

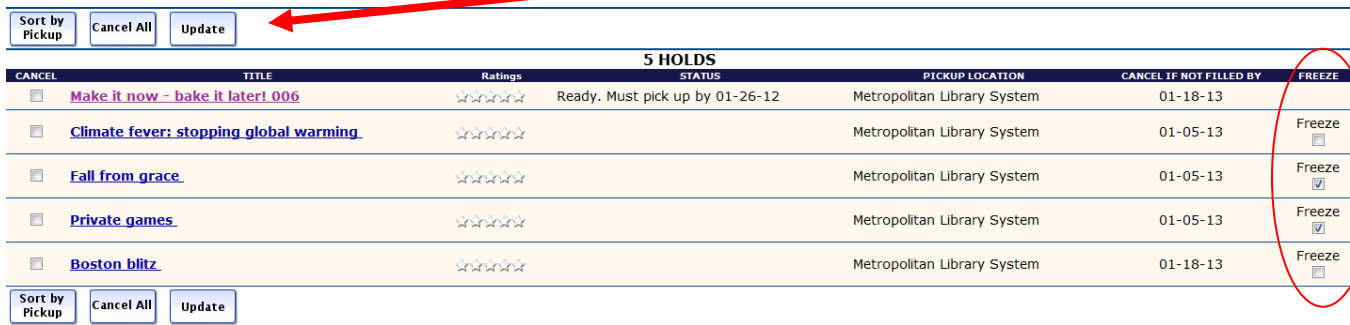
Freeze Holds

What is it?

From within “My Account”, patrons now have the capability to “Freeze Holds”. Once frozen, this functionality allows the patrons’ hold to continue to move up through the hold queue without actually filling the hold. Once the hold reaches the number 1 position in the hold queue the item will remain at the top of the hold queue, but not generate a hold until the patrons “Unfreeze” the holds to allow their requests to be filled. This functionality is perfect for those patrons going on vacation.

To Freeze a hold

Patrons need to login to “My Account” to view their list of holds. Once they have a list of their holds displayed they can check the “Freeze” box on the right side of the screen and click the “Update” button to freeze eligible holds.



The screenshot shows a table of 5 holds. The 'Update' button is circled in red, and a red arrow points to it from the right. The 'Freeze' column has checkboxes for each hold, with the first one circled in red.

CANCEL	TITLE	Ratings	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
<input type="checkbox"/>	Make it now - bake it later! 006	☆☆☆☆☆	Ready. Must pick up by 01-26-12	Metropolitan Library System	01-18-13	Freeze <input type="checkbox"/>
<input type="checkbox"/>	Climate fever: stopping global warming	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input type="checkbox"/>
<input type="checkbox"/>	Fall from grace	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input checked="" type="checkbox"/>
<input type="checkbox"/>	Private games	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input checked="" type="checkbox"/>
<input type="checkbox"/>	Boston blitz	☆☆☆☆☆		Metropolitan Library System	01-18-13	Freeze <input type="checkbox"/>

After clicking “update” patron gets a confirmation screen and must click “Yes” of “No”

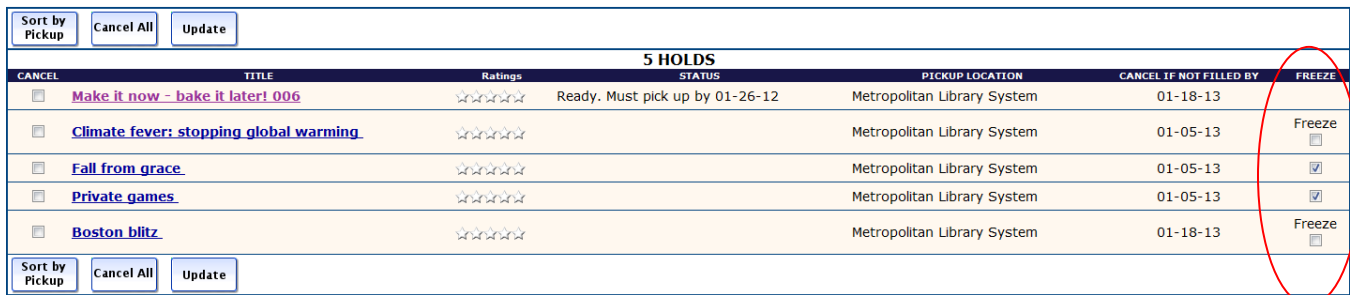
The following hold(s) will be cancelled or updated, would you like to proceed?

