

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
May 16	New Richmond	I had two patrons ask me about the changes right away yesterday morning. The first thought there was something wrong with MORE and when I explained the change to her she seemed very disappointed that she could no longer see her place in the hold line. The second patron had read about the change so she was more familiar with it, but for her with question was why? She wanted to know exactly why the switch to local priority was made down to who was on the committee who made the decision. The general impression from her was that it's unfair for the larger libraries to make decisions for the whole system.	As patrons begin to notice the change, I've found it most difficult to explain that they will no longer see their place in the hold line. Even after explaining that they should get materials more quickly, they still seem against the switch.
May 16	Chippewa Falls	Patrons do not appreciate this change. Just in the first two days I had at least four people contact me with their discontent, even outrage. Patrons do not know when they should freeze/unfreeze items, particularly if they are going on vacation, have children with lots of different account holds, or request multiple DVDs at a time. When they are waiting for items for projects, class, etc. they greatly appreciated knowing where they were on that list. "I would rather wait longer and know when my items are due arrive than to have to deal with this!" "How come we were not asked about this? Was patron feedback requested before this huge change? Cause I have lots to say about this!" I had one woman call, nearly in tears because her research project required very specific items - not knowing where she was in the queue caused immense stress in regards to her research project for school. She does not have money to purchase items and relies greatly on the services we provide. Another patron recently moved from out of state and was "very, very excited" about our hold system, particularly knowing where they were in the list. They are "troubled by the direction the MORE system is going" with this change. I have a tally going regarding this change so I can keep an accurate account of patron feedback.	I am incredibly annoyed with this change. It seems to only serve a select few libraries instead of all patrons. We exist to serve, help, and provide services to our patrons. This change does the exact opposite. I've been told it might save time and money in the long run, but again, how is it helping our patrons? As a patron myself, I am also unimpressed with this change. This change is also not good customer service - it forces patrons and staff to do extra steps when placing holds. I am also concerned how it will affect smaller libraries' collection development in regards to a rounded, diverse collection instead of spending more funding on bestsellers.
May 16	Rice Lake	Patron noticed on Monday 5/14 that her place on holds list was no longer available in her online account. She was concerned about knowing when to freeze her holds, as she used to use her place in line as an indicator for when she might need to freeze things so she wasn't inundated with hold items coming in at the same time.	
May 16	Clear Lake	Several complaints about not knowing place in line; don't think it's fair that people who placed holds later get item first	Difficult to justify change when we don't like it and didn't vote for it
May 16	St. Croix Falls	3 people so far have expressed to me that they don't like not being able to see their place in line anymore	Ask me again after the next big bestseller hits the shelves :-) but it does seem to me that this system really only offers a benefit for items with really long lines; for short lines, there's not a big benefit, and there's the disadvantage of not seeing your place in line.
May 16	Ladysmith	I LOVE online library. Last couple weeks I can no longer to the "status" of books I have on hold. If you eliminated that feature please bring it back. If the problem is with MY computer please advise.	
May 16	Altoona	A patron passed on to me that they are seriously disappointed that they can no longer see their place in the queue for holds. They rely on that information to freeze holds as needed and plan trips into town accordingly. A direct quote from another patron: "even I can see this is stupid and I don't even work in a library." Yikes.	I believe that the MORE system is too large for this change to be beneficial; and that this decision benefits, as well as prioritizes, the patrons of large libraries and puts those of small libraries at a disadvantage. If MORE were a smaller system, like Arrowhead which serves only seven libraries, I can see where local priority holds provide benefits to all patrons of the system. I've not heard positive feedback from any patrons. I also believe that patrons were not well-informed of this change and that it was ignorant to assume the change would go unnoticed by most.
May 17	Phillips	We've gotten multiple comments that people do not like the change- they enjoyed knowing where they were on the list and now they're not sure how to manage freezing holds.	The staff here does not like the change. There doesn't seem to be any advantage for our library at all, which makes it hard to explain to patrons why we made the change in the first place.

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
May 17	Prescott	Patrons do not like not seeing their place in the hold list.	That number was always misleading anyway for other reasons but it is a big change and some of us do not like change but with time we change. It will be okay! I think patrons like checking out with our owning items, it may be a selfish response but it also reminds residence that their tax dollars are a benefit to the local community. I also know the community loves the access to all the MORE Libraries and sharing is good. The ability to owning, using and sharing is a win win situation!
May 17	Not given	Patrons do not like not seeing their place in the hold list.	That number was always misleading anyway for other reasons but it is a big change and some of us do not like change but with time we change. It will be okay! I think patrons like checking out with our owning items, it may be a selfish response but it also reminds residence that their tax dollars are a benefit to the local community. I also know the community loves the access to all the MORE Libraries and sharing is good. The ability to owning, using and sharing is a win win situation!
