

Hopeless Holds

What are Hopeless Holds?

A hold becomes “hopeless” when all available copies become unavailable.

For example, Jo places a hold on a title record that only has one available copy. When staff go to pull that copy to fill the hold, they cannot find it and mark it 'Missing.' If there were other copies still available, the holds targeter would retarget the hold to another copy, but since there are no other copies that can be targeted, the hold gets added to the Hopeless Holds list.

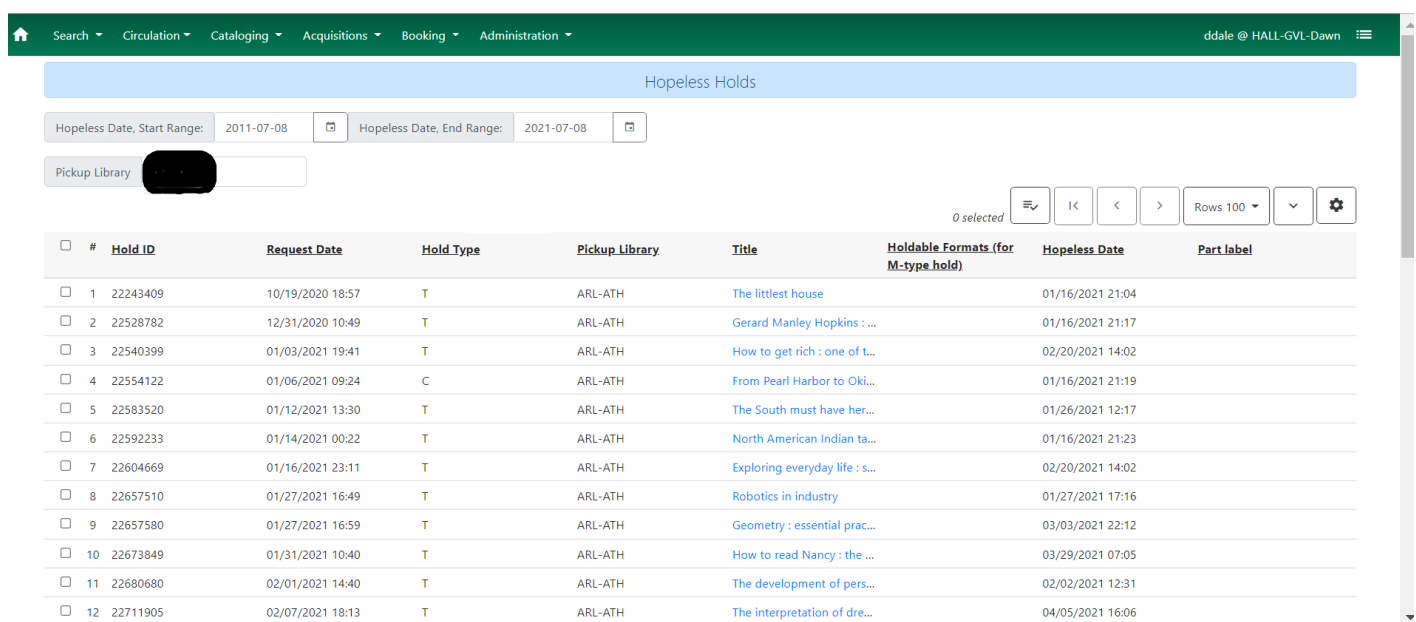
Library staff can check the Hopeless Holds list to see if there is another title record that the hold can be transferred to in order to fill the hold for the patron. Libraries may also use this list for collection development purposes.

Limitations

Please note that the Hopeless Holds list will not capture *all* holds that go unfilled in all scenarios. For example, in the example scenario above, if library staff did not mark the item missing when they couldn't find it, the hold would not appear on the Hopeless Holds list. Libraries may wish to use the PINES Quick Report for “Unfilled Holds (Not Captured)” to identify that type of issue.

How to Identify Hopeless Holds

Open the Local Admin menu and click on “Hopeless Holds”. This is a list of holds that cannot be filled due to the status of the items on the record. The patron will not get these items unless the hold is moved to a better bib (ie, title) record.



