



# How to run request pick up notices

Request pick-up notices inform patrons that an item that fills a hold or ILL request is available for pick-up. When an item is trapped for a hold request and the item's circulation status changes to Held, the item is included in request notice processing. The patron who should receive the notice is identified by the link to the request. The notification library for hold request notices is always the pick-up library. If the pick-up library is changed, a new notice is generated when the item status becomes Held at the new pick-up branch. (If the notice has not been generated for the first pick-up location, the first notice is deleted.)

Request pick-up notices can be delivered as print notices, e-mail notices, or by text message. Print and e-mail request notices include the following information:

- **Library return address** - Taken from the **Return** address field in the pick-up library's organization record.
- **Date** - Date the notice was generated
- **Printed notice text** - Polaris supplies default text for the subject line and introductory paragraph, which can be edited.
- **Email notice text** - Polaris supplies default text for the subject line and introductory paragraph, which can be edited.
- **System-supplied list of items to pick up** - The items are sorted by title. Each entry includes the title, author, item material type, item barcode, and Held-Till date.

**Note:**Text messages must be brief. The default text message for request pick-up notices is: **The item you requested [first 20 characters of title] is available for pickup at branch [branch display name] until [unclaim date].** One message is sent for each item held. If items are held at more than one branch, the patron will receive a notice from each branch.

When request notices are generated, the date is recorded in the appropriate item records, the notices are posted in the transaction file, and the notice queue is cleared.