Plan to Resume Consortium Holds

Purpose: On June 29, 2020 Priority Dispatch will resume delivery. Delivery has been suspended since March 23, 2020 due to the COVID-19 pandemic. Only local holds are being filled at SEO Library Consortium member locations. This plan outlines how holds will be altered over the following weeks until holds function as normal.

Definitions

GROUP range holds: These holds will only fill your patron requests if your library/library system owns the item.

SYSTEM range holds: SYSTEM range holds will consider items at all libraries to fill holds. Before the COVID-19 pandemic, holds were placed at the SYSTEM range.

Phase 1: Priority Dispatch Service Resumes
Target Date: June 29, 2020

When Priority Dispatch resumes delivery on June 29, 2020, it is anticipated that the normal schedule may take up to two weeks to be fully operational due to the books and materials that have been securely stored in their facilities since March 23. SEO staff will continue to convert holds to GROUP range and only fill local holds.

Phase 2: Holds Begin to Be Converted to SYSTEM
Target Date: July 20, 2020

There are approximately 150,000 outstanding title level holds at the GROUP range. Once Priority Dispatch resumes picking up materials, these holds will be gradually modified to SYSTEM range in date order (oldest first) to prevent an overload to Priority Dispatch and member libraries. 5,000-15,000 holds will be altered daily depending on load to libraries. New holds will continue being converted to GROUP level to ensure hold queue order.

SEO Staff Tasks

- Everyday BCA will send a report of GROUP range holds. LMS staff will identify the oldest holds and provide the hold key to IT. IT will change the holds to SYSTEM range.
- Batch suspended copy level holds will be unsuspended 7 days (about 1200 items) after phase 3 begins.
- Hold pickup column will be removed from the OnShelf Hold Wizard.

Phase 3: Holds Function as Normal
Target Date: August 10, 2020

Once all GROUP range holds are converted to SYSTEM range, all new holds will be placed at the SYSTEM level. Any library that had their Enterprise profile limited to display results from only their collection will be reverted to display items from all locations.

SEO Staff Tasks

- IT will update Enterprise profile default search to "Everything."
- IT will disable the crontab entry that converts SYSTEM holds to GROUP holds.
- IT will re-enable the crontab entry that converts GROUP holds to SYSTEM.
- LMS staff will revert any modified hold group to the original group.