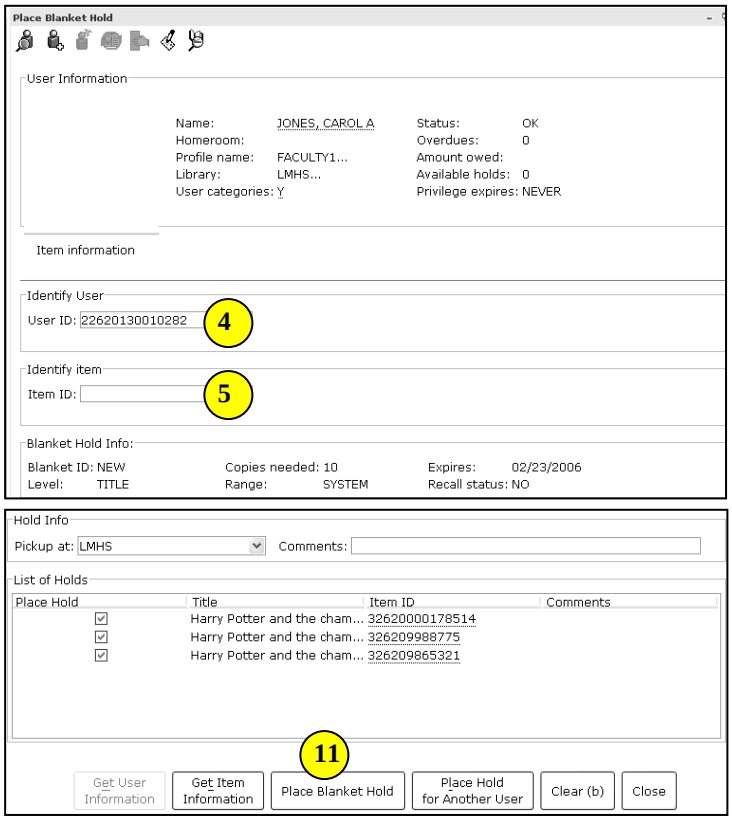
4. In the User ID box, ***scan*** the user ID or use the lookup user helper.
5. In the Item ID box, ***scan*** each of the item's barcodes or use the item lookup helper. Notice that each item for the blanket hold displays in the List of Holds.
6. The Date Suspended and Date Unsuspended fields are only available if the Display Suspension Dates property is selected.
7. Under Level/Range, ***select*** a Level and Range option.
8. Under Recall Status, ***select*** a recall type.
9. If the Reserve Hold check box displays, specify whether the hold should be placed against a Reserve Desk item.
10. In the Comments box, add any comments.
11. ***Click*** Place Blanket Hold**.**
12. If the blanket hold is successfully placed, you have these options:
    - Place a hold for another user
    - Review holds
    - Place another hold for this user
    - Close the wizard




***NOTE:*** *If you place a Title level blanket hold on one or more titles, Unicorn selects the first available item of each title to fill the blanket hold. If you want more than one item of a title to fill the blanket hold, place a copy level hold on each item you want. When you place a Copy level hold, the Range options are grayed out since the range setting does not apply for Copy level holds.*

**Note: For more detailed information or specific questions, use HELP wizard.**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# Trap Holds Wizard

The Trap Holds wizard is used to **make holds available that are *on the shelf (status Available)***. These items must then be selected with the **List Onshelf Items with Holds** report before the Trap Holds wizard can be functional.

