

Prioritizing Hold Fulfillment at the Pickup Location

Prioritizing Hold Fulfillment at the Pickup Location option allows available copies at the pickup location to fill holds at the pickup location ahead of items being checked in at other locations.

Recommendation of the ILS Administrator:

Continue use of Prioritizing Hold Fulfillment at the Pickup Location.

Explanation and additional information:

When materials are checked in items may fill holds for pickup another library, even though a copy is available at the other pickup library. If a copy is available at the pickup library it could fill the patron's hold during the next paging cycle and be ready for the patron to pick up earlier than if another item that requires transit via courier in transit, this adds significant wait time for patrons.

Currently the number of hours before a V-Cat page can be transferred is 36 hours. The pages are transferred every morning. If an item is paged on Monday the 36 hours begins around 4 am on Tuesday morning, and the item will be paged at the next location when the paging list is run late Wednesday afternoon or Thursday morning. Prioritizing Hold Fulfillment would follow the same schedule. If there is an available copy at the pickup location, an item requested on Monday would not be filled by items being checked-in at another location until Wednesday afternoon. This gives the owning library nearly two days to fill the hold with their own local item.

This is a system wide option and applies to all libraries and locations.

From the Sierra Documentation:

Prioritizing Hold Fulfillment at the Pickup Location—As the system evaluates whether a newly available item should fulfill an existing hold, it disregards any holds where there is an available item at the patron's specified pickup location unless the period specified by the *Pageslips: Number of hours before page can be transferred* option has elapsed since the hold was placed. This delay allows a reasonable window of opportunity, based on the pull time, during which title priority paging activity at the pickup location can fulfill the hold without being pre-empted by checkins at other locations. At the end of the period, Sierra returns to normal processing so that the hold is ultimately fulfilled if no local item fulfilled it during the protected period.

When this feature is enabled, the system processes holds in the next-up position:

- If an item attached to that bibliographic record is checked in at a location other than the pickup location BEFORE the time specified in *Pageslips: Number of hours before page can be transferred* has elapsed (measured as difference between current time and hold placed time), the next up hold is NOT activated, and the check in process goes on to consider and potentially activate other holds, if any.
- If an item attached to that bibliographic record is checked at a location other than the pickup location AFTER the time specified in *Pageslips: Number of hours before page can be*

transferred has elapsed (measured as difference between current time and hold placed time), the next up hold IS activated.

- If an item attached to that bibliographic record is checked in at the pickup location BEFORE the time specified in Pageslips: Number of hours before page can be transferred (measured as difference between current time and hold placed time), the next up hold IS activated.