

DelawareLibraries



Symphony WorkFlows

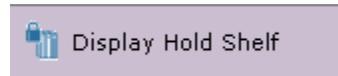
Display Hold Shelf Wizard

Revision Date: 03/01/2021

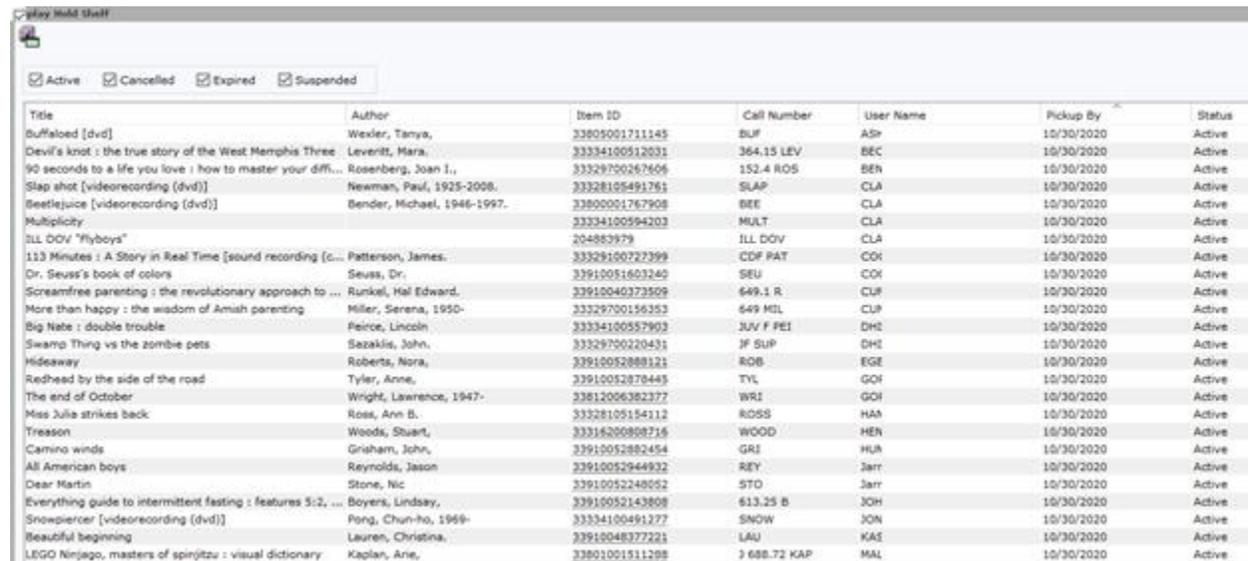
Display Hold Shelf Wizard

After items have been placed on the hold shelf for pickup, changes may still be needed, or library staff may choose to see a snapshot of what holds are set to expire on a certain date. Staff need real-time access to be able to manage those holds, without having to run or view reports. This wizard can modify holds that are on the shelf.

The Display Hold Shelf wizard is located in the Circulation module, Holds Group.



An example of how the Display Hold Shelf wizard displays data is shown below:



