

### HOLDS PRIORITY

Generally speaking, holds will be captured in the order they are requested. However, geography and proximity are also taken into account. The system will try to fill holds locally before moving on to another library.

\*The hold will retarget every 24 hours<sup>(2)</sup>, moving between pull lists at libraries with available copies.

**(2) HOLDS STALLING:**  
During the first 48 hours, holds with available copies at the pickup library will not move on or be opportunistically captured<sup>(1)</sup> at another library. This gives staff an extended period of time to fill their library's hold with a local copy, reducing hold wait times and transits.

\*At this stage, the hold is considered CAPTURED. The hold will no longer appear on pull lists, and items cannot be checked in to opportunistically capture the hold.

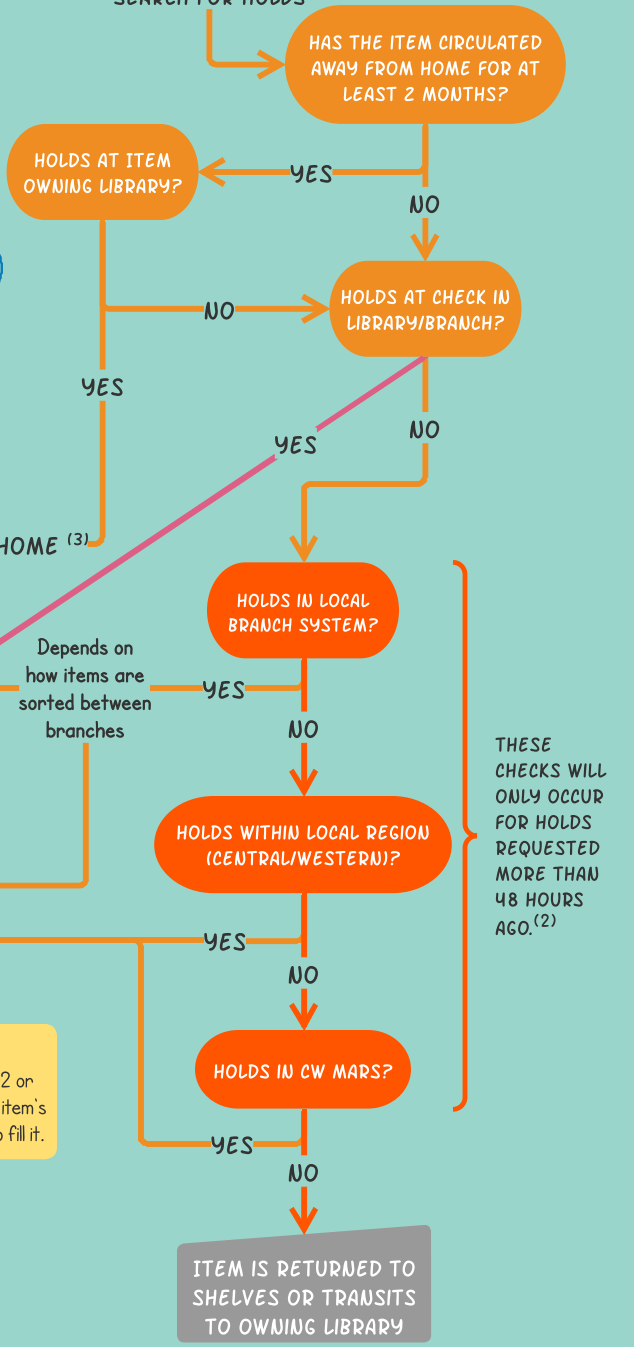
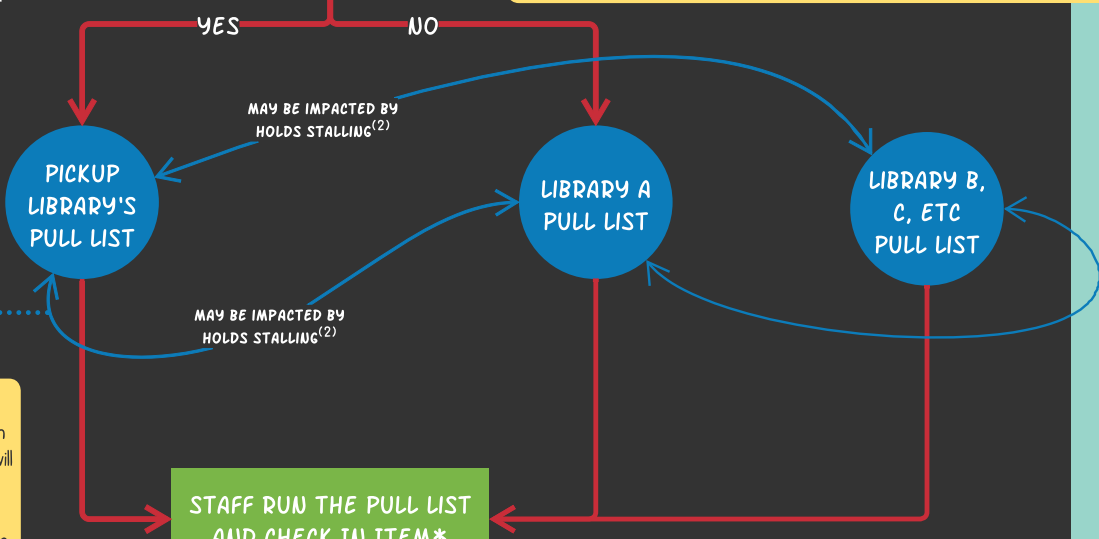
\*By policy, staff should clear the holds shelf at least once a week. This process cancels holds that have been sitting over 7 days.

**PATRON OR STAFF PLACE A HOLD**  
COPY CURRENTLY AVAILABLE AT PICKUP LIBRARY?

**(1) OPPORTUNISTIC CAPTURE:**  
The system will look for holds any time an item is checked in, (i.e. returned by a patron, coming home in delivery, newly available item, etc). The system does this because it assumes an item currently in a staff member's hand has a higher chance of finding its way to the holds shelf before an item waiting to be pulled.  
**Note:** Holds placed within the last 48 hours can ONLY be opportunistically captured by items checked in at the pickup library.<sup>(2)</sup>

### OPPORTUNISTIC CAPTURE<sup>(1)</sup>

**ITEM IS CHECKED IN\***  
THE SYSTEM WILL SEARCH FOR HOLDS  
\*At this stage, if a proper hold exists, it is CAPTURED. The hold will no longer appear on pull lists, and additional items cannot be checked in to opportunistically capture the hold.



**(3) HOLDS GO HOME:**  
When an item has circulated away from home for 2 or more months, the system will check for holds at the item's owning library. If one exists, the item is sent home to fill it.

THESE CHECKS WILL ONLY OCCUR FOR HOLDS REQUESTED MORE THAN 48 HOURS AGO.<sup>(2)</sup>