Unclaimed Holds

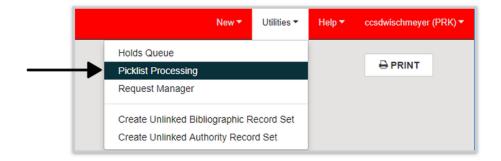
If a patron does not pick up a hold within their given time frame, the hold will move from a status of "Ready for Pickup" to "Unclaimed." The hold will remain in "Unclaimed" status until staff pull the item and check it in. Once the unclaimed hold is checked in, the hold status becomes "Cancelled" and the item moves on to its next destination.

Unclaimed holds need to be managed daily. Staff can identify Unclaimed holds:

- Using the **Picklist**, available in Leap through the **Utilities** menu
- Or with the **Web Report**, "Daily Clean Hold Shelf"

Identify Unclaimed Holds Using the Picklist

Log in to Leap. Select **Picklist Processing** from the Utilities drop-down.

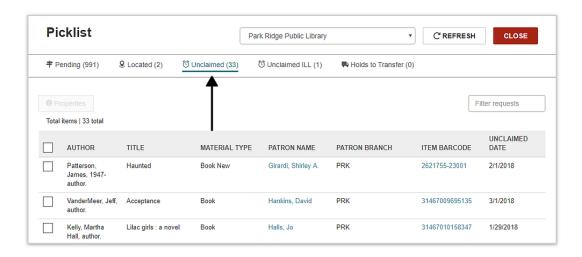


The Picklist should default to the branch you are signed in at. If not, select your branch from the drop-down.



Next, navigate to the **Unclaimed** tab. This tab lists all of the holds on your branch's hold shelf that were not picked up on time by patrons.

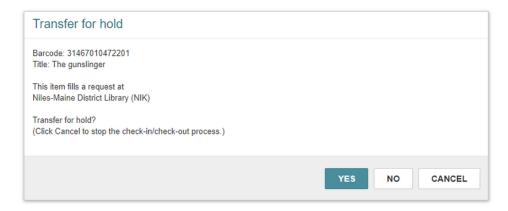




Remove the items listed from the holds shelf, and check them in. Once they are checked in, the hold status will automatically change to cancelled.

When the item is checked in, it may be sent in transit, trapped for another hold, or be routed back to the shelf.

Sent in transit example:





Trapped for another hold example:



Identify Unclaimed Holds Using Web Reports

Staff can use the "Daily Clean Hold Shelf" to identify holds to pull. This report is found in Web Reports, under the Patron Management section.



The report contains 2 tabs: one labelled "By Owning Library" and one labelled "By Pickup Library."

- The **By Owning Library** tab lists items owned by your library with a status of Unclaimed. These items may be unclaimed at your library or at a different location.
- The **By Pickup Library** tab lists unclaimed items currently at your library. These items may be owned by your library or by other libraries.





Use the By Pickup Library tab to identify the items to pull from your holdshelf. Once the items have been pulled, check the items in and process them appropriately. Staff can look at the By Owning Library tab for lingering Unclaimed items at other locations.

Please refer to the Missing on Holdshelf procedures for instructions on what to do if staff are unable to locate an Unclaimed hold.

