

Circulation—Holds

Enhancement#: 4226 (03/25/2005)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: Horizon 7.3.3

Subject: Add Info to Hold Pop-up Window

Proposal: Add borrow contact information to window that pops-up when an item is checked in that has been requested by another borrower. Info should include email and all phone numbers.

Enhancement#: 4249 (04/11/2005)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: 7.3.

Subject: Option to Cancel Holds When All Copies Are Unavailable

Proposal: When the last copy of an item has been checked in as damaged, or it has otherwise been given a status that makes it unsuitable for filling requests, all requests for that item should be canceled. The borrower should get an informational block stating that there are no longer any copies available to fill a request for that title.

This should be an option, since other libraries would prefer to leave those requests in the hope that the item might be replaced.

Enhancement#: 4255 (04/14/2005)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: 7.3.2

Subject: Limit Item Specific Holds by Collection

Proposal: Provide the ability to limit placement of copy specific requests to selected collections. Copy specific requests could only be placed on items in specified collections rather than on all or nothing as now.

Enhancement#: 4257 (04/14/2005)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: 7.3.3

Subject: Request Pull List - Only Copy Column

Proposal: Circ. staff would like to see which items on a request pull list are only owed at their location. They would prefer a column to indicate this similar to the column that indicates that an item is a copy specific request. Only owned should be defined as only one copy in system which is in status of in, even if there are multiple copies attached to a title.

Enhancement#: 4271 (04/21/2005)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: horizon72.1.178.g CJK

Subject: Add a Status ``In Request`` in the Circulation Display, Such as in iPAC and Staffpac.

Proposal: SHCL ask whether we could add a status ``in request`` in the circulation display, such as in iPAC and staffpac. SHCL want to show the status ``in request`` for these item whose status is ``in`` originally,after someone request the item.The status will appear right after the patron makes a request on an item, so that the other patrons will know that the item is unavailable instantly, instead of after running the pull list some time later.

Enhancement#: 4273 (04/26/2005)

Category: Horizon > Circulation >
Subcategory: Holds
Software Version/Release: 7.3.2
Subject: Disallow Request/Holds by Block
Proposal: We would like to be able to disallow requests, both thru HIP and/or at the circ desk, for borrowers that have long-overdue blocks. When a borrower has had overdues for a lengthy period of time and can no longer check out items until that is resolved, it is a waste of staff time and resources to locate and transport items that can not even be checked out to a borrower. The ability to disallow requests by various block types should be a functionality available within Horizon and HIP.

Enhancement#: 4292 (05/13/2005)

Category: Horizon > Circulation >
Subcategory: Holds
Software Version/Release: 7.3.3
Subject: Changing a Copy Specific Request to a First Available Copy Request
Proposal: Dynix allowed a copy specific request to be changed to a first available copy request. Horizon is missing this functionality. In order to complete this the original copy specific request needs to be deleted and then a new first available request copy needs to be added. This is time consuming.

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Enhancement#: 4304 (05/20/2005)

Category: Horizon > Circulation >
Subcategory: Holds
Software Version/Release: 7.3.2
Subject: Copy/Volume Holds
Proposal: On a patron's Request List, the Request Pull List, AND in HIP - If a patron places a hold on a particular volume of a set, the volume info does NOT display so that staff or patrons can view WHICH volume they placed a hold on!!

Enhancement#: 4322 (06/06/2005)

Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release:
Subject: Printing Hold Slip Information
Proposal: Libraries would like the ``comment`` field of the hold screen to print on the hold slip. They use this field for borrower's name/collection agency information.

Enhancement#: 4330 (06/09/2005)

Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release: Horizon 7.3.2
Subject: The Ability to Substitute a Different BIB for a Request on the Pull List is Needed
Proposal: We need the ability to substitute BIBs for requests on the pull list. If a borrower requests a copy of Huckleberry Finn on one BIB record, and a location can fill the request with an item on a different BIB record, they need to be able to do so. We have had this functionality in classic Dynix for years, and are missing it sorely in Horizon.