Title	Author	Item ID	Call Number	User Name	Pickup By	Status
Buffaloed [dvd]	Wexler, Tanya,	33805001711145	BUP	ASR	10/30/2020	Active
Devil's knot : the true story of the West Memphis Three	Leveritt, Mara,	33334100512031	364.15 LEV	BEC	10/30/2020	Active
90 seconds to a life you love : how to master your diff...	Rosenberg, Joan I.,	33329750267606	152.4 ROS	BEN	10/30/2020	Active
Slap shot [videorecording (dvd)]	Newman, Paul, 1925-2008.	333281026491261	SLAP	CLA	10/30/2020	Active
Beetlejuice [videorecording (dvd)]	Bender, Michael, 1946-1997.	33800001767908	BEE	CLA	10/30/2020	Active
Multiplicity		33334100594203	MULT	CLA	10/30/2020	Active
ILL DOV "flyboys"		204883979	ILL DOV	CLA	10/30/2020	Active
113 Minutes : A Story in Real Time [sound recording (c...	Patterson, James,	33329100722399	CDP FAT	COI	10/30/2020	Active
Dr. Seuss's book of colors	Seuss, Dr.	33910051603240	SEU	COI	10/30/2020	Active
Screamfree parenting : the revolutionary approach to ...	Runkel, Hal Edward,	33910040373509	649.1 R	CUP	10/30/2020	Active
More than happy : the wisdom of Amish parenting	Miller, Serena, 1950-	33329700156353	649 MLI	CUP	10/30/2020	Active
Big Nate : double trouble	Reice, Lincoln	33334100557903	JUV F PEI	DHE	10/30/2020	Active
Swamp Thing vs the zombie pets	Szakkie, John,	33329750220431	JF SUP	DHE	10/30/2020	Active
Hideaway	Roberts, Nora,	33910052888121	ROB	EGE	10/30/2020	Active
Redhead by the side of the road	Tyler, Anne,	33910052878445	TYL	GOI	10/30/2020	Active
The end of October	Wright, Lawrence, 1947-	33812066382377	WRI	GOI	10/30/2020	Active
Miss Julia strikes back	Ross, Ann B.	33328105154112	ROSS	HAA	10/30/2020	Active
Treason	Woods, Stuart,	33316200808716	WOOD	HEN	10/30/2020	Active
Carnio winds	Grisham, John,	33910052882454	GRI	HJA	10/30/2020	Active
All American boys	Reynolds, Jason	33910052944932	REY	Jarr	10/30/2020	Active
Dear Martin	Stone, Nic	33910052248052	STO	Jarr	10/30/2020	Active
Everything guide to intermittent fasting : features 5:2, ...	Boyers, Lindsay,	33910052143809	613.25 B	JOH	10/30/2020	Active
Snowpiercer [videorecording (dvd)]	Pong, Chun-ho, 1969-	33334100491277	SNOW	JON	10/30/2020	Active
Beautiful beginning	Lauren, Christina,	33910048377221	LAU	KAS	10/30/2020	Active
LEGO Ninjago, masters of spinjitzu : visual dictionary	Kaplan, Arie,	33801001531298	3 688.72 KAP	MAL	10/30/2020	Active

Using the Display Hold Shelf Wizard

The Display Hold Shelf wizard has the ability to show Active, Cancelled, Expired and Suspended holds. Use the checkboxes at the top of the wizard to limit the view as desired.

It is possible to change the order of columns; however, the change will not persist. If staff close the Display Hold Shelf wizard and reopen, the columns will revert to the default setting.

The initial default column sort is first by Expiration Date and secondly by User Name. Default properties for what types of holds are displayed and their sort order can be set by right-clicking on the wizard's name in the Holds group and selecting Properties. Save properties when exiting WorkFlows to retain the changes.

To sort within the list:

1. Click on the column header.

- a. When staff click on the column header, a little up ^ or down v arrow will appear to designate if the sort is ascending or descending.

Title	Author	Item ID	Call Number	User Name	Pickup By	Status
Quincy, M.E. Season 5 [videorecording (dvd)]	Klugman, Jack.	33910047316774	TV Q	ACCL	11/05/2020	Active
Quincy, M.E. Season 6 [videorecording (dvd)]	Klugman, Jack.	33910047315495	TV Q	ACCL	11/05/2020	Active
Diagnosis murder, The sixth season [videorecording (d...]	Van Dyke, Dick	33804001723580	DIA SEASOW 6	ACCL	11/05/2020	Active
Her husband my thug	Lady Lissa,	33316500011292	LADY	ADAA	11/03/2020	Active
Her husband my thug 2	Lady Lissa,	33316500010914	LADY	ADAA	11/03/2020	Active
The safe house	Swinson, Kirk,	33316210053053	SWIN	ADAA	11/03/2020	Active
June B. Jones is a party animal	Park, Barbara,	33316200710808	JUNI	ADEN	11/05/2020	Active

- b. The ^ signifies an ascending sort.
2. Any column may be sorted by clicking on the column name.

To export the list:

There are two methods of exporting: a portion of the Display Hold Shelf list, or the entire list.

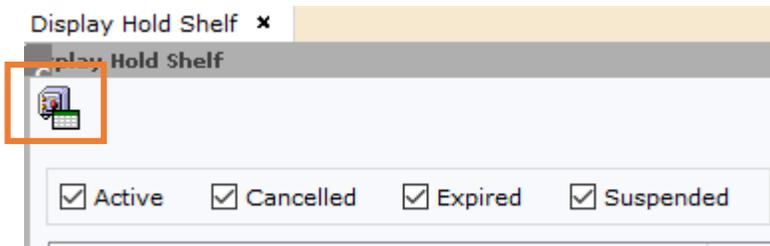
Exporting a portion of the list can be useful for finding holds that are set to expire in a few days. Staff may want to call those patrons to make sure they pick up their hold(s) before the holds expire.

1. To export a portion of the list
 - a. Highlight the desired lines.
 - b. Click on the Export Selected Hold Items button.

