


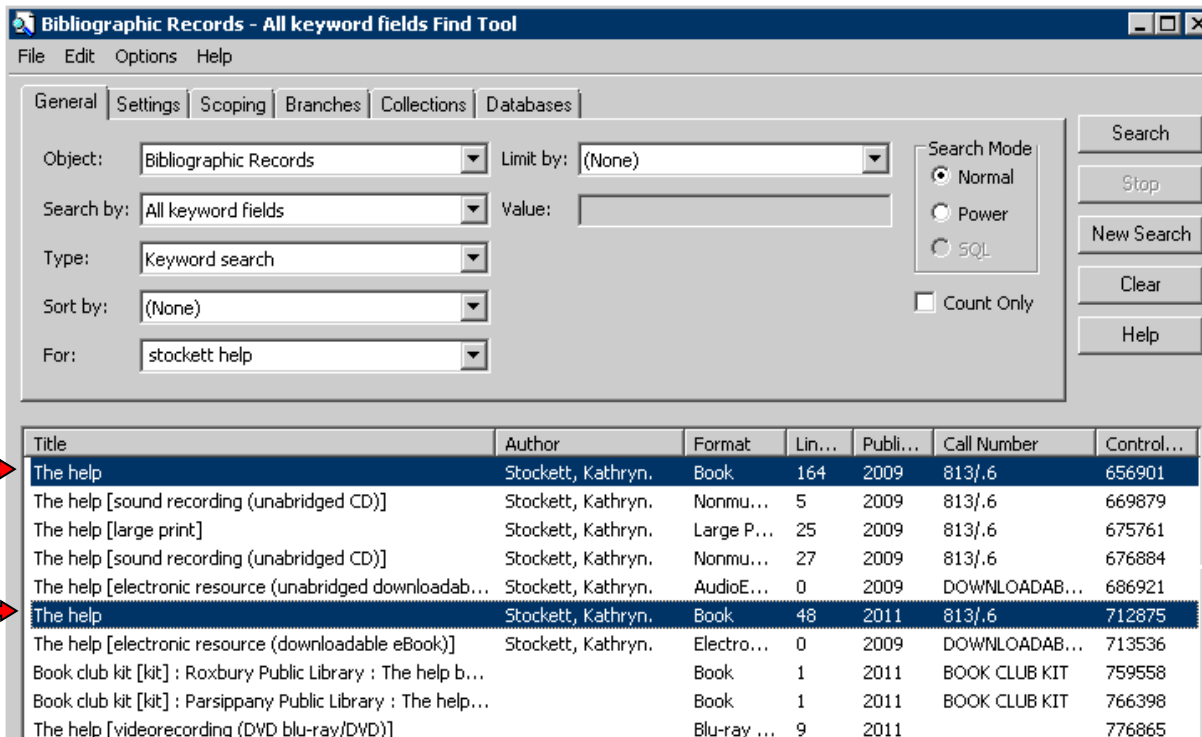
# CIRCTIPS

## Grouping Hold Requests

Staff may want to group Holds when a specific item is not needed, just one item within a group. For example, a patron requests The Help by Stockett, but could read either a paperback edition or a hardcover edition, whichever is the first available. Or, a patron may request the title Jane Eyre, but would be happy to read the book or listen to the audio book, whichever is the first available. When one of the items that can satisfy the group request is filled, Polaris automatically deletes the other requests in the group because they are no longer needed.


### Part One: Place Holds for Patron

1. Select the Place Hold icon  for the patron
2. Keep the Ctrl key depressed and select (highlight) each edition or format of the title requested




