

V-Cat Recommendation for Holds that Cannot Be Filled

When a member library cannot fill a hold placed by another library's patron, and the library which owns the item is the only library with this holding, the owning library will send a courtesy email to the patron's library, notifying them that the item is not available for their patron. Include in this email:

- Patron's full name
- Title of item and Sierra item number (e.g. i21915231) or item barcode

After the email has been sent, the patron's library shall remove the patron hold. Member libraries are reminded that the circulation contact information for each library is on the WVLS web site under Libraries/Staff Directory (wvls.org).

Approved 2019-06-06