Library customers can reserve titles from the collection. Where and how a hold is made depends on how the holds are configured.
The Holds menu staff to manage customer hold requests.

Note: Only library staff with proper permissions can use this menu. For more information, see Wise role functions.

- **Show holds**
  
  No image available
  
  Learn how to view hold requests in the Wise staff client via the Show hold requests menu.
  
  ◦ Show holds screen

- **Hold requests overviews**
  
  No image available
  
  Hold request overviews provide reports on the management of hold requests.
  
  ◦ Overview of hold requests
  ◦ Shelf list
  ◦ Hold shelf
  ◦ Hold shelf (by delivery process)
  ◦ Alert list (titles)
  ◦ Alert list (customers)
  ◦ Delivered objects
  ◦ Processed holds
  ◦ Canceled shelf holds
- Transport overview ILL requests and deliveries
- Webshop overviews

- Cancel holds SchoolWise

No image available

Not for use in US libraries.

- Hold request screens and details

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Hold requests have their own management screens and statuses. This documentation describes the screens used to create and manage requests and details to interpret requests.

- Hold request screen
- Hold request types and statuses
- Pick-up branches
- Unprocessed hold requests screen

- Hold request workflows

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Learn about workflows involving hold requests within the Wise staff client.

- Place hold requests
- Branch affinity factor
- Cancel or delete a hold request
- Check in and check out hold requests
- Clear unclaimed holds
- Group hold requests
- Identify customers that did not receive hold notifications
- Place a hold on multiple copies of the same title
- Place materials on transport
- Process a hold request with no items
- Replace a hold title
- Settle and restore holds
- Unable to process a hold
- View log data for hold requests