May 17	Chippewa Falls	We have received a number of emails and in-person questions and comments about the change. I would say that about 5 percent of them have been good, the rest negative.	Very unpopular with patrons and staff.
May 17	Eau Claire	We have heard from many customers that they are upset that they cannot see their place in line for a hold item. Many use that number to know when to freeze items and manage their holds. That is the only complaint I have heard, but it has some customers quite upset.	I am hoping customers will learn a new way to manage their holds and appreciate their holds being filled faster with the new system.
May 17	Hudson	Patron who requests all the new movies and then freezes the holds for later release, cannot see where they are on the queue to decide which to release for a given weekend. He doesn't want to release something and then end up being out of town when it arrives. Is there a way we can add local request status in the catalog to help him and others who do similar things?	I have the same issue, though I can see who is ahead of me in Sierra, it is still a lot more work and a guessing game. HU/sj
May 18	Chippewa Falls	We have had roughly 15 comments, ranging from lukewarm to very unhappy. There have been comments that they understand what we are trying to do, but prefer being able to monitor their holds with a number	I voted for the change, but in retrospect, I think the old way was better
May 18	Somerset	I have had approximately 10 patrons question me about why they can no longer see their place in the holds list. None of them were happy about the change and were not shy in expressing it. None of them thought the change was necessary or would benefit them as they had no problem with the original setup.	The problem with removing the patron's ability to see where they're at the holds list is a larger issue than some might have thought. As a staff member, it requires multiple steps for us to go into a patron record and determine where they are at on the list for an item. At the very least, Innovative should figure out how to make those numbers appear on the staff side without requiring multiple steps. Marketing does not necessarily help because the explanation doesn't fix the problem.
May 24	River Falls	I've had six complaints this week from patrons, as well as several last week, about the switch to local priority for holds. People have said they want to know where they are in the queue so they can anticipate their holds, freeze them or cancel them.	I was opposed to this change, so I may not be the best person to comment, but so far it seems difficult to get patrons to accept the change. I think one of the problems is that the benefit you are offering them (shorter turnaround time) is pretty intangible, while what you are taking away (you are x of y holds) felt very concrete to them.
May 24	Bloomer	So far we've actually only gotten positive comments. People are excited that they get to be told that they are number 3 in line for our copy rather than 200 for any copy. Surprisingly no complaints about not seeing places in line anymore.	I like the change. Our patrons are already getting their items much faster without all the additional courier time, & I like that our patrons are seeing more of our actual items.
May 24	Chippewa Falls	Since first filling out this form, I have had 4 more in-person or phoned in complaints about the new system. 3 didn't expand beyond their confusion/dislike but one parent was very put out by the system. She homeschools and often leads groups of homeschooled families in activities. She said not knowing when things may or may not arrive has already hampered her abilities to plan successfully, particularly when requesting kits.	It has not changed since my initial comments. This still leaves a sour taste in my mouth. I overhear many conversations and negative interactions at the circulation desk regarding this change. We are here to provide the best services we can to our patrons and this feels like a major step backward. I appreciate being able to provide feedback to the system.

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
May 25	Eau Claire	<p>A regular customer who nearly always has a handful of items on the hold shelf was unhappy because she was unable to manage her holds the way she used to. She is used to seeing where she is in line and freezing/unfreezing holds as needed to make sure she doesn't get overwhelmed with too many ready at once.</p> <p>She also had to cancel a hold on a DVD because it was the second in a series and she hadn't gotten the first one yet. She said under the old system she would have frozen the second one until she had the first one. -KS</p> <p>A customer called to complain about losing her queue location and local holds. She frequently requests items from all over the MORE system and was unhappy that she might receive items from other libraries more slowly now. -KH</p> <p>A customer complained about losing queue position information. Upon hearing the rationale for local holds, she was still dissatisfied and requested that the status column be removed instead of being blank. - KH</p> <p>Received five complaints over email about local holds losing queue positions. Customers were frustrated due to being unable to plan as they did previously for vacations and being unable to estimate when items would arrive in general. I responded to them with our local hold talking points. - KH</p> <p>Customer's comment was, "Well, that sucks," when I explained that they would no longer be able to see their place in line, but was somewhat placated when I told them they would get their items faster than before. - AZ</p> <p>A customer emailed complaining about the local holds system, stating that it removes helpful information. They also expressed frustration about customers not having feedback about making the change. I replied with the talking point about wait times and an offer to provide further information. - KH</p>	<p>I like it and most people don't notice but those that do feel VERY strongly. Here are the compiled results from the first few weeks -Paula</p>
May 25	Frederic	Patrons do not like not being able to see there place on the holds.	I have several people that I order for. I do not like seeing what is coming for them.
