

July 15, 2013

To: PALS Plus Circulation Specialists

From: Ruth Bogan

Subject: Holds that cannot be filled

The Unfillable Holds List identifies **holds that will never be filled** because **all copies of the title requested are withdrawn, lost or missing**.

It is distributed monthly to the PALS Plus libraries for follow up, if they choose, with their cardholders.

The list, which is posted to the staff wiki includes the following information:

- Library whose user has the unfillable hold
- User ID
- User name
- Publication date
- Title of item on hold
- Date the hold was place

If you choose to address your unfillable holds, you should, **remove the hold from the title**. You then have several options. You can—

- Find an identical title in the database and attach your user's hold to it. Sometimes there are separate records for paperback, Book Club, or other similar editions that could fill the hold.
- Place an ILL request for your user.
- Purchase a replacement copy of the item and attach the hold to the new item.

If you choose to do nothing with the report, your users' holds will expire on the date shown in the list. **Pay particular attention to holds with expiration dates of NULL**. These will not expire and should be removed regardless of how you process the list.