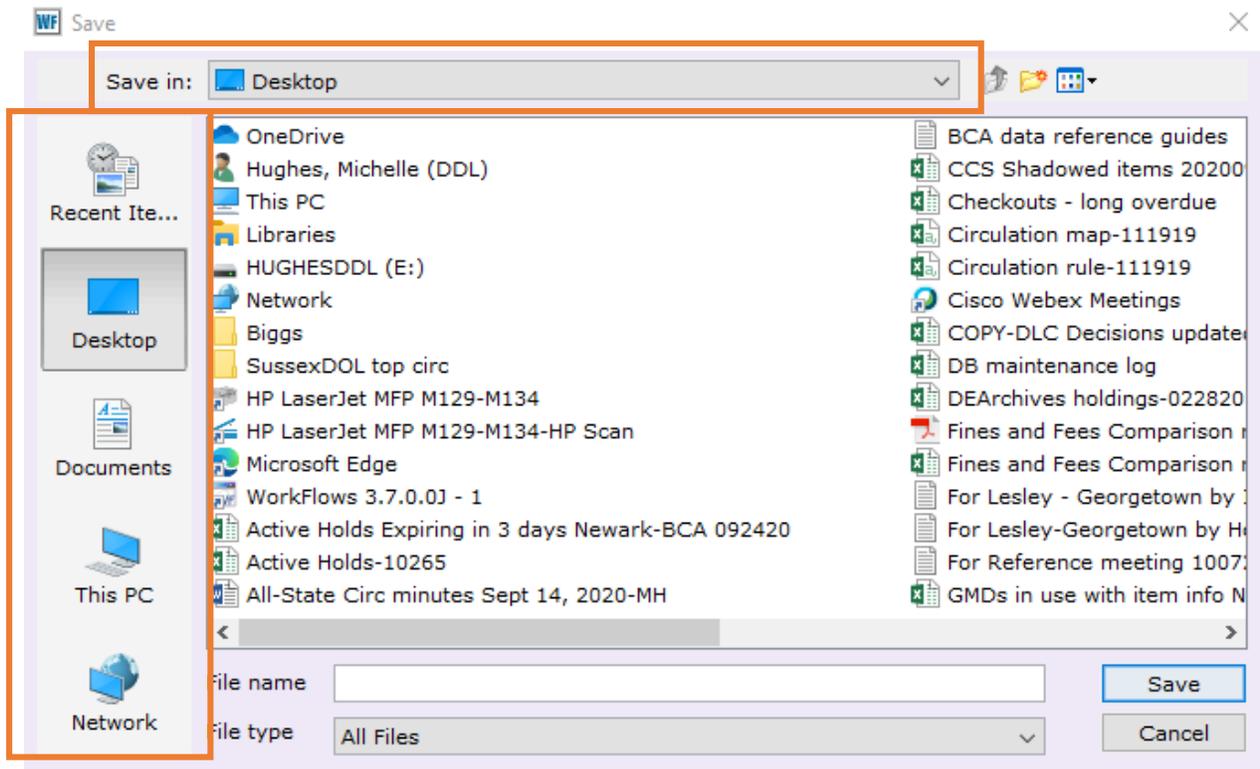
Title	Author	Item ID	Call Number	User Name	Pickup By	Status
Zootopia [dvd]	Moore, Rich, 1963-	33316400120540	ZOOT	DOB	11/07/2020	Active
Z-O-M-B-I-E-D : the junior novelization	Katachke, Judy	33910050002652	DIS	HOU	10/31/2020	Active
You should have known	Korelitz, Jean Harff, 1961-	33316200382704	KORE	KJC	11/05/2020	Active
Who was Seabiscuit?	Buckley, James, Jr., 1963-	33316200654429	796-4009 BUCK	BTE	10/30/2020	Active
Where the light enters : building a family, discovering ...	Siden, Jill,	33316300000018	JSDEN	SCH	11/03/2020	Active
Where the crawdads sing	Owens, Della,	33316210044609	OWEN	SMI	11/04/2020	Active
What unites us : reflections on patriotism	Ruthef, Dan	33329700222262	323.6 RAT	VAR	11/07/2020	Active
What the dead know	Lippman, Laura, 1959-	33316300001451	LIPP	NDR	11/07/2020	Active
What my sister knew	Laurin, Nina,	32910051920436	LAI	SCH	11/03/2020	Active
What is Thanksgiving?	Landau, Elaine,	33316103159001	294.2649 LAND	PEN	11/03/2020	Active
We found a hat	Klassen, Jon	33316200653963	KLAS	MAS	11/05/2020	Active
We are grateful : otsoahelga	Sorell, Trap	33316200797885	SORE	GRE	11/05/2020	Active
Walk the wire	Baldaco, David,	33316200809789	BALD	WAI	11/06/2020	Active
Trains!	Scott, Elaine, 1940-	33910020062021	326.675 S	BTE	10/31/2020	Active
Tufus and toe shoes	Bergamin, Ruth,	33910040022882	MY	NLE	11/03/2020	Active
Trust : America's best chance	Buttigieg, Pete, 1982-	33316210137551	320.513 BUTT	FELT	11/06/2020	Active
Troubles in paradise : a novel	Hilderbrand, Elin,	33316200811942	HILD	WAL	11/03/2020	Active
Treason [large print]	Woods, Stuart,	33328105523068	WOOD	HEN	11/03/2020	Active
Treason	Woods, Stuart,	33316200808716	WOOD	HEN	10/30/2020	Active
Trains : steaming! pulling! huffing!	Hubbell, Patricia,	33316200303395	HUBB	CEU	11/06/2020	Active
Total power	Flynn, Vince, 1966-2013,	33316200811727	MILL	GAT	11/06/2020	Active