May 25	Eau Claire	<p>Customer stated that they understood the new local holds system and that they have no objection to it. However, they are unhappy that they no longer have a queue position to estimate when the item might arrive. They also stated that this makes the freeze function useless.</p>	<p>I don't know how much functionality we can change, but if we have the ability to make SQL queries (and the system uses SQL for its queries!), then I would have thought we could create a query that indicates the individual's position in either their local library's queue or in the non-local library queue added to the local library's queue. I'm not 100% sure I understand how the changes have been implemented technically, though.</p> <p>Regardless of that, I don't think customers miss the queue position---they really miss having an estimate of when the item would arrive. I'd much rather see something directly providing that estimate (e.g., "Estimate Arrival: August 3-10th"), and I suspect the customers would also appreciate that change.</p>
May 26	Eau Claire	A customer stated that they couldn't see their queue position and asked us to see if we could. They said they knew about the local holds change, didn't read much about it, and were not interested in hearing about it at the moment. They said they would like to have an idea of when items would be available.	
May 26	Eau Claire	I'd just like to share my opinion regarding the new reservation system, I feel like it's way worse. IMO I don't really care what library it's fulfilled from, now, I have no idea how long I can expect to wait. It's not informative at all. At least before, you could see an order or list. Bad upgrade.	

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
May 29	Hudson	One patron loses control over being able to know when to freeze so they all don't come in at once. I think it's hard for patrons to see the advantage of local holds because they don't know how much sooner they are getting an item as compared to the old way	
May 29	Prescott	Several patrons are unhappy about not being able to see their place in line.	I am unhappy about not being able to see my place in line. It is difficult to look up a patron's place in line. And I am hesitant to give anybody that information, because it has the potential to change.
May 29	Hudson	Mostly negative - confusion on what is coming in when, how to plan for how much comes in at a time, planning ahead for vacations, unsure if they should pay to rent a dvd title that has a long hold list or buy a book because they don't know how long it will be. Mostly, a general unhappiness with the 'unknown' of it all. Only one person has said to me that local priority is a great idea. However, the bigger question and concern is how long it will be if Hudson doesn't own a copy at all.	I really like that it takes away from extra time spent in delivery - less handling and movement on the item. Patrons will generally get their items faster. However, the patron wants to know when, and there is no idea of when until the item is in transit or available. I feel the same way for my own requests - I have dvds on hold and I don't want 5 at once so normally I would freeze certain ones, but I have no idea which ones because I don't want to wait a month for one on a longer list and freeze ones that would come in right away. So I end up with too many at once.
May 30	Pepin	Many patrons this week (May 29-31) have expressed dismay at no longer knowing what number they are in the hold list as they find it more difficult to manage their accounts (when to order, freeze, unfreeze) and know how many items are arriving soon. These are savvy patrons who did not request everything at once as they knew they could not handle the influx of items arriving all at the same time.	I agree with my patrons that it is frustrating not knowing how to manage your holds. It was always "fun" to watch the number change, but that really isn't the issue - it's more of the "when will it arrive".
May 30	Pepin	A patron told me that she thinks the previous way of filling holds is more fair - first on the list, first hold filled. She thinks since we are one consortium sharing materials our people should be willing to wait and take their turn at getting items in the order the hold is placed.	The patron was able to "jump" the line as we had purchased the item she had requested and therefore was able to fill her hold at the top of the hold list on that item. She still didn't care that she benefited from the quicker hold fill and felt that she should wait her turn. We are watching holds being filled to see if our people are getting items quicker when we own them - which is a very big incentive to purchase (we do purchase items at the every 5 holds threshold)
May 31	Hudson	I have had many people ask if the system is broken and when it will be fixed. I've explained the new way of prioritizing holds and the patrons seem more interested in being able to see and control the timing of their holds than to get the holds faster. One lady said if she can't see when her items are coming she'll just have to go buy the books because it's too frustrating not knowing.	I do see the benefit of speedier delivery, however not being able to see your place in line is very frustrating and it's very hard to explain to patrons that they can look on more and see the total number of holds on an item so they have at least a general idea of a time frame. It makes freezing items difficult as well, since they have no idea where they are in line. I have found personally that I have way more items at home currently that I've had in the past because I've had the same issue. I would rather see where I'm at so I can plan, rather than have no clue, but know I might get the item faster.
June 1	Frederic	Believes the change creates inequity in access, losing place in line is an inconvenience. Has an impact on the patron's lifestyle, "change was not communicated effectively," "not a level playing field for access," "I want the same access as someone in a big city," the library system "dropped the ball by relying on directors" to represent the interests of their patrons	
June 4	Eau Claire	From a customer's email: The "Status" column on the holds page of my account used to show what number of how many holds each item was. Now it only shows what is in. That was useful information that allowed me to estimate when things would arrive so I could adjust it by freezing or borrowing something else more available. Now I have no way of knowing when things might arrive and could end up with too many things arriving at the same time, or long gaps with nothing arriving. I am also less able to time my visits to the library to pick up several items on one trip. Please restore the numbers to the Status Column.	