YES NO

TITLE	Ratings	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
Fall from grace	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input checked="" type="checkbox"/>
Private games	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input checked="" type="checkbox"/>

YES NO

After updating, screen repaints and patron’s list of holds displays the holds with appropriate “freeze” checkmarks.



The screenshot shows the same table of 5 holds as above. The 'Freeze' column now shows checkboxes for all holds, with the first one circled in red. The 'Update' button is also circled in red.

CANCEL	TITLE	Ratings	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
<input type="checkbox"/>	Make it now - bake it later! 006	☆☆☆☆☆	Ready. Must pick up by 01-26-12	Metropolitan Library System	01-18-13	Freeze <input type="checkbox"/>
<input type="checkbox"/>	Climate fever: stopping global warming	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input type="checkbox"/>
<input type="checkbox"/>	Fall from grace	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input checked="" type="checkbox"/>
<input type="checkbox"/>	Private games	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input checked="" type="checkbox"/>
<input type="checkbox"/>	Boston blitz	☆☆☆☆☆		Metropolitan Library System	01-18-13	Freeze <input type="checkbox"/>

Holds for items currently in-transit, on the hold shelf, or in the number one position of the hold queue are not eligible to be frozen and will not have a “Freeze” checkbox (see example above with “freeze” boxes circled).

To "Unfreeze" a hold

To "unfreeze" a hold, patrons should display their list of holds, click checkbox of hold to be unfrozen and click the "Update" button. Screen will repaint for confirmation "Yes" or "No". Screen then repaints and hold unfrozen now has a blank checkbox.

Sort by Pickup		Cancel All	Update	5 HOLDS				
CANCEL	TITLE	Ratings	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE		
<input type="checkbox"/>	Make it now - bake it later! 006	☆☆☆☆☆	Ready. Must pick up by 01-26-12	Metropolitan Library System	01-18-13			
<input type="checkbox"/>	Climate fever: stopping global warming.	☆☆☆☆☆		Metropolitan Library System	01-05-13	Freeze <input type="checkbox"/>		
<input type="checkbox"/>	Fall from grace.	☆☆☆☆☆		Metropolitan Library System	01-05-13	<input type="checkbox"/>		
<input type="checkbox"/>	Private games.	☆☆☆☆☆		Metropolitan Library System	01-05-13	<input checked="" type="checkbox"/>		
<input type="checkbox"/>	Boston blitz.	☆☆☆☆☆		Metropolitan Library System	01-18-13	Freeze <input type="checkbox"/>		

Freeze holds as viewed in Millennium

Example of unfrozen holds in MilCirc

<input type="checkbox"/>	5	01-19-2012...	TEST CLAN...	SLS-Staff	sls			01-18-2013
<input type="checkbox"/>	6	01-19-2012...	PUBLIC, JO...	SLS-Staff	sls			01-18-2013

Once a hold is frozen by the patron, a "Not wanted before date" of 255 days from the date the hold is frozen can be viewed from the bib record of the frozen hold in Millennium Circulation. This is not visible in the WebPAC.

<input type="checkbox"/>	5	01-19-2012...	TEST CLAN...	SLS-Staff	sls			01-18-2013
<input type="checkbox"/>	6	01-19-2012...	PUBLIC, JO...	SLS-Staff	sls		09-30-2012	01-18-2013

After February 1st, staff will be able to view a list of patron's frozen holds as they appear in the WebPAC by logging into the patron's record on the 2084 port of the SWAN catalog (swan.mls.lib.il.us:2084). Staff after entering the patron name and barcode can clearly see which, if any, of the patron's holds are "frozen".

If you should have any questions, please contact either Beverly Curley (630-734-5163) or Renee Clanton (630-734-5169).