#	Hold ID	Request Date	Hold Type	Pickup Library	Title	Holdable Formats (for M-type hold)	Hopeless Date	Part label
1	22243409	10/19/2020 18:57	T	ARL-ATH	The littlest house		01/16/2021 21:04	
2	22528782	12/31/2020 10:49	T	ARL-ATH	Gerard Manley Hopkins : ...		01/16/2021 21:17	
3	22540399	01/03/2021 19:41	T	ARL-ATH	How to get rich : one of t...		02/20/2021 14:02	
4	22554122	01/06/2021 09:24	C	ARL-ATH	From Pearl Harbor to Oki...		01/16/2021 21:19	
5	22583520	01/12/2021 13:30	T	ARL-ATH	The South must have her...		01/26/2021 12:17	
6	22592233	01/14/2021 00:22	T	ARL-ATH	North American Indian ta...		01/16/2021 21:23	
7	22604669	01/16/2021 23:11	T	ARL-ATH	Exploring everyday life : s...		02/20/2021 14:02	
8	22657510	01/27/2021 16:49	T	ARL-ATH	Robotics in industry		01/27/2021 17:16	
9	22657580	01/27/2021 16:59	T	ARL-ATH	Geometry : essential prac...		03/03/2021 22:12	
10	22673849	01/31/2021 10:40	T	ARL-ATH	How to read Nancy : the ...		03/29/2021 07:05	
11	22680680	02/01/2021 14:40	T	ARL-ATH	The development of pers...		02/02/2021 12:31	
12	22711905	02/07/2021 18:13	T	ARL-ATH	The interpretation of dre...		04/05/2021 16:06	

How to Transfer Holds to Better Records

1. Open the catalog in a new tab and do a search for the title of the hopeless hold. If possible locate a different bib record with available copies for the hold.

Keyword Search Numeric Search MARC Search Browse Shelf Browse

Search: PINES Search Reset

All Formats Keyword Contains littlest house Sort by Relevance Limit to Available Group Formats/Editions Results from All Libraries

Search Results (31) Select 1 - 31

Author / Creator	1. <input type="checkbox"/>	2. <input checked="" type="checkbox"/>
Hoobler, Dorothy	2	
Coatsworth, Elizabeth	1	
Coatsworth, Elizabeth Jane 1893-1986	1	
Codell, Esmé Raji 1968-	1	
George, K. (Kallie) 1983-	1	
Subject		
Christmas	3	

The littlest house
Coatsworth, Elizabeth.
Book
Phys. Desc.: print, p. ; cm.
Publisher: New York : Macmillan Co., 1946, c1940.

0 / 1 items PINES TCN: PIN06064868
Holds: 1
Created 8/28/06 by admin
Edited 8/15/11 by BibOverlayMerge
[Place Hold](#)

The littlest house
Coatsworth, Elizabeth Jane 1893-1986
Book
Phys. Desc.: print, 150, [2] p. : incl. ill. ; 21 cm.
Publisher: New York : The Macmillan Company, c1940.

1 / 1 items PINES TCN: ocm01450849
Holds: 0
Created 8/28/06 by admin
Edited 8/16/11 by BibOverlayMerge
[Place Hold](#)

In this example, the hopeless hold is on record number 1. Record number 2 has a copy that is available, so it will be a better record for the hold.



When comparing title records, be sure to check that the one you select for transferring is as close to the original record as possible. For instance, you wouldn't want to transfer a hold that was on a DVD record to a print record, or to transfer to similar title by a different author.

2. Open record 2 and go to the “Mark For” menu or right click to see the menu.

Record Summary Book

Title: The **littlest house** ([Open in OPAC](#))
Author: Coatsworth, Elizabeth Jane 1893-1986
Bib Call #:

Edition: **Pubdate:** 1940 **TCN:** ocm01450849 **Created By:** admin
Database ID: 416626 **Last Edited By:** BibOverlayMerge
Record Owner: **Created On:** 8/28/06, 7:49 PM **Last Edited On:** 8/16/11, 10:49 AM

Start Previous Next End Back to Results (2 / 31)

[Place Hold](#) [Add Holdings](#) [Serials](#) [Mark For...](#) [Other Actions](#)

Item Table [MARC Edit](#) [MARC View](#) [View Holds](#) [Monograph Parts](#) [Holdings View](#) [Conjoined Items](#) [Shelf Browse](#) [Patron View](#)

Conjoined Items
Overlay Target
Title Hold Transfer (Currently 1760819)
Holding Transfer (Currently 1760819)
Reset Record Marks

#	Location	Call Number / Item Notes	Barcode	Shelving Location	Circulation Modifier	Age Hold Protection	Active/Create Date	
1	PPL-TPL	J F COA	31043005178853 View Edit	JUV	book		12/11/2003	Item Hold Call Number Hold

3. Click on “Reset Record Marks” before doing anything else.



This is a very important step to be sure the hold transfers to the correct record.