> **Notes:** *Contact your ITC support to set desired HOLD policies and HOLD maps before using this wizard. On-shelf holds **must** be enabled. In a multilibrary setting, items needed to satisfy holds at one library may be on the shelf at one or more libraries, policies will determine what items will satisfy the hold.*
>
> **List Onshelf Items with Holds (Circulation tab) -** *This report identifies materials with holds that are on the shelf and selects a specific library's copy to be designated for a specific hold. Report should be scheduled to run daily for the library using Trap Holds wizard.*

**To trap holds**

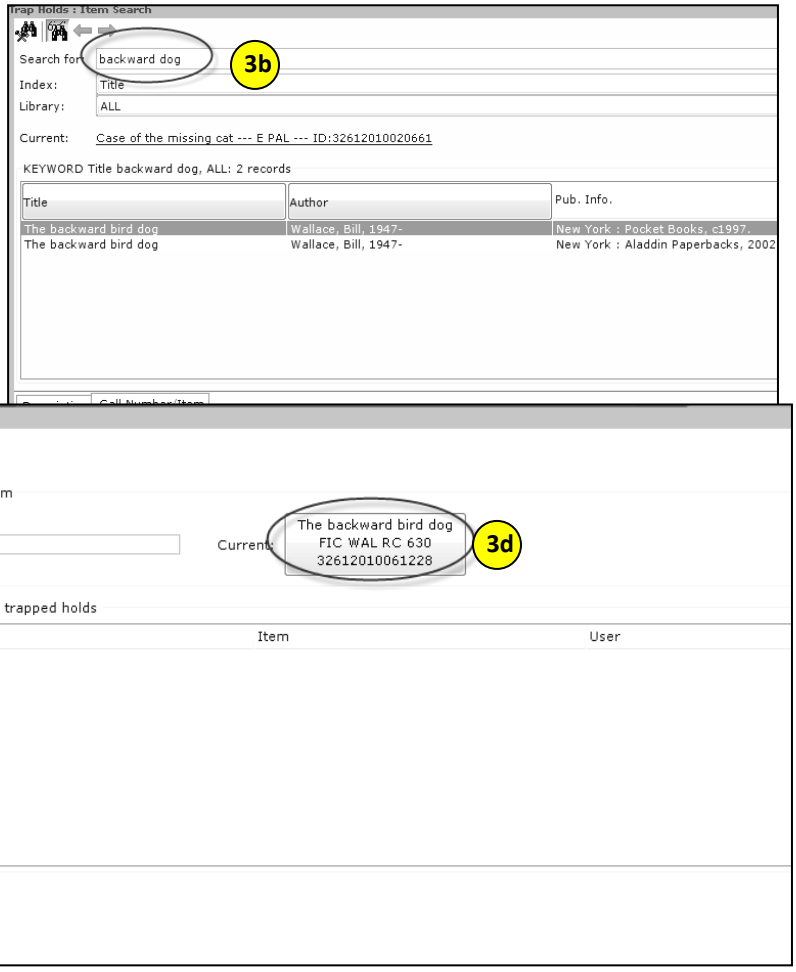
1. Click the **Holds Maintenance** group wizard.
2. Click the **Trap Holds** wizard.
3. Do **one** of the following.

   a. In the I**tem ID** box, scan the item's barcode (**Trap Holds** will occur).

   b. Type the item ID in the **Item ID** box, and click **Trap Holds**.

   c. Use the **Item Search** helper to search for the item. If a list displays, select the item you want, and then click **Trap Holds**.

   d. If the **Current** button is available, click the button to select the last item record that was displayed, modified, or added. (**Trap Holds** will occur).



