



Managing Hold Requests in MassCat

Managing Requests to Borrow Items from Your Collection:

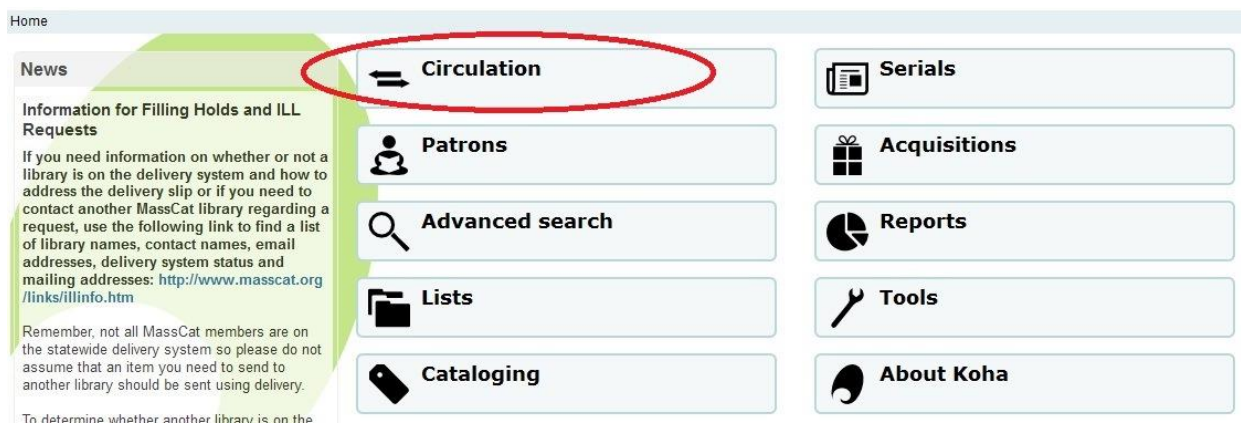
Hold requests will arrive at your library in two ways: via the "Holds Queue" list and via the normal check-in process when patrons return library items.

Using the Holds Queue:

To fill holds that other libraries have placed on items that are not already checked out of your collection, do the following.

Login to MassCat.

At the welcome screen, click on the "Circulation" link:



If you are already logged in to the system, click on the "circulation" link at the top left corner of any screen:



You'll be taken to a menu of circulation functions. Click on the "Holds Queue" link at the top of the "Circulation Reports" list on the right side of the screen:

Circulation

- Check out
- Check in
- Transfer
- Fast cataloging

Offline circulation

- Offline circulation file (.koc) uploader
- Offline circulation (Firefox add-on)

Circulation Reports

- **Holds queue**
- Holds awaiting pickup
- Hold ratios
- Transfers to receive
- Overdues - **Warning:** This report on systems with large numbers
- Overdues with fines - Limited to for other details.

You will be taken to a new screen. Your library's name will appear in the box. Click the "Submit" button:

Holds Queue

Library:

You will be presented with a list of items that have holds on them. You can sort the list using the arrows next to each of the headings:

Holds Queue

4 items found for COAKHAM

Title	Collection	Call number	Copy number	Enumeration	Barcode	Patron	Send to	Date	Notes
Tempted : Cast, P. C. St. Martins Griffith, , 2009 : 319 p. ; 22 cm. ISBN: 9780312567484 0312567480		Juvenile Fiction J FIC CAST			<i>Only Item:</i> 30467000022330	Foley, Tessa (20467000033453) 508-882-8014	COAKHAM	07/19/2012	
All-night party / Stine, R. L. Simon Pulse. .		Juvenile FIC STINE			30467000003462 <i>or any available</i>	Bessette, Helen (2054700011029) 413-967-8740	WGILB	07/25/2012	

You should print this page as you will need the information from this screen to help you retrieve the books from your shelves.

Once you have the items gathered up and ready to check out to the requesting libraries, return to the circulation main menu. You can do this by clicking the "Circulation" link at the top right corner of the screen:



Then click the **“Check in”** link in the menu on the left side of the screen:

Circulation

- Check out
- **Check in**
- Transfer
- Fast cataloging

Offline circulation

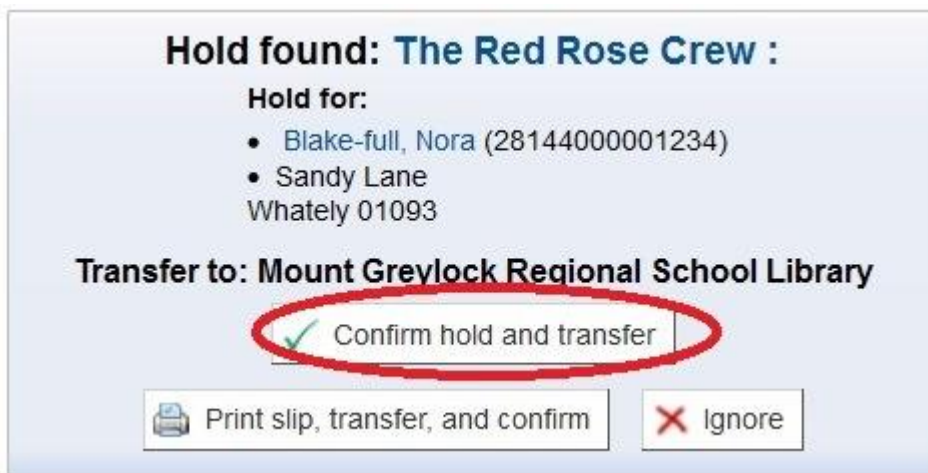
- Offline circulation file (.koc) uploader
- Offline circulation (Firefox add-on)

Circulation Reports

- Holds queue
- Holds awaiting
- Hold ratios
- Transfers to
- Overdues - Various on systems
- Overdues with other details

You will be taken to a screen to check your items in. Scan the barcode for the first item you need to fill a hold on.

