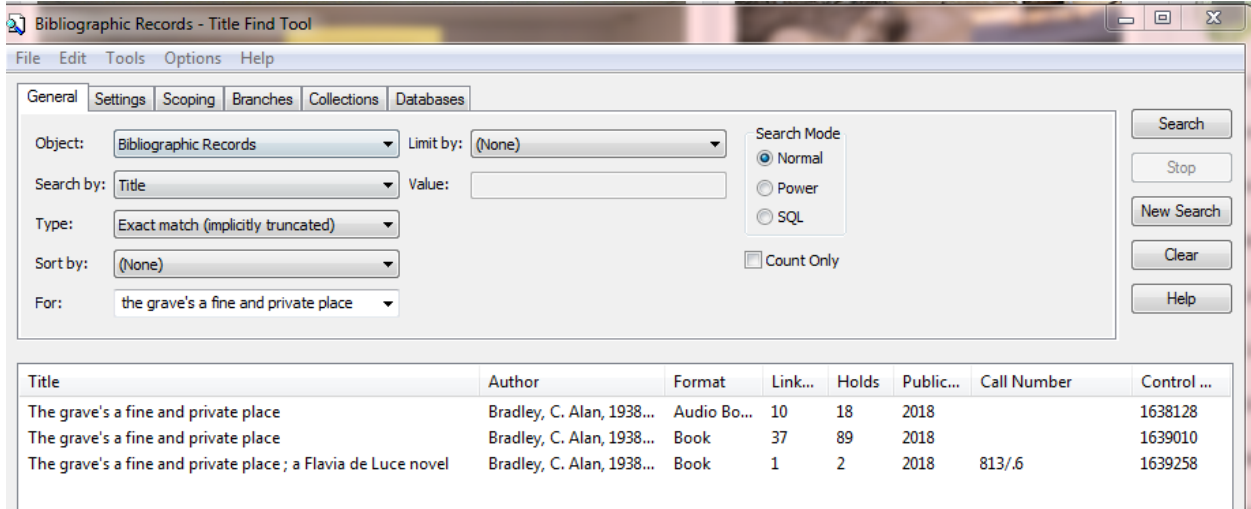
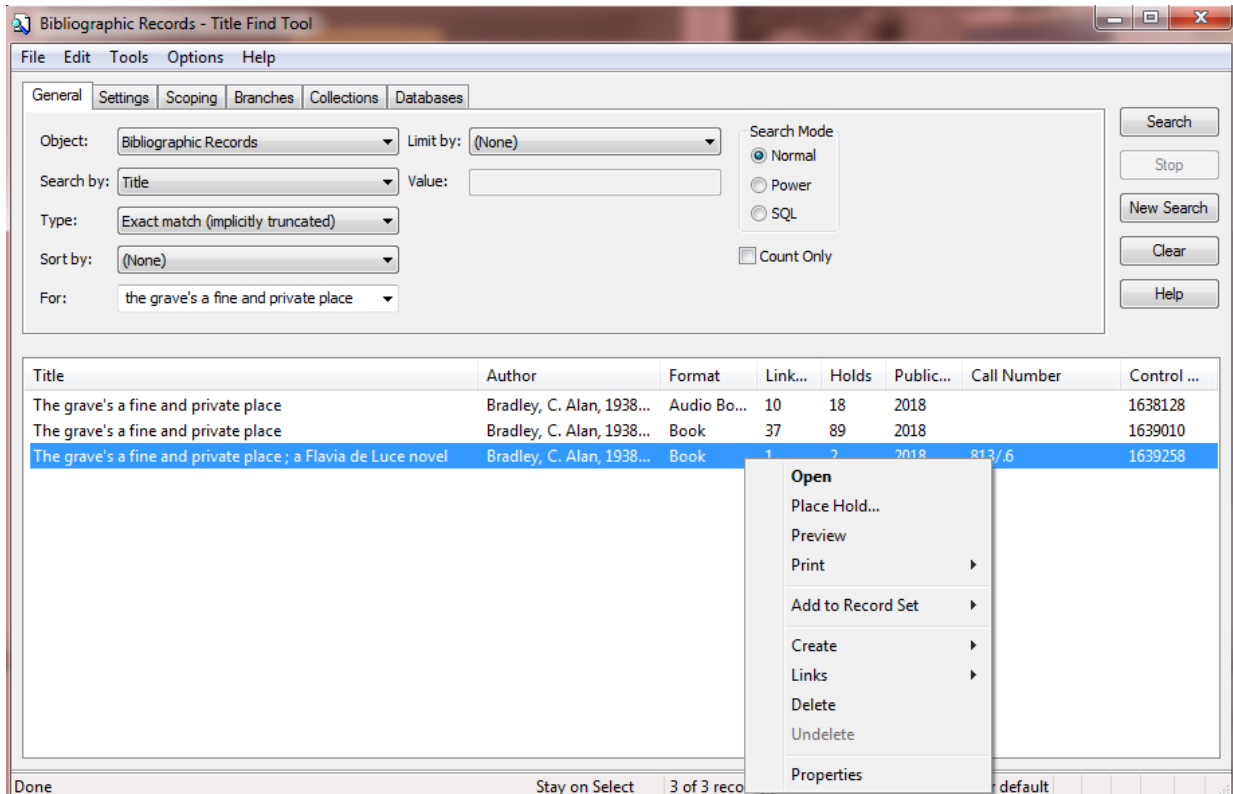


