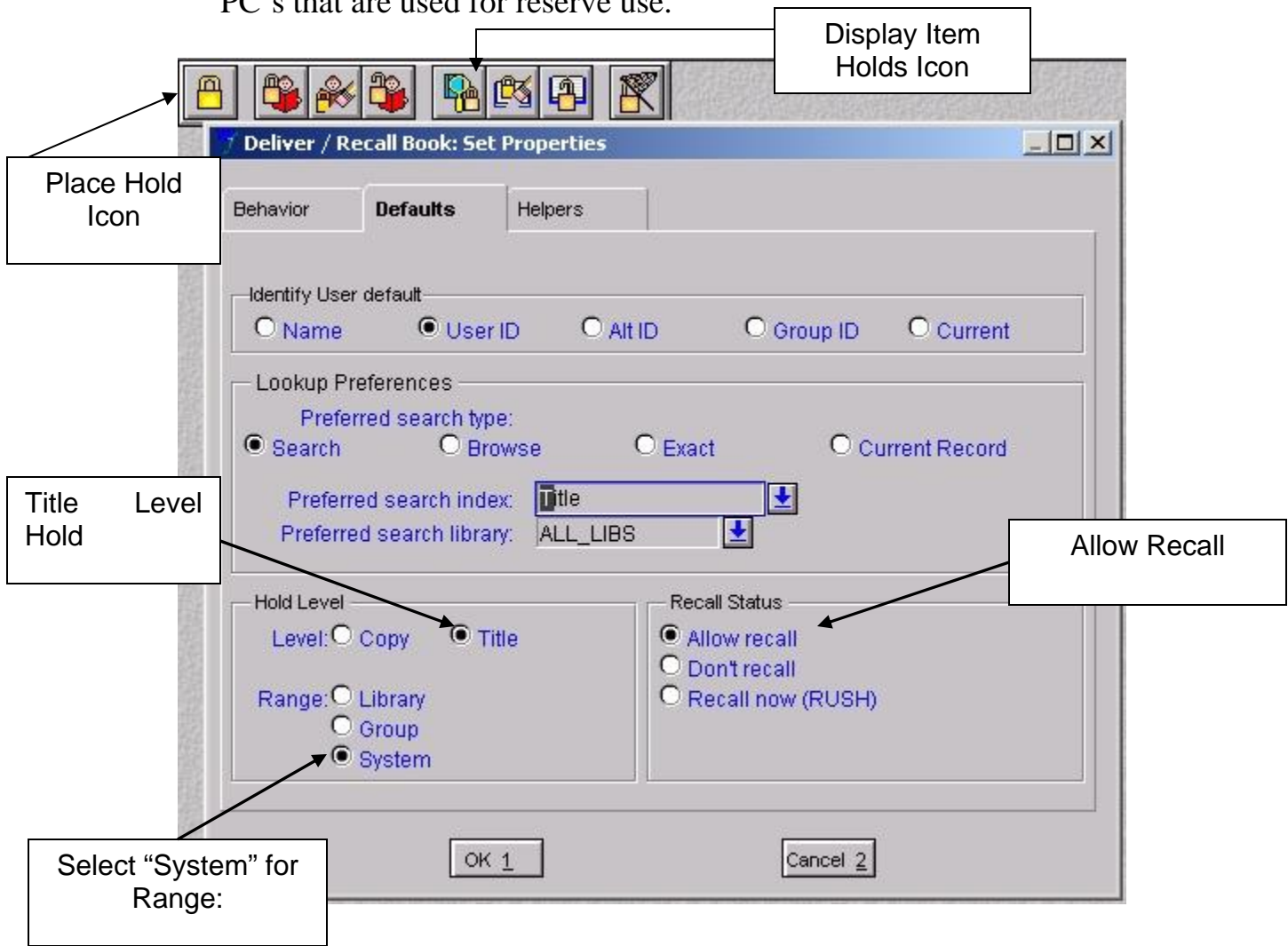


Procedures for reserve staff to place holds in Workflows

To request an item through RDS/Recall, we will be placing requests directly through Workflows. We cannot place requests through Webcat because there is no place for a “comment” field needed to record professor and course information. This information can be entered into the comment field in the create hold process in Workflows.

