Aleph Circulation Procedures - Holds

Checking Out Holds

1. Can the patron's red ID in Aleph. A notice will appear saying "Patron has book(s) on hold."
2. Find the book or books on the hold shelf. They will be filed under the patron's last name. Be sure to check for more than one book, and for ILL books.
3. Return to the front desk. Remove the hold slips and put them aside for shredding. Loan the books in Aleph as normal.

If the patron believes that a book should be on hold for them, but no notice appears in Aleph, check the hold shelf for ILLs for this patron, which will not generate a notice in Aleph. Refer to the ILL procedures to loan these items. If the patron has no holds of ILLs on the shelf, check their account in Aleph.

1. If an item is still in transit to UMBC, it will show up as "in process" on the Hold Requests area of the patron's account.
2. If an item was on hold, but has been sent back because the patron failed to pick it up within a week, there will be no note on the patron's account.
   They will need to place another request for the item.
3. If an item is listed as On Hold on the patron's account in Aleph, but does not appear on the hold shelf, confirm that the pickup location listed in Aleph is "BC-BC".
   a. If another pickup location is listed, then that is where the book has been sent. If the patron is unwilling or unable to pick up the book there, then refer the problem to a staff member (preferably the holds supervisor).
   b. If the pickup location is "BC-BC", and the book is not present, then refer the problem to a staff member (preferably the holds supervisor).

Placing Holds in Aleph

1. Go to the item record in Aleph. Use either of the following methods.
2. Check the item record for the following before placing a hold:
   a. See if UMBC owns a copy of the item and if it is on the shelf.
   b. If there is a UMBC copy on the shelf, give the patron the information and send them upstairs to retrieve the item.
   c. If there is a UMBC copy and it is checked out, then proceed with the hold.
   d. If there is a UMBC copy and it has a process status of RM (Reported Missing), MI (Lost), L&P (Lost & Paid) or IP (In Process), and there are other copies in the USMAI, then proceed with the hold.
   e. If the item is not owned at UMBC, then proceed with the hold.
5. Note: Holds cannot be placed on Reserves, Reference, Stacks Reference, Special Collection, Children's Science or RCLC items.
3. To place the Hold, in the Item tab, click on the "Hold Request" button in the upper right pane.
4. The "Enter Patron Information" box will pop up. Enter the patron’s Barcode, System ID, Local ID or use the 3-dot button to search by name.
5. The "Hold Request" window will pop up with the patron information already entered and the pickup location set to BC.
   a. If the patron wants the item sent to UMBC click the “OK” button. The hold is now placed.
   b. If the patron wants to pick the item up at another location, chose the desired location from the drop down box. Click the “OK” button. The hold is now placed. (NOTE: If the desired location is not listed in the drop down list the item cannot be sent there. Explain this to the patron and have them choose another location from the drop down list.)
6. Inform the patron that the hold has been placed, that it can take 7 - 10 days for us to receive it and that they will be sent an email when it arrives. Let them know that they can also check their account online. When the hold entry says "On hold until..." it has arrived at its' destination.