How to receive a patron request sooner: Place two or more holds and “group” them. Which ever comes available first and is sent to satisfy the hold, causes all the holds to be considered satisfied.

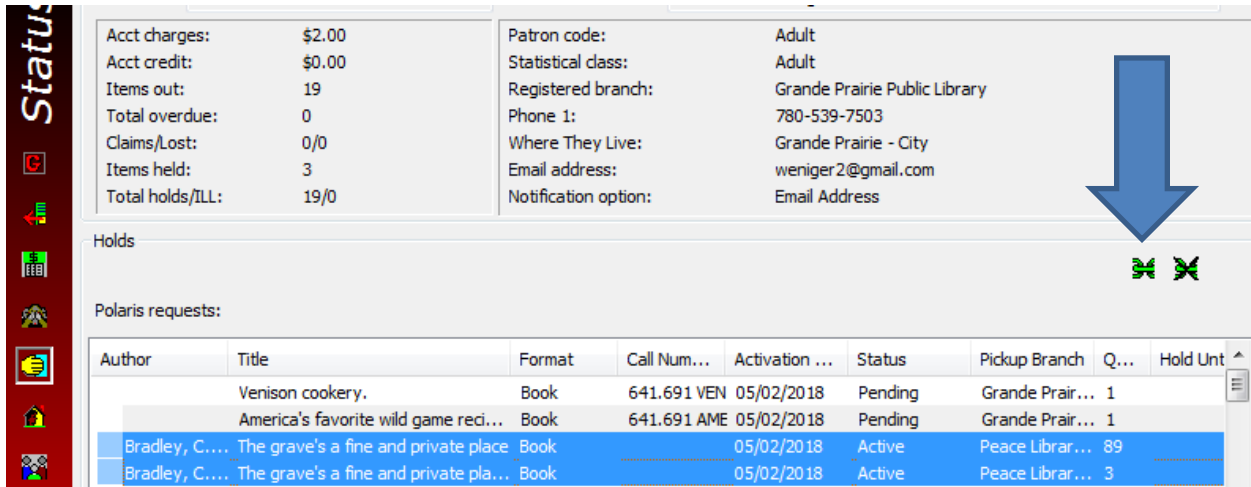
1. Search by title in a Bibliographic Records Find Tool



2. Note that two books and one audio book are found: 89 holds on the first Bib and only two on the second. Place a hold on each of the Bibs which will satisfy your patron. Right click on the Bib, and choose Place Hold, or open the Bib and use the Hold placer icon.



- Open the Patron status workform and choose the 5th icon on the banner: The Holds Request List.
- Hold down the control key and click on each hold you want to add to the "Group", so they are both highlighted. There are two small green icons above the Requests List. Click on the left one. Hover over the green icons to see that one button Groups Hold Requests and the other Ungroups Hold Requests.



