



SIERRA CIRCULATION

How to Clear Expired Holds for Interlibrary Loan Users

The ILL Holdshelf Report lists ILL items on your holdshelf whose holds have expired and can now be re-shelved or returned to their owning locations.

You must be assigned permission 45 (Holds management) to clear expired ILL holds.

To clear the expired holds:

1. Choose Clear Expired Holds and Holdshelf from the Function list.
2. Select ILL Holdshelf in the Holds pane. The system defaults to the Select location radio button in the Location pane. Do not try to select another location option.
3. Enter your ILL location code into the Select location text box or select it from the dropdown menu.
4. Select the View button to view a report of expired ILL holds or select the Clear button to compile a report and clear the expired holds.

After choosing Clear, the system clears the expired holds from the holdshelf and from their associated patron records. A summary of the items waiting to be removed from the holdshelf will be displayed. Print a report by selecting the Print button on the toolbar. To view ILL hold details of an item, select the item and choose Hold Detail.

Return the cleared items to their owning institutions:

1. Send the item to the owning institution.
2. Update the Returned field in the request.

Customers with multiple locations served groups:

You cannot limit expired ILL holds to a locations served group. Instead, the system defaults to the Select location radio button when you select ILL Holdshelf. Do not try to select another location option. Enter your ILL location code or select it from the dropdown menu to view or clear expired ILL Holds for your location.

Customers with multiple locations served groups and multiple ILL departments:

You should not try to view or clear expired ILL holds for your locations served group. When you specify your department's ILL location code in the Select location text box, the system will display and clear only your department's expired ILL holds. If you select the radio button for your locations served group, the system will display and clear all expired ILL holds for all ILL departments.

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