Managing Holds in Marketplace

Monitor and respond to student hold requests in OverDrive Marketplace.

Questions? training@overdrive.com
In this module

- Place a hold – demonstration.
- Track and manage holds in OverDrive Marketplace.
- Use Marketplace Help for assistance.
Placing a hold – students 13+ years old

1. Identify a checked-out title.

2. Tap or hover to reveal “Place a Hold” button.

3. Enter and confirm email address. A holds notification will be sent to this email address when the title is available.

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Placing a hold – students < 13 years old

1. Identify a checked-out title.

2. Tap or hover to reveal “Place a Hold” button.

3. Students log in to the school digital website to check for their holds.
   Holds notification will not be emailed.
End-user support tools

1. **End-user support**
   - **Manage Holds**: Move or cancel a user's hold on a title.
   - **Return Titles**: Return a title from a user's account before the end of the lending period.
   - **Merge User IDs**: Merge a user's original and new IDs.
   - **Reset Downloads**: Reset a user's download link.

2. **Search**
   - Title:
   - Barcode:
   - User email address:

3. **Manage hold for The Curious Incident of the Dog in the Night**
   - Move user to #1 of 1 on holds list.
   - Remove this hold.

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## Current Waiting List Report

### Current Waiting List

<table>
<thead>
<tr>
<th>Format</th>
<th>Users on waiting list</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiobook</td>
<td>2</td>
</tr>
<tr>
<td>eBook</td>
<td>19</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
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</table>

**Notes:**
- The 'All Holds' column shows the total number of holds for all branches selected in the report parameters. To select different branches, click 'Run new report.'
- The 'Adv Holds' column is a subset of 'All Holds,' showing those holds placed by members of Advantage libraries regardless of who owns the title placed on hold.
- The 'Adv Ratio' indicates 'Adv Holds' copies of the title in the shared collection + copies of the title in Advantage collections.
- For licensed titles, the holds ratio is: Holds / (Own column + Lic. left column / Licenses per unit).

### Average wait period

5.73 days

### Website

Standard and mobile

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### Hold for Oct 2016

- **Total:** 6 Standard Unit(s), $264.94 (payable on cart submission)
- **Preorder:** 2 Preorder Unit(s), $64.98 (Est.) (payable on the street date(s) of preorder title(s))

Last edited on 10/21/2016 by Brisa Johnson-Sims

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### Table Data

<table>
<thead>
<tr>
<th>Title</th>
<th>Creator</th>
<th>Publisher</th>
<th>ISBN</th>
<th>Format</th>
<th>Street Date</th>
<th>Own</th>
<th>Lic. left</th>
<th>Lic. used</th>
<th>Holds</th>
<th>Ratio</th>
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Automate Carts – Holds Manager

Now with support for unlimited, multiple plans per format!

Insights - Automate Carts

Holds Manager

At your website, demand builds as your users place titles on hold. Holds Manager lets you respond to user demand quickly and easily by automating orders based on holds.

Every time a Holds Manager plan runs, you can have it create a cart for your review. Or, Holds Manager can automatically place a holds-driven order on your behalf.

You can edit these plans at any time.
help.marketplace.overdrive.com
• Contact your Account or Content Specialist.

• Email training@overdrive.com.

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