

BASIC HOLDS in Symphony

Basic Information

Note: more policy information is available at <http://wyld.state.wy.us/map>

1. Holds may not be placed on items that do not circulate. The item must be marked to 'circulate' when it is cataloged.
2. The 'home-location' of the item must be holdable. The following locations are NOT holdable:

ADMIN	LOST-CLAIM	RESV_EWC
AV EQUIPMENT	LOST-PAID	RESV_GILC
CIRC_DESK	MISSING	RESV_LCCC
DISCARD	MUSEUM	RESV_NWC
HERBARIUM	MUSIC_LIB	RESV_SHRC
HISTORICAL	RARE_BKS	RESV_WWCC
ILL	REFERENCE	RESV_WYLD
INFO_DESK	REMOTE	SMBUSCNTR
INTERNET	RESERVES	UNKNOWN
LOCK_CASE	RESV_CSPC	WY_ARCH
LOST-ASSUM	RESV_CWC	

3. Item types are all holdable unless an exception is created in the HOLD MAP. The HOLD MAP links the item library, the item type and the patron's user profile. It defines a hold permission and a hold priority.
4. WYLD uses Demand Management to process holds. Pages 39-53 in the **Symphony WorkFlows Circulation Training Guide** provide information on Demand Management Holds. Follow steps 2-8 on page 39 when placing holds in WorkFlows.
5. Demand Management has two hold levels: copy and title. Title level places a hold on all copies of the title whose call numbers' analytic portions (part, volume, or number) are the same, regardless of the base call numbers. When the call numbers' |z subfields (which store the part, volume, or number) differ, the Title hold has a volume-level holds capability.

NOTE: The |z subfield was created from the enumeration field in the DRA item record. Because libraries used the enumeration field for other information such as copy numbers, notes, dates, etc., the records in Workflows and iBistro often indicate that the item has volumes when it does not. This will create problems in placing Title level holds. Copies that might satisfy a hold will be seen as volumes since they have |z subfields in the call number. This is a serious problem in iBistro where patrons MUST select a volume to complete a hold request. **IT IS HIGHLY RECOMMENDED** that libraries which used the enumeration field for information other than part, volume or number contact Bobbi Thorpe, WYLD database manager, for assistance in resolving the problem.

6. Demand Management places Title level holds across a range of item records. Range types include Library, Group, and System.

Library applies the hold to item records in the item's library.

Group applies the hold to item records across all libraries contained in the Hold Libraries attribute in the Library policy. All branches of library systems in WYLD were created as a group.

Example: The Campbell County Public Library group includes the main library in Gillette and the Wright Branch Library.

NOTE: Groups can be changed. If Campbell County wants to include the Gillette Campus Library it can be done. Patrons whose home library is included in a group may place a hold in iBistro on items belonging to all libraries in the group.

System applies the hold across the item records of all libraries in WYLD, regardless of any Hold Available Item Library in the Library policy or Hold Map. Workflows ALWAYS requires the staff member to enter an override password to place a System range hold

7. WYLD allows holds to be placed on materials that are available on the shelf.

NOTE: It is important that every library review the **List Onshelf Items with HOLDS** report daily. This report will be sent via e-mail to ILL addresses. Use this link to [Subscribe/Unsubscribe from the list WYLD lists](#). This report is for all WYLD, to retrieve just your library's report login to Workflows as HOLDLIST, password HOLDS. Use the TRAP HOLD WIZARD to handle items from this list.

Holds placed on items in circulation will be triggered when the item is discharged.

8. The Override required to place title level, system range holds causes all circ and hold map rules to be ignored when the system looks for items to fill system range holds.