Paging and Holds

What should you do if you receive a Prospector request that you can't fulfill? Should you cancel the hold or try to move it to another item? What if that item is currently checked out?

Transferring the hold to another local, checked out copy is allowed. But, if there are other Prospector libraries with available copies it will benefit the patron more if we cancel the hold so the request is sent back to the Prospector catalog where the Prospector catalog will then page one of those other libraries showing available copies.

It is important to be aware that once you cancel the hold and send it back to the Prospector server it won’t return to page your copies again. If you cancel the hold and it turns out there are no other circulating copies attached to that record in the Prospector catalog, the hold is canceled entirely and the patron will receive a notification that the hold could not be fulfilled.

It is also important to understand that if there are multiple bibliographic records in the Prospector catalog for that particular title, the hold will not be passed to a different record where there may be available copies. The software only looks at the same bibliographic record in the Prospector catalog where your items are connected to find another library’s available items.

If the paged copy can’t be located or is damaged, but there is another checked out copy, before transferring the hold to that other local copy, check the Prospector catalog for available copies on the same record. If there is at least one other Prospector library on that same record showing available copies, it makes sense to cancel the hold. But if your copies are the only circulating items on that particular record in the Prospector catalog, it’s better to transfer the hold to another local copy that is currently checked out.

When viewing the record in Sierra, using the “View” menu > “Public Display” option you can open your local web catalog version of that same bibliographic record. And from that web catalog record you have the option to perform a pass-through search to the Prospector catalog to the exact same bibliographic record in the Prospector catalog. There you can see if other libraries have available copies of the same material. So, in just a few mouse clicks you can determine if the hold should be cancelled or transferred to another local copy.

Unique solution ID: #1134
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Last update: 2017-08-24 20:25