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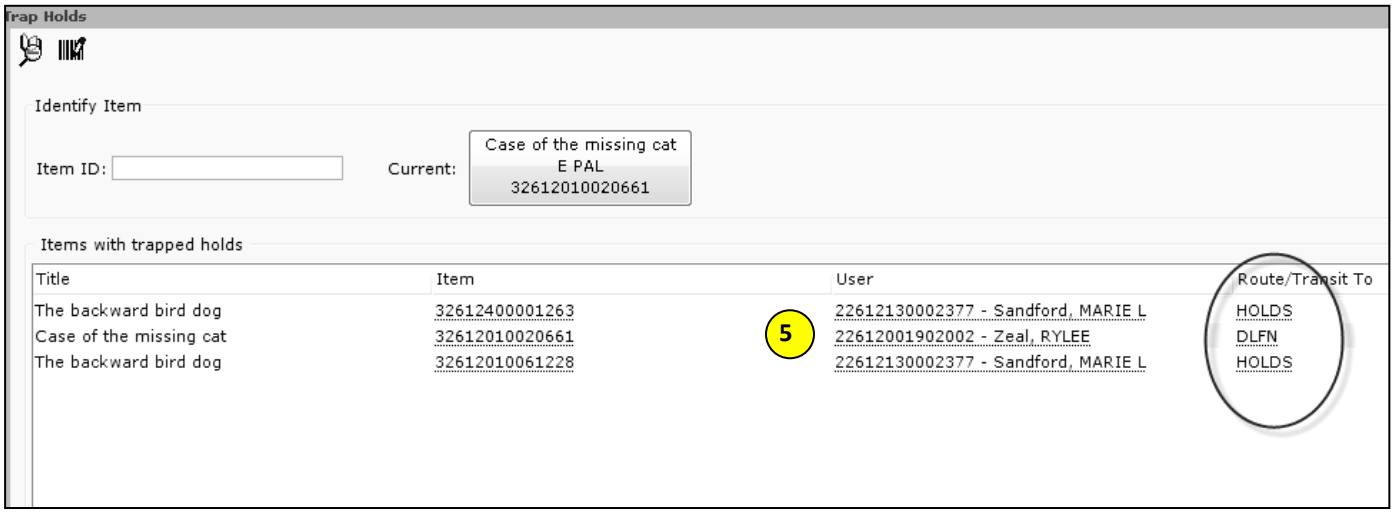
4. The item is trapped to fill a hold, and is added to the **Items with Trapped Holds** list.




5. Review the **title**, **user, routing, and destination library information** using the ***glossary*** links.

6. After the hold has been trapped, select one of the following options:

   a. **Clear List** to clear the Trapped Holds list.

   b. **Close** to exit the wizard.

**Note: For more detailed information or specific questions, use HELP wizard.**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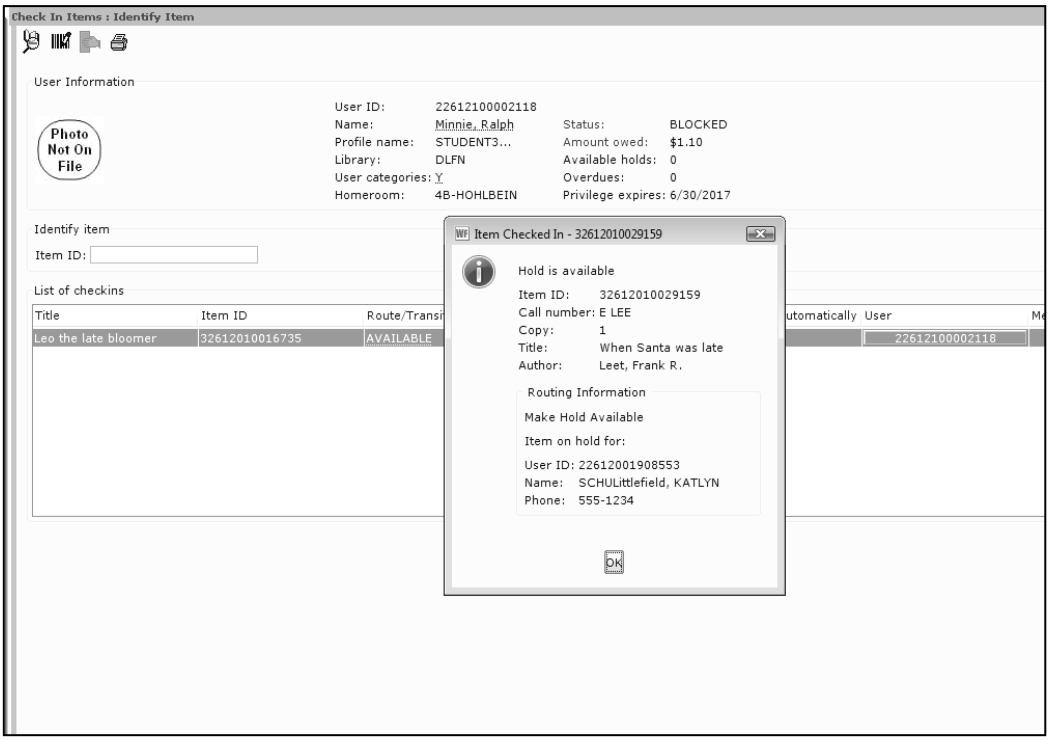
## Print HOLD screen message from Workflows Screen for user notification

