1. When you create and print out the Item Paging List, "Item Paging List" will appear at the top of your paper. Previously, both Item and Title Paging Lists printed out the same: "Title Paging List" at the top.
2. When placing a copy specific hold on an "available" item that is owned by another location, be sure to choose "Place hold; print paging slip". (Otherwise it will not show up on that library's pull list).
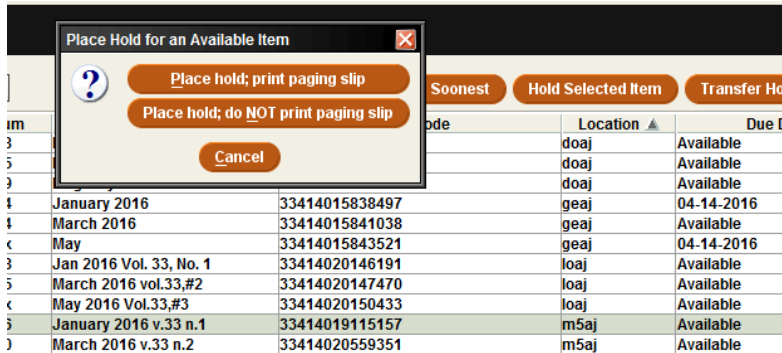
3. You can place a copy specific hold on an item owned by your location if the status is checked out. If the status is available, it will not appear on the Pull List. You must go to the shelf, locate and check in to fill the request.
4. When a hold is placed on a title, Sierra automatically fills in a date in the "not wanted after date". It is one year from the date the hold is placed. This date can be changed.
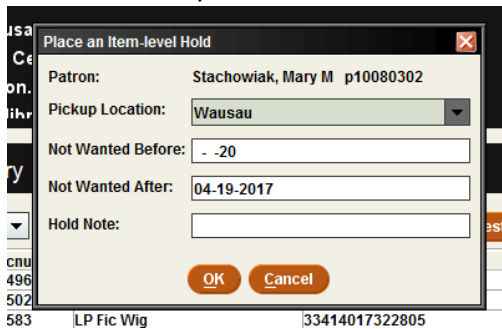
 If the hold is not filled by this date and the item is checked in, a message box will appear "Item level hold has expired for "patron's name". Print hold cancel notice? Yes or No".
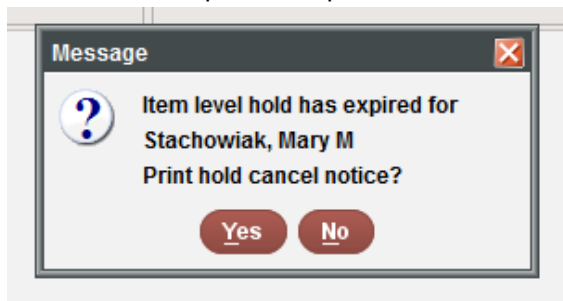
Do not click yes or no until you write down the patron's name. Then click no.

The message has two parts to it:

1. Telling you about the expired hold. You need to contact the patron and ask if they still want it.
2. Asking if you want a hold cancellation notice printed. We never print/send hold cancellation notices.

5. A title on your Pull List has a hold but doesn't fill when you check it in. Search by barcode:
   a. It may be that another location either pulled it first or just happened to check in their copy. You would know this by seeing another copy with an "in transit hold" status.
   b. Double click on that in transit hold copy. Scroll down to message. If that item is in transit to your location, transfer the hold. Why should the patron wait for that copy when you have a copy in your hand?
   c. See the attached instructions for transferring a hold. These instructions talk about if an item is damaged so ignore that and just concentrate on the transferring hold part.
   d. If the item is in transit to a different location, then just re-shelve your item. Another location got to it first.

6. When the item doesn't fill and the patron has filled in the "not wanted before date":
   a. Search by the barcode. Is there a hold request? Yes, click on either item or bib hold and look for the "not before date".
   b. It seems that Sierra will place the item on the Pull List on that date BUT it won't fill the hold when you check it in.
   c. For now…<u>set the item aside and check in the next day.</u> We are hoping that a future Sierra upgrade fixes this.