4. Next click on "Title Hold Transfer".

The screenshot shows a library system interface. At the top, there is a navigation bar with buttons: "Place Hold" (green), "Add Holdings" (blue), "Serials" (blue with a dropdown arrow), "Mark For..." (blue with a dropdown arrow), and "Other Actions" (blue with a dropdown arrow). Below the "Mark For..." button, a dropdown menu is open, listing the following options: "Conjoined Items", "Overlay Target", "Title Hold Transfer (Currently 1760819)", "Holding Transfer (Currently 1760819)", and "Reset Record Marks". To the right of the dropdown menu, there is a "Set Default View" button. Below the navigation bar, there is a table with columns: "Create Date", "Item Hold", "Available", and "Call Number Hold". The table contains one row with the value "03" in the "Item Hold" column. The "Available" column is empty. The "Call Number Hold" column is empty.

A small box will appear in the lower right corner of the screen confirming the transfer target has been set.

Place Hold

Add Holdings

Serials ▾

Mark For... ▾

Other Actions ▾

Set Default View

View

0 selected

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Rows 10 ▾

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Create Date	Holdable?	Status	Due Date
003	Item Hold Call Number Hold	Available	

Hold Transfer Target Set ✕

5. Return to the tab showing the hopeless holds list. Select the line for the title needing to be transferred to the current hold transfer target. Go to the actions menu or right click to view the menu options. Select "Transfer to Marked Title".

1 selected

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Rows 10 ▾

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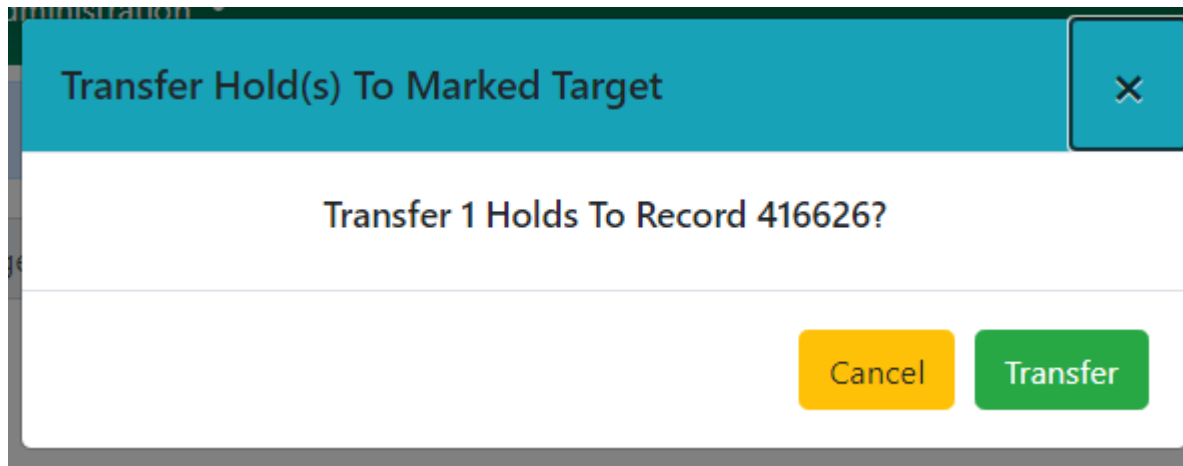
⚙

