Staff Tutorials

Viewing Holds Queue Order

If a patron asks for their current position in the holds queue you can provide them this information via Evergreen.

From the staff client, click “Search” and “Search the Catalog”.

Client Portal Page

You can customize this with the information or functionality your organization needs to support its operations. For example, you could add links to process and procedure documents.
Searching the Catalog

We will use the catalog to retrieve the barcode for the item in question. If you know the barcode, you may skip this step.

Search the catalog by title or by the search type of your preference to retrieve the item, in this case, *Harry Potter and the Sorcerer's Stone*.
After clicking on the title of the item in question, the Record Summary will appear.
From here, click “Details” to view the barcode. Copy the barcode by highlighting and pressing “CTRL+C” on your keyboard.
Next, click on “Actions for this Record” and “View Holds” to view the current holds queue.
The current holds queue will appear, as shown below. The default ordering is with the oldest hold (next in line) is at the bottom.

Reordering Holds Queue

The ability to reorder the holds queue is not currently available, but will be coming in a future release of Evergreen before the end of 2008.