

# Paging Lists and Managing Holds (updated 5/4)

WVLS recommends that you follow these steps in order to fill local holds with local materials for curbside pick-up. Follow-up instructions for recently returned items will be provided.

## 1. Run Title Paging Lists and Item Paging List

**Do not run paging lists until you hear from WVLS that all curbside pickup related Sierra updates have been made for your library.**

Paging priority has been updated so that primarily items to be picked up at your location should appear on your paging lists. A few requests to fill holds at other libraries may still appear on your paging lists.

At this time, you may ignore the items on your paging list that would go to other libraries. If you are seeing many items on your paging lists to fill holds at other libraries, please send an email to [help@librarieswin.org](mailto:help@librarieswin.org)

Paging priority lists will be updated periodically depending upon libraries' curbside service status and courier service.

## 2. Find items on paging lists and check-in to trap holds.

You will need to turn off the "check-in (Do not Fulfill Holds)" tool.

Remember to turn it back on when you are finished.

## 3. Run Hold Pickup Notices to notify patrons that their items are ready and to contact the library to arrange a pickup appointment.

**Do not run Hold Pickup Notices until you hear from WVLS that all curbside pickup related Sierra updates have been made for your library.**

Please note the following:

- a. It is necessary to run hold pickup notices even if you plan to contact each patron about their holds individually. This will prevent a backlog of old notices.
- b. Telephone notice message remains the same.
- c. **Recently returned items with patron requests may not show up on your paging list. WVLS is working on a procedure to match local holds to these items.**

## 4. Contact patrons to arrange curbside pickup appointments for new holds on the holds shelf.

5. Before clearing the hold shelf, contact all patrons with old items on the hold shelf to determine if they still want the items.
  - a. Contact patrons whose items are on hold.
    - i. Do one or more of the following for each item on the holds shelf, depending upon the patron's preference:
      1. Schedule pickup appointment and manually extend the hold pickup date to the next day.
      2. Extend pickup date to June 7<sup>th</sup>
      3. Cancel hold.
        - a. When cancelling holds You will need to turn off the "check-in (Do not Fulfill Holds)" tool.
        - b. When checking in items normally, some Items may fill holds at other locations. Please set them aside for future delivery. Do not place these items in courier bins at this time.
        - c. Remember to turn the "check-in (Do not Fulfill Holds)" tool back on when you are finished.

## 6. Clear hold shelf

## 7. Run hold cancellation notices.

The message is currently as follows for all libraries:

*The following holds have been canceled or have expired.  
This may be due to closures and service changes at many V-Cat libraries.*

*If you would still like the items listed below, please try placing another hold.  
Contact your local library for more information.*

**DO NOT REPLY TO THIS MESSAGE**

## 8. When intra-system sharing of materials resumes, WVLS will share Title and Item Paging lists for things that are requested to be picked up at other libraries.