Under Polaris Utilities, Reports and Notices, in the Custom Folder, there are 2 reports to run regularly:

- 1. Lost Holds (Bib-level 1 item) by Item assigned Branch
- 2. Lost Holds (Item specific requests) by Library

•	Polaris Reports		
	Report Categories:	Available Reports:	
	Polaris Acquisitions Cataloging Crculation Crculation Custom	Name Lost Holds (Bib-level - 1 item) by Item assigned branch. Lost Holds (Bib-level - 1 item) by Patron Branch Lost Holds (Item-Specific requests) by Library Lost Holds (Item-specific requests) by Region	< <u> </u>

These reports are designed to find holds that need to be filled but for some unknown reason, do not show up in your Request Manager Report. The first report finds holds that are placed by patrons on a Bibliographic Record, for which there is only one item linked to fill the hold. The second finds item specific holds, for which only one specific item barcode can satisfy the hold.

This is an example of the first type, and how to proceed:

Call Number	Item Barcode	Volume Number	Title	Author
541.812 GRI	30100005927241		Christmas appetizers 'round the world	Griffin, Pam, 1946-
AUDIO BLOCK F SNE	30100006127395		A land to call home	Snelling, Lauraine, author
UDIO BLOCK F SNE	30100006128021		An untamed land	Snelling, Lauraine, author

--Request is NOT item-specific

--Request is Active

--Request is a BIB-level request where only one item is attached to the bib

-ActivationDate is more than X days prior to running report

-Associated Item Status is IN

--Check-in item to trap for hold request!!

Although it sometimes works to use the Check-In workform in Polaris, it can happen that you may need to open the Hold Request form and manually force the Hold Request to accept the Item:

1. Use the Item Record find tool to find the Item Record, and open it.

General Se	ttings Sco	oping Bra	nches C	ollections	Databases	3					
Object: Search by:	: Item Records					Limit by: (None)					
Type:	Exact match (explicitly truncated)				•				C) SQL	
Sort by:	(None)				•					Count Only	
For:	30100005	927241		•	·						
Title		Assig	Colle	Mate	Shelf	Call	V	Status	Barcode	Last Act	
Christmas a	ppetizer	Peace	Block	Book	Block	641.8		In	30100005927241	19/10/20	

2. On the "Links" drop down list of the item record select and click on "All Hold Requests"

Item Record 502847	7 - Cataloging - Polaris		
File Edit View Lin	ks Tools Help		
	Last Borrower Current Borrower	2 🛄 🕰 🌄 🧊 🦾	r 🔓
Barcode: Title: Author: Call numb	Bibliographic Record Ctrl+G All Item Records Parent Item Record Child Item Records	status: Final III E Parent item: Price:	Content Non-circulating Display in PAC Find Bib control number: 1233464 Item control number: 5028477 \$5.47 Issue control no.:
Owner: Assight	Holds Queue Held For Pending For Located For	Shelf location: Temporary location	Block Collections PLS Christmas Block # 8
	All Hold Requests	Circulation status	: In ▼ 19/10/2016 1:55:38 PM
S Circula C Materia	Purchase Order Line Item Invoice Line Item Issue/Part Record	Call number Scheme: Dewey Decimal	Request
🖉 Loan p	Route List Record Sets	Prefix:	Holdable
Fine co	Vendor Account Resource Group	Cutter: GRI	Pidup at
Renewal lin	nit: 2 💌	Suffix:	Patrons from this library and branches
Stat code:	(None) 🔻	Volume:	Patrons from this branch only
Name of piece	2:	Copy:	Preferred borrowers
Issue:			
Linked Hold Requests			NUM

3. On the Hold Request workform, click on the fuel gauge icon to "Fill Request Now". In this workform "Ctrl + f" will accomplish the same function.

Hold	Request - 745 lit View Li	i6595 - Christmas	appetizers 'round	the world - Gene	eral 🗨						
	- 🚅 🖡	a • X	(🖞 💌		0 5	R	Ê	¢ 🕻	}		
st	Status:	Active		07/12/2016		Request date:	07/12/	2016	Activatio	n: 07/12/2016	
ıue	Pickup:	Marigold Library Sy	/stem (ASMLS)		•	Origin:	Library		Expiratio	n: 07/12/2017	
Req		This item only									
p	Patron					Decistered at		Maricald Library	Sustem (br)		-
0	Barcode:	20400000	0000505	Find		Registered a		Fabaasad	System (br)		
	Name:	Nancy M.	Smith			Notification o	ption:	Email Address			
	Details										
	Title:	Christmas	appetizers 'round t	he world							Find
	Author:	Griffin, Pa	am, 1946-						ISBN: 9	9781462112623 : PA	ŀΡ
	Constituent	t title:					Constit	tuent author:			
	Publisher:	Cedar For	rt	Date:	2013	Ed	ition:		LCCN: 2	2013017396	

4. Sometimes you will discover the reason why the hold became lost:



5. Click on yes, and again on yes for the next pop-up window:



6. Before sending the item, open and edit the Item record so this won't happen again:

Item F	Record 5028477	- Cataloging - Polaris					
File Edi	it View Links	Tools Help					
	2 🔒	s 🗙 🛪 🔊 🗗 🕼 🖸	1 🖪 🔼 🏅	3 1	e I?		
σ	Barcode:	30100005927241 Record sta	tus: Final	ILL E	Non-circulating	V Display in PAC	
uo	Title:	Christmas appetizers 'round the world			Bib control number:	1233464	
e C	Author:	Griffin, Pam, 1946-		Parent item:		Item control number:	5028477
R	Call number:	641.812 GRI		Price:	\$5.47	Issue control no.:	
m	Owner:	Peace Library System (Branch) (br)	•	Shelf location:	tions as Block # 8 19/10/2016 1:55:38 PM		
Ite	Assigned:	Peace Library System (Branch) (APRPLS)	•	Temporary location			
<i>.</i>	Collection:	Block Christmas Books (BXMA)	•	Circulation status			
5	Circulation para	meters	Call number		Request		
	Material type	e: Book 🔹	Scheme: Dewey Dec	imal 👻	V Loanable out	side syste	
2	Loan period:	21 days 🔻	Prefix:		V Holdable	<	
=			Class: 641.812		Limit to:		
	Fine code:	Book	Cutture CDT		Pickup at	•	
			Cutter: GRI				

7. Print a Star Printer In-transit slip, if required, using the Check-In workform, and send the item out.