Talking points for Local Hold/Use pilot project

**What is the Local Hold/Use pilot project**?

The local hold pilot project is a test of a new borrowing policy for new adult fiction. This test will keep new items in the libraries that bought them (owning library) for up to 60 days before library staff change the codes to allow the items to fill hold requests at other LINKcat libraries. During that first 60 days a patron whose home library is the same as the owning library can have their hold filled by our “Local Hold” copy of a new title. If there are no local holds on an item, the item will stay on the owning library’s shelf and be available for check-out by walk-in patrons.

If some libraries purchase more than one copy of a title, one copy can be assigned as a Local Hold and the other can be coded to fill a hold request for any patron in LINKcat.

Not every library in LINKcat is participating in this pilot project.

**Why are we doing this pilot project?**

This project will allow libraries to retain some of the new items they have purchased to allow their local patrons browse or local hold access to new materials.

We will be reviewing data in order to ascertain if offering this option will lower wait time for local holds on new items for patrons at their home library and provide faster access to these new items for local walk-in patrons, and patrons who do not use the internet

Many times, people with more tech skills or better Internet access place their holds weeks or months before others. This means that the single, new items that some libraries purchase often go directly to other libraries as soon as they are checked in after processing, and local patrons do not see them for weeks or months. This is especially hard for more rural libraries that can only afford to purchase one copy.

**What are the benefits to patrons?**

Our patrons will be able to have greater access to our new titles, both by browsing and by placing holds online. This means that the new adult fiction purchased with our community's tax dollars will stay in our community for the first 60 days that we own them. This is also a digital equity issue - for patrons who do not have sufficient internet access or do not have the digital literacy skills needed to place holds independently, this will allow them access to the newest titles in our collection, whereas before, they may not have had as much access.

Libraries participating in this project will have the new adult fiction titles they purchase with their taxpayer funds available for their patrons first. This will greatly benefit library patrons who cannot or do not use holds because of technical challenges.

New, popular books may get checked out by at least four local patrons before going out to fill holds at other libraries. New books that local patrons may not have even heard of will be on the library’s New shelf right away for browsing if there are no local holds.

**What are potential problems for patrons?**

It will certainly take some retraining for patrons, especially in communities where patrons frequently check out at multiple libraries. Because the hold filled for a patron is based on their home library (not necessarily their pickup library), some patrons may request to switch the “Home library” in their patron record in order to get the items from the library they frequent the most.

Additionally, if there is only one copy of a title in the system and it is a local hold copy, patrons may not be able to place holds on that item. In this case, staff can place a hold on behalf of the patron and once the Local Hold codes are removed, that item will be eligible to fill holds at any location.

Depending on how a library utilizes their acquisitions funds, patrons at libraries who rely on other libraries to fill holds for new items may encounter longer wait times. Patrons may also be confused by the change, particularly at libraries that will have their Lucky Day collection available as well.

If we don't own a copy of a certain new book here at our branch, it will take longer for us to get it. If this happens, you can fill out a Book Purchase Request form at the Checkout Desk or on our Web site.

Patrons who use multiple libraries may be confused about placing items on hold. Seeing an item as available but not being transferred might be confusing

**How do patrons identify items that are part of this project**?

The items that are part of the pilot project will display as “Available” (unless checked out) and another status of “Local Hold" in both the staff view and in the Discovery Layer.

Discovery Layer screen



Libraries may use labels stating "Local Hold" or “NEW” or other text to indicate these items are part of the pilot project.

Some libraries may provide a separate shelving location for NEW items or shelve these items with their Lucky Day collection.

Please note that in the LINKcat Mobile app, the status will only display Local Hold. Only one status can be displayed in the LINKcat Mobile app.

**How long does this pilot project last**?

The New adult fiction items that are part of this pilot will retain the Local Hold status for up to 60 days. Then staff will change the Local holds status and codes so that the items can fill any other eligible hold requests throughout LINKcat.

The pilot project period is from July 1 through December 31, 2022.