<input type="checkbox"/>	#	Hold ID	Request Date	Hold Type	Pickup Library	Title	Hold	Hopeless Date	Part label
<input checked="" type="checkbox"/>	1	22243409	10/19/2020 18:57	T	ARL-ATH	The littlest house	Cancel Hold	/16/2021 21:04	
<input type="checkbox"/>	2	22528782	12/31/2020 10:49	T	ARL-ATH	Gerard Manley Hopki	Find Another Target	/16/2021 21:17	
<input type="checkbox"/>	3	22540399	01/03/2021 19:41	T	ARL-ATH	How to get rich : one	Modify Hold(s)	/20/2021 14:02	
<input type="checkbox"/>	4	22554122	01/06/2021 09:24	C	ARL-ATH	From Pearl Harbor to	Print Holds	/16/2021 21:19	
<input type="checkbox"/>	5	22583520	01/12/2021 13:30	T	ARL-ATH	The South must have	Show Hold Details	/26/2021 12:17	
<input type="checkbox"/>	6	22592233	01/14/2021 00:22	T	ARL-ATH	North American Indie	Transfer To Marked Title	/16/2021 21:23	
<input type="checkbox"/>	7	22604669	01/16/2021 23:11	T	ARL-ATH	Exploring everyday lif	Add Holdings	/20/2021 14:02	
<input type="checkbox"/>	8	22657510	01/27/2021 16:49	T	ARL-ATH	Robotics in industry	Mark Item Damaged	/27/2021 17:16	
<input type="checkbox"/>	9	22657580	01/27/2021 16:59	T	ARL-ATH	Geometry : essential	Mark Item Missing	/03/2021 22:12	
<input type="checkbox"/>	10	22673849	01/31/2021 10:40	T	ARL-ATH	How to read Nancy :	Show Last Few Circulations	/29/2021 07:05	

Patron

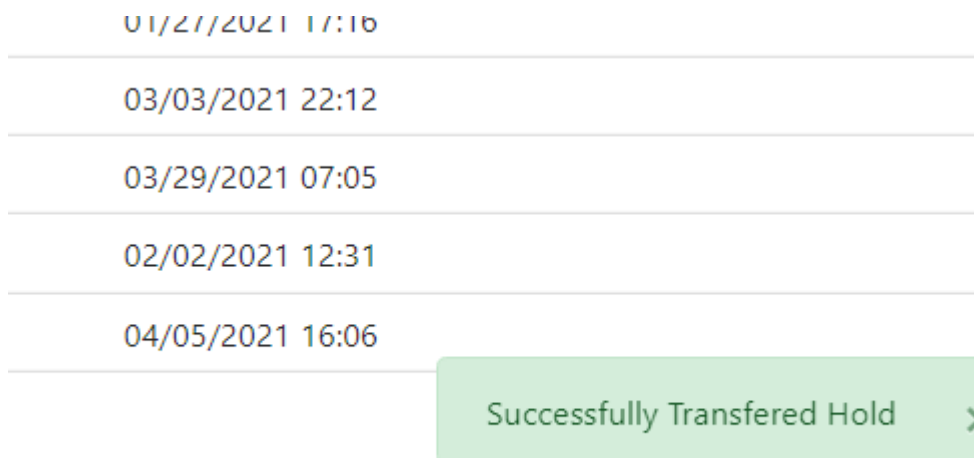
10:55 AM

A confirmation window will open.




6. Click on “Transfer.”


A small box will appear in the lower right corner of the screen confirming the hold has been transferred.



7. Repeat these steps to continue transferring holds to records that have available copies for the hopeless holds.

8. When all holds have been transferred, open any record in the catalog and reset the record marks. This will help prevent holds being transferred to the wrong record in error the next time a hold is transferred.

Record Summary  Book



Title:	The littlest house (Open in OPAC)	Edition:		TCN:	ocm01450849	Created By:	admin
Author:	Coatsworth, Elizabeth Jane 1893-1986	Pubdate:	1940	Database ID:	416626	Last Edited By:	BibOverlayMerge
Bib Call #:		Record Owner:		Created On:	8/28/06, 7:49 PM	Last Edited On:	8/16/11, 10:49 AM

Start Previous Next End Back to Results (2 / 31)

Place Hold Add Holdings Serials Mark For... Other Actions

Conjoined Items
Overlay Target
Title Hold Transfer (Currently 1760819)
Holding Transfer (Currently 1760819)
Reset Record Marks

Set Default View

Item Table [MARC Edit](#) [MARC View](#) [View Holds](#) [Monograph Parts](#) [Holdings View](#) [Conjoined Items](#) [Shelf Browse](#) [Patron View](#)

#	Location	Call Number / Item Notes	Barcode	Shelving Location	Circulation Modifier	Age Hold Protection	Active/Create Date	
1	PPL-TPL	J F COA	31043005178853 View Edit	JUV	book		12/11/2003	Item Hold Call Number Hold

Available



You may encounter holds that do not have any other suitable record for transferring. Those titles could be considered for collection development purposes, or the holds could simply be left alone to naturally expire.

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