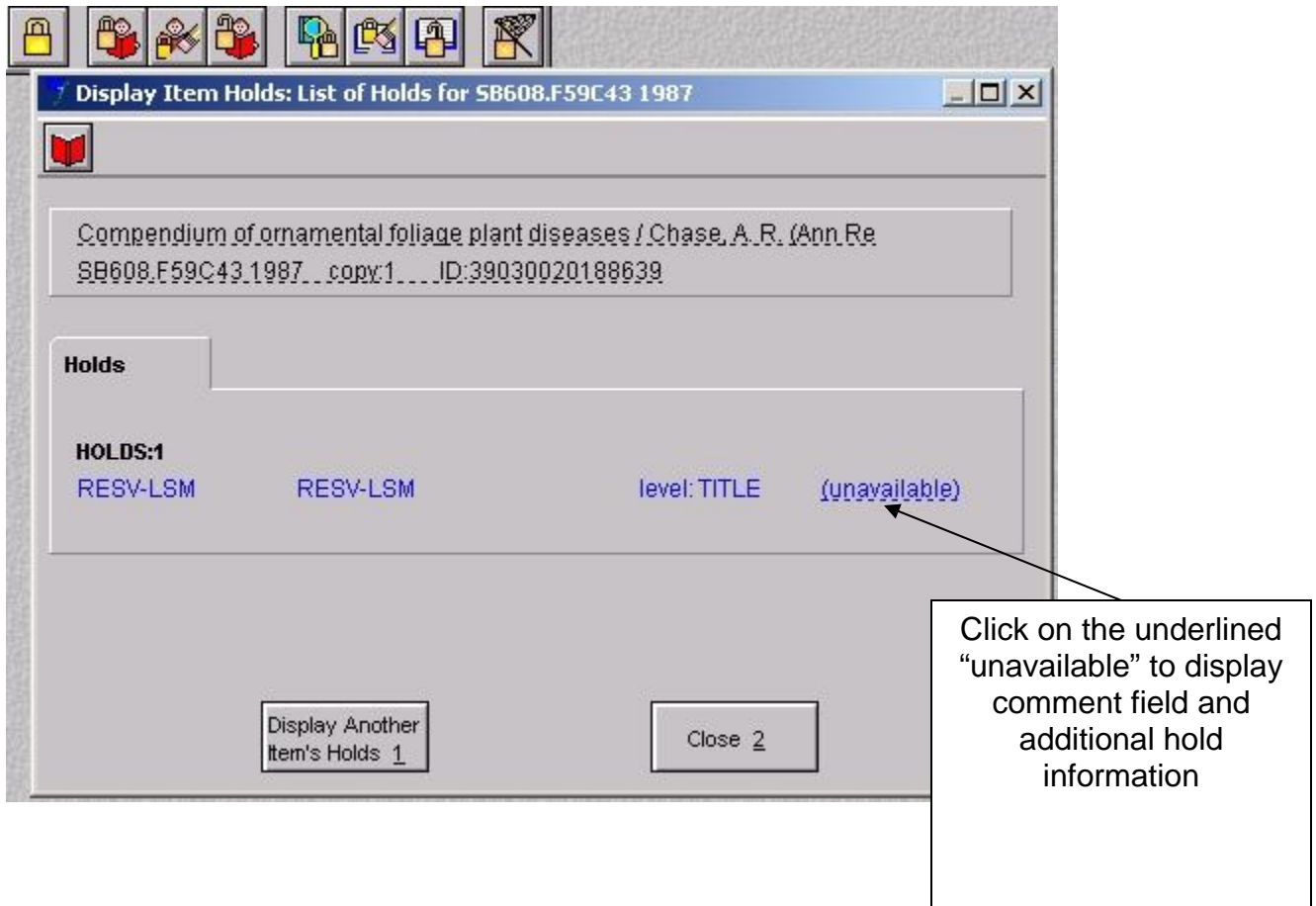
Set properties on your PC for the “place hold” wizard. Make sure to select “title” level hold, and “allow recall” in their perspective fields. Logoff Workflows, answer YES to the “PROPERTIES HAVE BEEN CHANGED SAVE CHANGES” message. Update the properties on all PC’s that are used for reserve use.



1. Click on the “place hold” wizard
2. Enter RESV-LIB for the first screen “Place hold, lookup user”
3. Enter title, select correct item from list, click on “place hold”
LEAVE the EXPIRATION DATE blank. *We should never enter an Expiration date when placing holds.*
4. Select pick up location (your library)
5. Fill out comment field. This should include the following information, in the following order:
professor, course <##:###:###:##(LIB)>, semester(fal02), your initials.
6. Click on “OK”

When the items are received:

1. Reserve material will come directly to reserve staff at your unit. Items will have a hold on them for “RESV-LIB”
2. Reserve staff, in order to determine which course/professor requires the item, will need to “Display Item Hold” on the item. This will display the comment field you entered when placing the hold. ****If you charge the item to RESV-LIB without checking the comments field first, you will lose this information.****



3. Reserve staff will discharge the item, making it available.
4. Reserve staff will then fulfill the hold by charging the item to: RESV-LIB, and then proceed with the create reserve process.