
On Order Holds

LOPL Pilot Statistics Results

Overall Summary

- Tracked all on order holds placed by LOPL patrons between 7/1/19 and 10/15/19
 - Total LOPL holds in that timeframe: **54,686**
 - Total on order holds in that timeframe: **6,840**
 - On order holds made up about **12.51%** of all LOPL holds
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On Order Holds Protection

- On order items use the circ modifier "on order" which functions exactly as AV circ mods do
- Only LOPL patrons can place holds on bibs where there are only copies with the "on order" circ mod
- Patrons can see on-order copies in the catalog, even if they are not LOPL patrons
 - The copies have a shelving location of ON ORDER and a status of On Order
 - When a hold is blocked, they receive the same message as if it were age protected

Fulfillment Numbers

- **65%** of all on-order holds were filled
- The average number of days to fill an on-order hold was **27 days**
 - *From request date to the date that the hold was on the holds shelf*
- **21.52%** of on-order holds were unfilled, not cancelled, and not frozen as of 10/15/19
- The average number of days those holds had been open was **51** days

Cancelled Holds

- **17.76%** of OO holds were cancelled
 - Of that number, **59.09%** were cancelled by staff (**10.50%** of overall OO-holds), primarily for expiring from the holds shelf
 - **40.90%** were cancelled by patrons (**7.27%** of overall OO-holds)

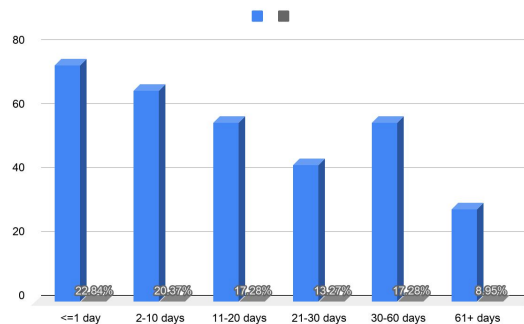
For comparison:

In the same time, 15.72% of all PINES holds were cancelled

- 65.97% of those cancels were staff cancelled
- 34.02% were patron cancelled

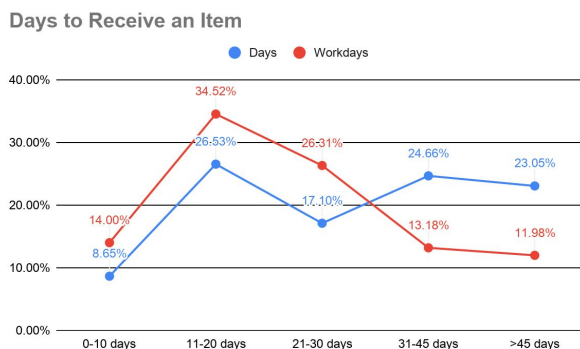
Patron Cancelled Holds

- **14.69% (1.06% overall)** of holds cancelled by patrons were cancelled after the item was already on the holds shelf
- **65.19%** of patron cancellations (**4.74% overall**) had never been filled



How long did it take to receive items?

- The average number of days from order date to receive date was **34 days** (25 workdays)



Holdings on cancelled titles

- 11,092** items were ordered, and by the end date **92.05%** had been received; **5.88%** were still on order; and **2.07%** had been cancelled
- Of the cancelled items, **22.60%** of the titles had holds (**0.76%** of all on order holds)
- The new feature Hopeless Holds and its associated reports would resolve any issues with holds hanging indefinitely if they are cancelled