

Action Item #3: On-Order Holds

For the PINES Executive Committee Meeting, December 2019

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Original Approval:

The PINES Executive Committee approved a 6-month pilot for on-order holds for Live Oak Public Libraries in May 2019; the purpose was to determine the feasibility of using on-order holds for the PINES consortium.

Report from the Pilot:

Live Oak Public Libraries (LOPL), the most recent addition to PINES, began the on-order holds pilot on July 1, 2019. There were a couple of minor bumps during the first few weeks; for example, we discovered that while holds were allowed for ON ORDER titles, when a title status changed to RECEIVING, holds were not allowed. We worked with PINES staff to address these issues quickly and with minimal interruption.

Between July 1 and October 15, 2019, LOPL on-order titles (created in Acquisitions) were holdable only to LOPL customers; results include the following:

- 54,686 holds were placed by LOPL customers during this time;
- 6,840 (12.5%) of all holds were on-order holds;
- 65% of on-order holds were filled during this time;
- 21.52% of on-order holds were unfilled, not cancelled, and not frozen; and
- 17.76% of on-order holds were cancelled, with about 59% cancelled by staff and about 41% cancelled by customers.

Overall, on-order holds have been very popular with customers; for example:

Complaints about the collection have significantly decreased because on-order titles are now visible and holdable in the catalog;

Customer requests for purchase have decreased by about 90% compared to pre-pilot, which has saved staff time;

Wait times for popular materials have decreased because we are better able to predict demand for titles in advance of publication from the number of holds, which allows us to use the lease plan and purchasing options to satisfy demand more quickly.

Recommendation:

We recommend that on-order holds continue and that other interested PINES libraries using Acquisitions module should move forward with on-order holds. We thank the PINES staff for their help in making the pilot successful.