If the hold is from another library in the MassCat system, you will get the following message:



To Fill the Request, click “Confirm hold and transfer.” You should set the item aside to be prepared to be sent to the borrowing library.

If you need to Deny the Request for some reason, contact the MassCat office to tell them which title you cannot send. The system does not automatically move the request to another library as we had hoped it would. The MassCat office will move the request out of your queue and on to the next library.

Prepare the item to be sent to the requesting MassCat library.

Please remember that not all libraries using MassCat's circulation system receive statewide delivery service so **do not assume that an item that you need to send to another library should be sent using delivery.**

To determine whether another library is on the delivery system, go to the "Home" section of the MassCat system. Do this by clicking the "Home" link near the top left corner of the page:



The left side of the "home page" of the staff area contains a variety of useful links. Click on the first link you see near the top of the section of words on the left side of the screen. This is a list we have created and maintained of all the libraries participating in MassCat and whether or not they receive delivery service. If they receive delivery service, information about which letter slip to use and how to address the slip is included. If the library does not receive delivery service, their mailing information is provided in the table:



Prepare the item to be sent to the borrowing library.

If the hold is from a patron at your own library, you will get the following message:

Hold Found: The vegan sourcebook :

Hold for:

- [Blake, Nora \(1\)](#)
- Sandy Lane

Whately, MA 01093

Hold at Main Library

Confirm hold Print Slip and Confirm Ignore

If you click "Confirm Hold," a message will be sent to the patron's account letting them know that the item has arrived at the library and is available for pickup. Set the item aside for pickup by the patron.

If you click "Print Slip and Confirm," a slip will print with the patron's details (barcode number, name, address, etc.) and the item details, and a message will be sent to the patron's account letting them know that the item has arrived at the library and is available for pickup. Set the item aside for pickup by the patron.

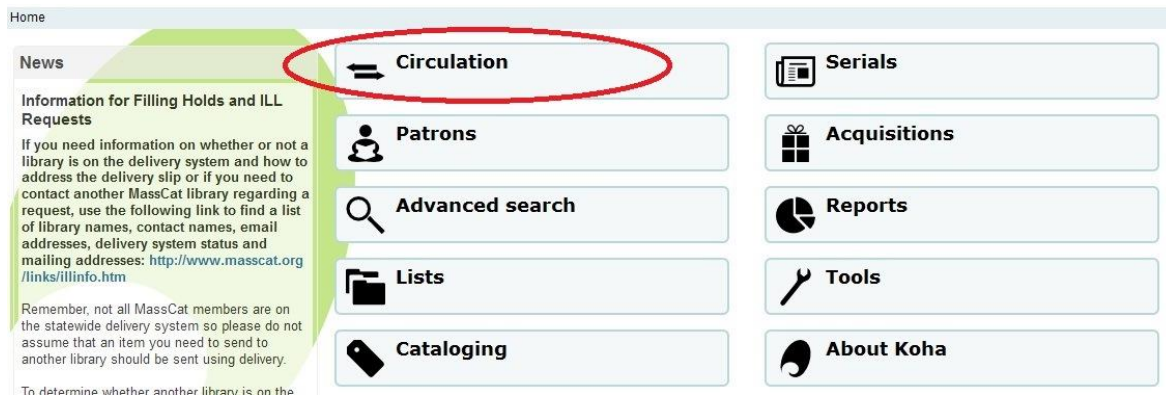
If you have no more items to process, either log out of the system or move on to another task.

Clearing the ILL Request When your Item is Returned:

When you receive your item back from the MassCat library that you loaned it to, you will need to complete the ILL process in the system. Do the following:

Login to MassCat.

Click on the "Circulation" link from the staff functions page:



Then choose the "Check In" link:

Circulation

- [Check out](#)
- [Check in](#)
- [Transfer](#)
- [Fast cataloging](#)

Offline circulation

- [Offline circulation file \(.koc\) uploader](#)
- [Offline circulation \(Firefox add-on\)](#)

Circulation Re

- [Holds queue](#)
- [Holds awaiti](#)
- [Hold ratios](#)
- [Transfers to](#)
- [Overdues - V](#)
on systems
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If you are already logged in to the system, click on the "circulation" link at the top left corner of any screen:



You will be taken to a new menu. Click the "Check in" link in the menu on the left side of the screen:

Circulation

- [Check out](#)
- [Check in](#)
- [Transfer](#)
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Offline circulation

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for other det:

You will be taken to a screen to check your ILL item(s) back in. Scan or type in the barcode for the first item you need to return. You will get the message "Item not Checked out." This is a good thing and means that the process is complete.

When you are finished, either logout of the system or move to another area of the system to work in.