Enhancement#: 4350 (06/27/2005)

Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release: 7.3.2
Subject: Provide Additional Information About Expired Holds

Proposal: We prepared a Sequel query that provides a report on the number of holds that have expired in the last 30 days in order to get some idea of what customers were not picking up.

However, the report doesn't give specific problem location(s) because the report can only provide the location that the item originated from (i.e. the `location` entry in the item table). As it stands now, we do not have a way to track where the hold expired because all holds are expired by the `Horizon` server itself, instead of at a branch site.

Please provide the customer with a method to determine where the item was ``sitting`` when the item status changed to ``item hold expired``.

BTW, the number was shocking. 1,822 items were not picked up in the last 30 days. When you know the amount of staff time involved in finding, picking, processing, delivering, checking-in, shelving, sending back, unprocessing, and reshelving these items it makes you wonder what might be done to reduce this number. It is particularly tough when you realize that the library got ``no credit`` since the item never circulated. And, it was unavailable for other customers.

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Enhancement#: 4454 (11/18/2005)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: 7.3.3

Subject: Display Item Type in Borrower Request List

Proposal: We would like to be able to display the itype in the patron's request list.

This is not possible because it is not a column in the borrower_request_list view.

You also can't add the GMD (though we'd prefer the itype) because there is a bug that prevents marc mapped data from appearing in that MQ view.

Enhancement#: 4458 (11/22/2005)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: Horizon 7.4.049.21

Subject: Request Queues Are Out Of Order By Date Once Bibs Are Merged

Proposal: We would like to be able to display the itype in the patron's request list.

This is not possible because it is not a column in the borrower_request_list view.

You also can't add the GMD (though we'd prefer the itype) because there is a bug that prevents marc mapped data from appearing in that MQ view.

Enhancement#: 4463 (12/07/2005)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: 7.3

Subject: Ability to Control Requests by Status and Collection for Location and Btype

Proposal: The control of requests based on item_status applies across all locations, and there is no ability to allow requests by collection. This is very limiting. For example if you want distance students to be able to request items that are ``In`` but not material in collections that can circulate less than 3 days; and your on campus students to be unable to request ``In`` material but can request 3 day material. This is not possible currently in Horizon. Another scenario is the ability to request on ``In`` material in certain closed collections. Sometimes closures happen unexpectedly due to floods or building upgrades that only affect parts of the library. These scenarios require the ability to control requests by location, btype, item_status and collection.

Enhancement#: 4490 (01/11/2006)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: 7.3.2

Subject: Separate Requests for OnOrder & Cataloged Titles

Proposal: There is currently one request table in Horizon; limits to holds set up in Circ parameters work off that table. We would like to see 2 request tables, one for on-order titles and the other for fully cataloged titles; each should be limited separately. So, a patron could have the maximum # of holds on titles not yet received by the library AND the maximum # of holds on titles fully cataloged. Since it sometimes takes months for ordered items to come in, the single limit is penalizing patrons who take advantage of requesting items on-order. This would work well with HIP materials alerts in HIP 4.x

Enhancement#: 4513 (02/03/2006)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: Horizon 7.4/HIP 4.1

Subject: cancel request if borrower beats the staff to the item

Proposal: Horizon should prompt the staff to cancel a borrower request if the borrower beats the staff to the item on the shelf. We have borrowers place requests at home and then come in to the library before the pull list has been run and they get the item off the shelf and check it out. Horizon does not cancel their request.

Enhancement#: 4533 (02/23/2006)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: Horizon7.4

Subject: REQUESTS - Set Request Limits by Item Status, IP and Borrower Home Campus

Proposal: Setting the ability to set requests on ``available`` items by IP range for transit is fine for borrowers using your networks. However this doesn't limit borrowers with mobile phones and wireless devices who might connect to other providers networks within your library from being able to request ``available`` items. It also doesn't stop borrowers at home who live near the library from placing requests on ``available`` items on the shelf. We never pull requests for students other than remote students or students at other campuses. We aren't about to start now.