Acct charges: \$2.00
 Acct credit: \$0.00
 Items out: 19
 Total overdue: 0
 Claims/Lost: 0/0
 Items held: 3
 Total holds/ILL: 19/0

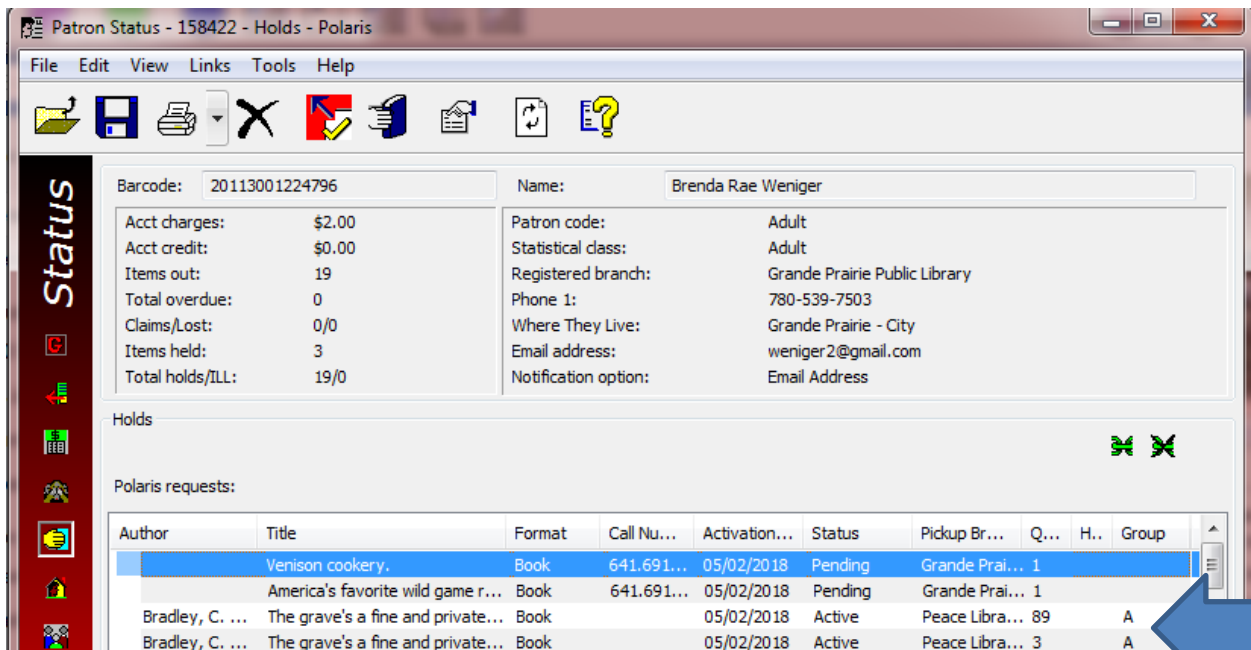
Patron code: Adult
 Statistical class: Adult
 Registered branch: Grande Prairie Public Library
 Phone 1: 780-539-7503
 Where They Live: Grande Prairie - City
 Email address: weniger2@gmail.com
 Notification option: Email Address

Holds

Polaris requests:

Author	Title	Format	Call Num...	Activation ...	Status	Pickup Branch	Q...	Hold Unt
	Venison cookery.	Book	641.691 VEN	05/02/2018	Pending	Grande Prair...	1	
	America's favorite wild game reci...	Book	641.691 AME	05/02/2018	Pending	Grande Prair...	1	
Bradley, C....	The grave's a fine and private place	Book		05/02/2018	Active	Peace Librar...	89	
Bradley, C....	The grave's a fine and private pla...	Book		05/02/2018	Active	Peace Librar...	3	

- These two holds are now assigned a Group letter (A). Both will disappear from this list when either one of the items is checked in and "Being Held" for your patron.



Barcode: 20113001224796
 Name: Brenda Rae Weniger

Acct charges: \$2.00
 Acct credit: \$0.00
 Items out: 19
 Total overdue: 0
 Claims/Lost: 0/0
 Items held: 3
 Total holds/ILL: 19/0

Patron code: Adult
 Statistical class: Adult
 Registered branch: Grande Prairie Public Library
 Phone 1: 780-539-7503
 Where They Live: Grande Prairie - City
 Email address: weniger2@gmail.com
 Notification option: Email Address

Holds

Polaris requests:

Author	Title	Format	Call Nu...	Activation...	Status	Pickup Br...	Q...	H..	Group
	Venison cookery.	Book	641.691...	05/02/2018	Pending	Grande Prai...	1		
	America's favorite wild game r...	Book	641.691...	05/02/2018	Pending	Grande Prai...	1		
Bradley, C. ...	The grave's a fine and private...	Book		05/02/2018	Active	Peace Libra...	89		A
Bradley, C. ...	The grave's a fine and private...	Book		05/02/2018	Active	Peace Libra...	3		A