Missing on Holdshelf for Local and Intra-CCS Holds

Staff should monitor the Daily Clean Hold Shelf report and/or the Unclaimed section of the Picklist Processing tool in Leap to identify Unclaimed holds. The Daily Clean Hold Shelf report can be found under the Patron Management section in Web Reports. The Picklist Processing tool is found in the Utilities drop-down menu in Leap. Use the following procedures if you are unable to locate an Unclaimed hold.

If the Item belongs to you (local hold)
- Check the stacks for the item using the item information listed in the report.
- You may also want to contact the patron and see if they have the item.

If you cannot locate the item, check the item in to clear the Unclaimed status. Change the circulation status to Missing.

If the Item does not belong to you (intra-CCS hold)
- Contact the patron to see if they have the item.
- Check your stacks for the item.
- Contact the Owning Library within 14 days to see if it is at their location. The Owning Library should check their stacks.

If the item cannot be located:
- The Owning Library will check the item in to clear the Unclaimed status and change the circulation status to Missing.