Managing Holds in Marketplace

Monitor and respond to user holds 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

1. Select the book from the wait list.
2. Place a hold on the book.
3. Confirm the email address and place the hold.

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Manage holds in OverDrive Marketplace

- **Holds Manager**
- **Current Waiting List Report**
- **End-user support tools**

**Search for holds**

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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 N...**
   - Move user to # 1 of 1 on holds list.
   - Remove this hold.

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## Current Waiting List Report

### List updated December 21, 2015 3:18 PM ET

<table>
<thead>
<tr>
<th>Format</th>
<th>Count</th>
<th>Owners</th>
<th>Lic. Left</th>
<th>Lic. Used</th>
<th>Holds</th>
<th>Ratio</th>
<th>1st Active Hold</th>
<th>Available for Pickup</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audiobook</td>
<td>2</td>
<td>0</td>
<td>-</td>
<td>-</td>
<td>3</td>
<td>0</td>
<td>09/19/2015</td>
<td>Yes</td>
<td>$18.99</td>
</tr>
<tr>
<td>eBook</td>
<td>19</td>
<td>0</td>
<td>26</td>
<td>-</td>
<td>1</td>
<td>1</td>
<td>06/08/2015</td>
<td>Yes</td>
<td>$45.49</td>
</tr>
<tr>
<td>Total</td>
<td>21</td>
<td>0</td>
<td>26</td>
<td>-</td>
<td>4</td>
<td>1</td>
<td>06/08/2015</td>
<td>Yes</td>
<td>$79.99</td>
</tr>
</tbody>
</table>

**Notes:**
- The "Holds" column shows the number of holds for all branches selected in the report parameters. To select different branches, click **Run new report**.
- The "Total Hold" column shows the total holds placed by members of Advantage libraries regardless of who owns the title on hold.
- The "Coll Ratio" indicates "Auto Hold" copies of the title in the shared collection.

**Average wait period:** 5.73 days

**Website:** Standard and mobile

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**Holds for Oct 2016**

- **6 Standard Unit(s)**
  - $264.94 (payable on cart submission)

- **2 Preorder Unit(s)**
  - $64.98 (Est.) (payable on the street date(s) of preorder title(s))

**Last edited on 10/21/2016 by Elisera Johnson-Sims**

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Automate Carts – Holds Manager

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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.
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