The Hold Shelves contain items owned by the KU Libraries and Interlibrary Loan items that have been borrowed from other libraries. ILL items have a white or blue jacket on the front cover, containing item information, patron information, and the due date. The items are arranged, alphabetically, by the patron’s last name. **The patron must present their KU Card, KU Library Borrower Card, or the Proxy Borrower Card with a photo ID, in order to check out materials from the Hold Shelves.**

**If an item is missing from the Hold Shelf:**

- Ask whether the patron received the Item Available notice.
- Check the patron’s Voyager record to:
  - See if the person has an item On Hold.
  - See where the item is On Hold. It may be at another library.
- Does the patron have a compound last name (hyphenated or two words? If so, look under both components.
- Look under the patron’s first name.
- Look for the title or call number on the Hold Shelf. Maybe the last name was misspelled on the Item on Hold flag, or the flag was mixed up with another item.
- Is the item already checked out to the person?

**Helpful hint:** If uncertain about first and last names, be sure to look at the Voyager patron record to identify which is which. This can also help you sort out compound last names.

**For KU Libraries items:**

- First, look again.
- Look at the Voyager item record to see if the item has been recently discharged. If the hold expired recently, you may be able to find it on the local sorting trucks or shelves.
- If all else fails, have the patron fill out a green KU Libraries User Request Form with a note that the item is missing from the Hold Shelf.

**For ILL items:**

- First, look again.
- Between 8 a.m. and 5 p.m., Monday—Friday, refer the patron to the ILL Desk on the 2nd floor of Watson Library.
- During evening and weekend hours, suggest the patron send an email message reporting the problem to illborr@ku.edu or to call 864-3960 between 8 a.m. and 5 p.m., Monday—Friday. ILL will normally respond within 24 hours, Monday through Friday.

If, after exhausting all of the above possibilities, you still cannot find the item, talk with the person responsible for maintaining the Hold Shelf or with your supervisor.
What does On Hold mean?

The Voyager item status **On Hold** means that the item is now on the local Hold Shelf waiting for the borrower who requested the item to check it out. To see where the item is On Hold, open Item Record, click **Request Maintenance** (green wrench), and view the **Pick-up Location**. Main library and ILL items remain On Hold for 10 days, Law Library items for 7 days, Art and Watson videos and DVDs for 5 days, equipment item type for 3 days.

In the Library Catalog, the **On Hold** status appears as in this example:

```
c.1 On hold at Anschutz Library Circulation Desk (Requests: 1)
```

Items are placed on the Hold Shelf as the result of a variety of request processes ranging from purchase of a new item, Recalls, Retrieve from Shelf, searches for items not found, and/or interlibrary loan items borrowed from another library. See **ILL Items Borrowed from Another Library** (G:\Circ Forum\Student Training\013 – ILL) for additional information.

Borrowers may identify the library service desk where they want to check out the items by specifying a **Deliver to** or **Pick-up** location or through maintenance of User Information in WebRetrieve. If a patron asks that an item be routed to another location for checkout, refer the request to the local circulation supervisor or to the person in charge of local Hold Shelf maintenance.

For additional information, see **Basic Circulation Procedures: Discharging** (G:\Circ Forum\Student Training\009 – Discharging) for additional information.