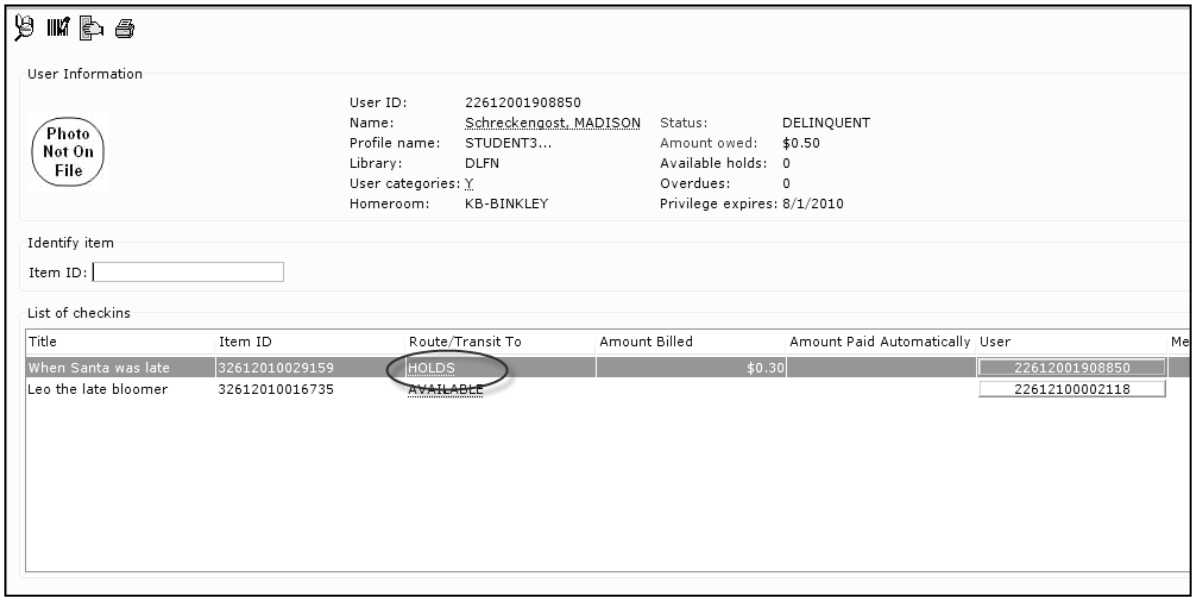
When item is checked in, there is an alert set to display that this is an item on HOLD. This alert displays as shown here:

However, there is no way to print this alert – Print Screen option is NOT available for this alert.




Following are instructions to be able to print this alert from the **CHECK IN Screen**.

