



## Missing Items on Hold Shelf Generic User

There are instances in which you are unable to locate items on the Clean Hold Shelf Report. Once you have exhausted your normal searches, please adhere to the following procedure.

- Bring up the Charge/ Checkout wizard.
- Type in User ID MISSHLDSHLF to bring up the user, and click on Get User Information.

Charge/Checkout \*  
Charge/Checkout

User Information  
Name: Status: Library:  
Profile name: Amount owed: Available holds:  
User categories: Overdues:  
Group ID:

Identify user  
User ID: MISSHLDSHLF

Identify item  
Item ID:

- Start checking out the items that appear on your Clean Hold Shelf Report but not physically on your hold shelf.

Charge/Checkout \*  
Charge/Checkout

User Information  
Name: Missing on Hold Shelf Items Status: OK Library: SWS  
Profile name: MISSHLDSHF... Amount owed: \$0.00 Available holds: 0  
User categories: NONE Overdues: 0  
Group ID: Privilege expires: NEVER

Identify user  
User ID: MISSHLDSHLF

Identify item  
Item ID:

List of checkouts

Title	Call number	Item ID	Date Due	Billed	Amount Paid Automa...	Type
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Get User Information Check Out Item To User Check Out To New User Close

These items will have a Current Location on MISSHLDSHF and will be shadowed in Enterprise. They will also have a due date of NEVER. Any checkouts to the MISSHLDSHLF user will not count towards Circulation Statistics.