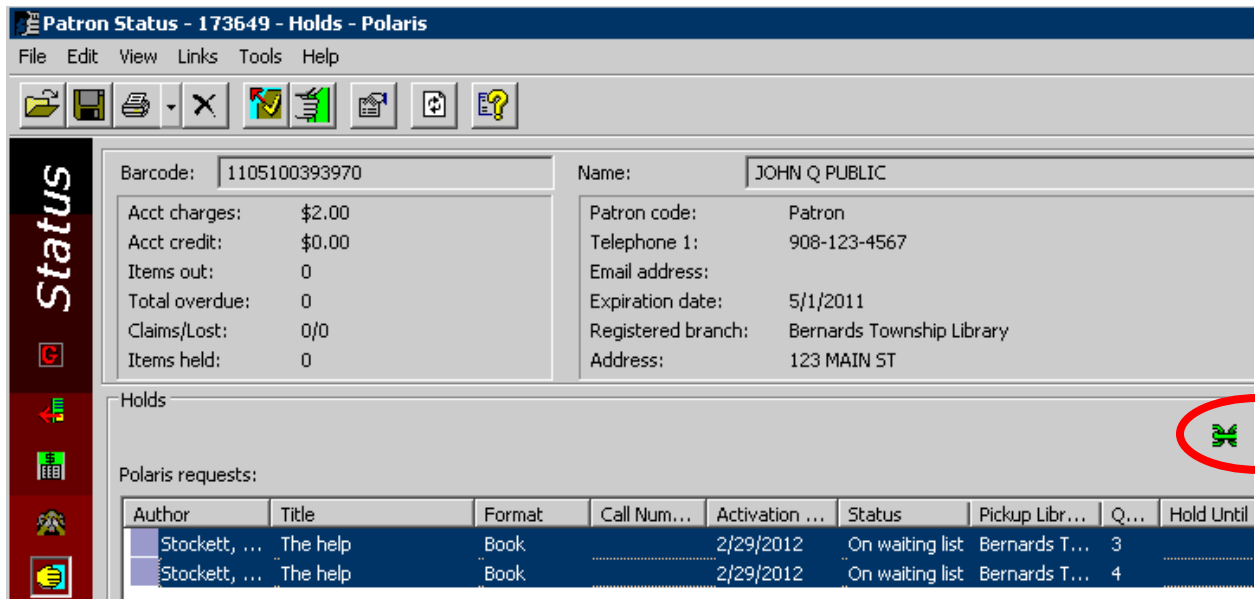
| Title   | Author             | Format      | Lin... | Publi... | Call Number   | Control... |
|---|--------------------|-------------|--------|----------|---------------|------------|
| The help  | Stockett, Kathryn. | Book        | 164    | 2009     | 813/.6        | 656901     |
| The help [sound recording (unabridged CD)]                    | Stockett, Kathryn. | Nonmu...    | 5      | 2009     | 813/.6        | 669879     |
| The help [large print]  | Stockett, Kathryn. | Large P...  | 25     | 2009     | 813/.6        | 675761     |
| The help [sound recording (unabridged CD)]                    | Stockett, Kathryn. | Nonmu...    | 27     | 2009     | 813/.6        | 676884     |
| The help [electronic resource (unabridged downloadab...]      | Stockett, Kathryn. | AudioE...   | 0      | 2009     | DOWNLOADAB... | 686921     |
| The help  | Stockett, Kathryn. | Book        | 48     | 2011     | 813/.6        | 712875     |
| The help [electronic resource (downloadable eBook)]           | Stockett, Kathryn. | Electro...  | 0      | 2009     | DOWNLOADAB... | 713536     |
| Book club kit [kit] : Roxbury Public Library : The help b...  |                    | Book        | 1      | 2011     | BOOK CLUB KIT | 759558     |
| Book club kit [kit] : Parsippany Public Library : The help... |                    | Book        | 1      | 2011     | BOOK CLUB KIT | 766398     |
| The help [videorecording (DVD blu-ray/DVD)]                   |                    | Blu-ray ... | 9      | 2011     |               | 776865     |

In the example above, the paperback and the hardcover editions of The Help were selected (highlighted)


3. Select Enter to add the selected items to the patron requests
4. Select the Save icon  to save the Hold Request

## Part Two: Group the Hold Requests for Patron

5. Open the Requests  in Patron Status
6. Keep the Ctrl key depressed and select (highlight) each title to be added to a Group



| Author        | Title    | Format | Call Num... | Activation ... | Status          | Pickup Libr... | Q... | Hold Until |
|---------------|----------|--------|-------------|----------------|-----------------|----------------|------|------------|
| Stockett, ... | The help | Book   |             | 2/29/2012      | On waiting list | Bernards T...  | 3    |            |
| Stockett, ... | The help | Book   |             | 2/29/2012      | On waiting list | Bernards T...  | 4    |            |

7. Select the Add to Group icon  to add the selected (highlighted) items to the Group
8. A letter is assigned to the new group; it appears in the Group column
9. When one of the items that can satisfy the group is checked in, its status becomes Ready for Pickup and the other Hold requests disappear.

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