The **CHECK IN** list will have a glossary for the item that is on Hold (as shown here):



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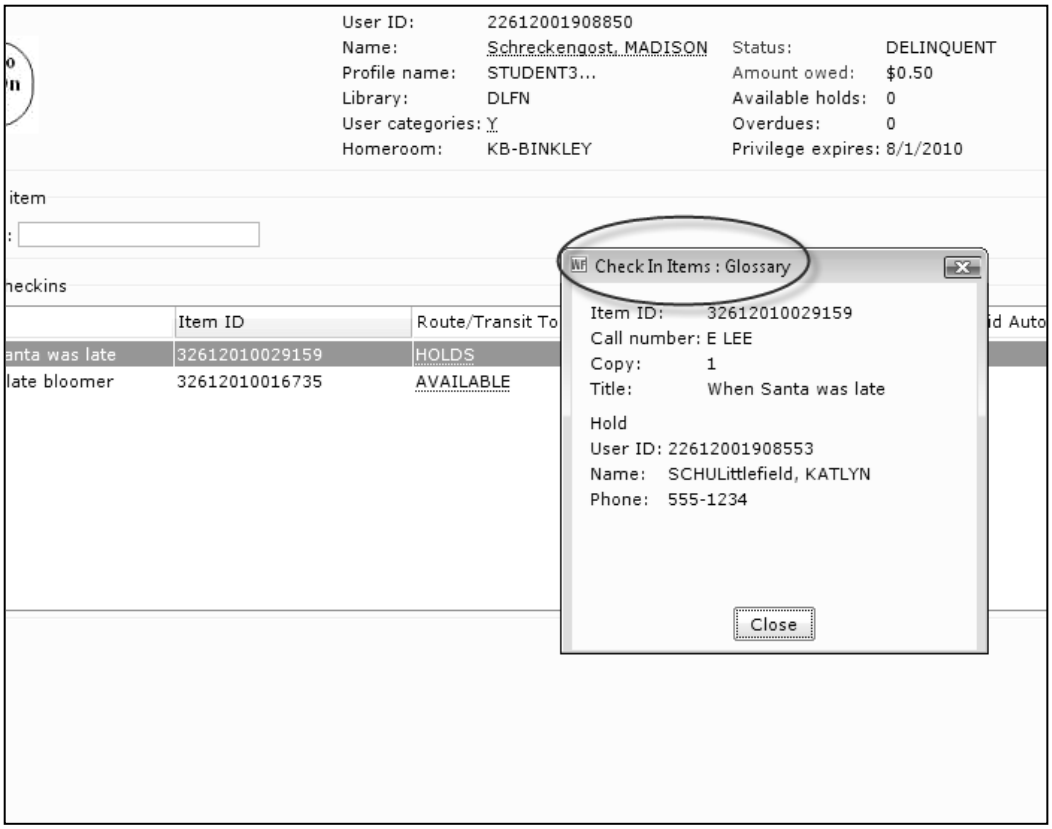
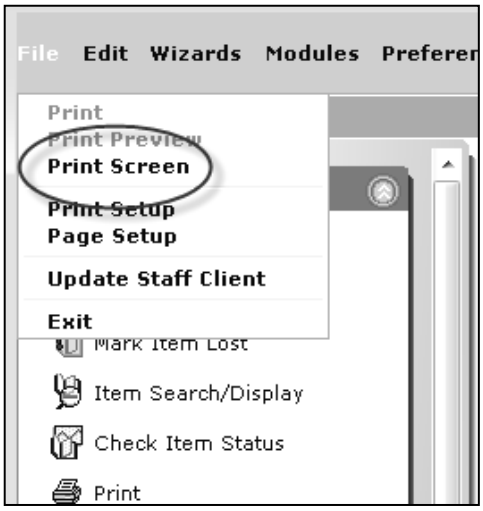
Click on that glossary and you will get the same hold message with info about the hold as was in the alert message - shown here – (note, this is the *Glossary* display):




You can NOW use the Print Screen process to print this info (in Word, or other word processing program that you have mapped):



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Results are in word document : (can be edited as desired)

**Check In Items : Glossary**

| | |
|---|---|
| Item ID: | 32612010029159 |
| Call number: | E LEE |
| Copy: | 1 |
| Title: | When Santa was late |

| | |
|---|---|
| Hold | |
| User ID: | 22612001908553 |
| Name: | SCHULittlefield, KATLYN |
| Phone: | 555-1234 |


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