Is there a specific timeframe for how long an item will remain on the holds shelf if the "Retain" option is chosen?

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Applies to

- Staff client

Answer

There is not currently a time limit associated with the Retain button. It preserves the current status of the item, meaning it does not reset the counter for how long an item has been on the hold shelf.

You can leave items on the hold shelf for as long as you choose and the hold will remain in place for the patron. Wise does not have any kind of automation to terminate a hold left on the hold shelf, so that will have to happen manually if you decide to retain a held item.