We would like to be able to define a ``home campus`` as an additional way of mediating requests. This should be able to be set as user definable or fixed by the library and the user can't change it.

eg:

Borrower home campus is Casuarina campus - They can't place requests on available items at the same campus as their home campus (Casuarina) - no matter what the IP of the client browser.

Borrower home campus is Casuarina campus - they can place requests on available items at Alice Springs campus but Palmerston campus - no matter what the IP of their client browser.

Borrower home campus is ``Remote`` campus - They can place requests on available items at all other campuses - no matter what the IP of the client browser.

The logic of what campuses a borrower can request items that are on the shelf from should be able to be controlled on a per campus basis.

If there is already a way to accomplish the above please let me know how to do it !!

Enhancement#: 4549 (03/14/2006)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: 7.4

Subject: Notice To Be Mailed Vs. Emailed

Proposal: When printing notice for item on hold after checking in a book, it would be nice to have the notice tell if book on hold should be emailed or called. Without telecirc this option comes up every ``notice will be mailed`` on the screen. Only way to find out is to go to notice reviews in circulation reports or borrow record and edit borrower record under address field to see if send notice is by standard or email. this would save a lot of time if could find a way to notice staff which way they are to be notified.

Enhancement#: 4552 (03/16/2006)

Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release: 7.3.3
Subject: Print Holds Notice When Hold Item Checked-In
Proposal: If hold requested item is checked-in along with other books, there is the potential that this item could be overlooked by CIRC staff. If the hold notice printed automatically, the potential of this problem arising would be decreased greatly.

Enhancement#: 4556 (03/23/2006)
Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release: Horizon 7.3.2
Subject: Transferring Holds To Another Branch
Proposal: Occasionally borrowers wish to change the location of where they want to pick up their reservation. If it is still at the request stage, then this can be easily done. However, once the hold is triggered it is not possible to transfer the hold to another branch without checking the item in and re-requesting it for the borrower at the new pickup location. If there are other borrowers in the request queue then it all gets a bit messy.
 Can the pick up location of an item be changed once the item is on the hold shelf

Enhancement#: 4561 (04/03/2006)
Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release: 7.3.3
Subject: Alert User When A Request Already Exists
Proposal: When a user tries to place a duplicate request for an item (i.e. an item for which there is already a request by that borrower), Horizon should tell the user that the request already exists and the borrower is number 6 out of 87 people waiting.
 The system currently tells the user that the request has been successfully placed without informing them that it was not necessary to do so.

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Enhancement#: 4519 (09/15/2006)
Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release: Horizon 7.3.4
Subject: Set a Max # of Expired Holds a Patron Can Have at One Time
Proposal: We are wondering if Horizon could set a max for the number of expired holds a patron can have at one time, and when the patron has reached the max, have the system blocks the patron from placing more holds until they are spoken to, or blocks them for a certain number of days.

Enhancement#: 4626 (10/02/2006)
Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release: Horizon 7.3
Subject: Deleting items that have item specific request
Proposal: When performing batch item deletes, Horizon should perform the option of either deleting the requests on the items being deleted or transferring the requests to other items attached to the same bibliographic record.

Enhancement#: 4648 (12/15/2006)
Category: Horizon > Circulation
Subcategory: Holds
Software Version/Release: Horizon 7.3
Subject: Need To Be Able To Transfer Holds From Copy To Copy

Proposal: Horizon allows holds to be transferred from bib to bib, but not from copy to copy. When we order a DVD of a season, ie *Sex in the City* Season 6, the order is for 1 bib, but when it arrives and we break it down into multiple containers, ie vol 1, 2, 3, we are forced to cancel all holds, and reinput manually , one at a time.

Enhancement#: 4675 (04/10/2007)

Category: Horizon > Circulation

Subcategory: Holds

Software Version/Release: Horizon 7.34

Subject: Viewing Hold Queue

Proposal: In Horizon the Holds must be viewable in order of placement of holds.

Also trapped holds should be sorted separately from unfilled holds. It is sooo hard to look a an unfilled hold queue in Staffpac for patrons with more than a couple of holds, due to totally random order.