Process Selected Inactive Holds Modify **Export Selected Hold Items** Close

- c. Designate the desired file location and file name.
2. To export the entire list
 - a. Click on the Export Shelf List helper, located in the wizard's upper left corner.

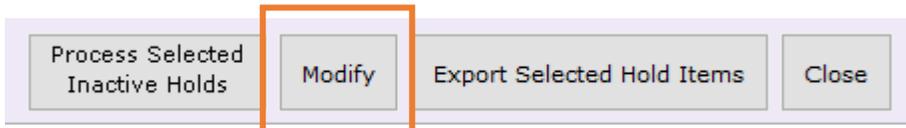


b. Designate the desired file location and file name.



To modify holds on the list:

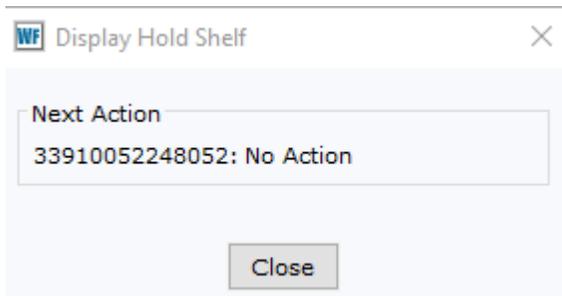
1. Highlight the hold to be modified and click on Modify.



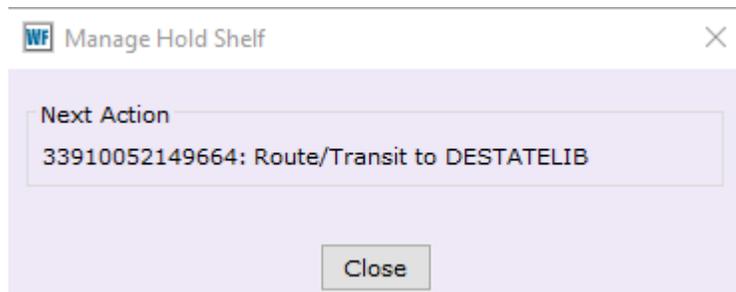
2. From the pop-up window, click on the appropriate button to mark the item missing, modify the settings of the hold, or remove the hold.



3. After making the desired changes, click OK.
4. A window will appear letting staff know if an action is necessary.
 - a. If something like the Pickup by date is changed, no action is needed.

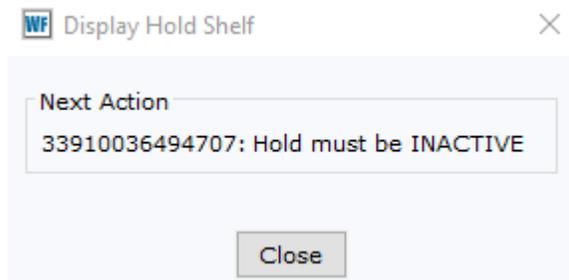


- b. If the Pickup library is changed, then a transit message will appear.



- c. Once the action has been taken, the hold will automatically be removed from the list (if the item was marked missing or the hold removed).

The Process Inactive Holds button works only for inactive holds. Staff can use this wizard to display active holds without worrying about accidentally doing something to them. A message will pop up saying that it cannot do anything to active holds.



Display Hold Shelf Wizard Will Not Replace Reports

The Display Hold Shelf wizard will not replace the Clean Hold Shelf report. Continue to use the Clean Hold Shelf report to pull expired holds from the available holds shelves.