June 4	Bloomer	Patrons love it and are excited to get their holds as quickly as they are	I feel that we are working through our local holds fairly quickly by avoiding a 2-3 day delay of sitting in a courier bin plus transit time.

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
June 5	Eau Claire	<p>"The change in your new hold format is terrible. I absolutely hat it. The explanation is understandable, but can't you keep the numbers. I was so useful to know if you were 5 out of 20, etc. Not knowing is just frustrating. Please change it back!"</p> <p>"I noticed that you stopped including the place number by the reserved/requested items in the patrons online account info. I find this incredibly confusing - a person has no idea where they stand in line to recieve thir requested items. Please change your system back to what it was with the numbers in the requested/reserved items. Thank you."</p> <p>"The new way that holds are filled is understandable. But, did you have to take away the numbers? It is very frustrating not knowing if you are 5 out of 24, or 2 out of 10. The second number is not important, it is the first number that I relied on to make decisions. I must admit, I hate the new change of not having the numbers. It doesn't matter to me if I had a number of 1 or 2, and a person in Chippewa Falls got the book first, because that is where the book is located. That makes sense to me. However, not knowing is frustrating. Please, consider placing back the numbers. Thank you."</p>	I like it. Our holdshelves are full and our new items go straight to our holdshelves instead of all over the system. -Paula
June 5	Eau Claire	From email: "How is it when we were able to see our status I was the first hold on red sparrow and I see they are all on hold shelf but not for me. I don't like hold status no longer showing. When going on vacation can't freeze cause we don't know where we are in line. Please advise on red sparrow"	I suspect that the customer was next in line for a non-Eau Claire item before the change and was then repositioned in the queue after the change.
June 5	Ellsworth	Some patrons wondered why they were getting so many things all at once. Some were happy about this, others not so happy. Others were not too happy about not seeing their place in the holds queue - how do I know when to freeze my holds? Some positive and some negative comments, but overall not a huge issue. Patrons and staff will adjust.	Not fielding too many questions - most are positive once the change has been explained.
June 6	Menomonie	Patron who routinely has 40+ holds finds it harder to manage the freezes w/o a holds queue.	In the aggregate, it's a net gain, but it's still hard to help individuals who don't like the change.
June 6	Colfax	"...I feel that this new policy discriminates against small rural libraries. They do not have the funds to purchase as many books as the larger libraries...I believe this new policy encourages members of small local libraries to change their patronage to a larger city library. I like to support our hometown library, but it saddens me that my wait time for requesting popular new items will be greatly increased. I sincerely hope that this new policy change can be evaluated again and perhaps changed so that rural libraries will not have to be discriminated against."	
June 6	Ogema	They lost a number of their holds they had placed long long ago once it was switched to LPH	It is Long Overdue to have had this on MORE. But, (always a butt) It is difficult to explain to patrons regarding the RSCD DVD's in our library that are in a holds filled as placed status. Identifying those items in the catalog for patrons to place holds on those items could really be helpful... how I am not sure.
June 7	Hudson	A patron came to me today to express her dissatisfaction with the change. She doesn't like the mystery of not knowing where she is in the que and asked why we would change something that was working just fine.	i don't like the mystery either

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
June 8	Roberts	Patron has stated that he doesn't like not knowing where items are, which makes it more difficult to manage his account. He also says that because we are a small library the new system makes it feel like we don't stand equal to everyone else, that we are much lower on the priority scale. If we are all in the same system he believes that we should all have equal weight in requests being filled. Transit time for items is the least of his concerns, he feels the issues caused by the change out weigh the transit time issues. Another patron is struggling with not being able to see how many people are ahead of her in line, so when she orders materials she can't tell how many things to order based on possible wait time, and then everything comes in at once, and freezing holds is no longer as efficient for her in this case because she can't see where she is to know what would be a good item to freeze.	My feelings mostly echo that of the patrons. If we are all a part of this consortium we should be treated the same, in the long run, it seems like this will negatively affect not only the budgets of the small libraries but also the variety of items that are offered throughout the system. I also don't think that it is fair that a patron from a bigger library that owns an item could potentially receive an item more than once before the holds get filled for patrons at smaller libraries. It was mentioned in a TWAM email that there are a few potential fixes for being able to see where patrons are in line but that they would be a bit misleading; please to not implement any that would be misleading, that will lead to more disgruntled patrons who would be confused as to either why they are slipping further down the line or why they haven't gotten anything when they think they should. -BF
June 8	Roberts	I have not personally had any positive feedback from patrons. Most of our patrons like to know where they are on the hold list and plan accordingly.	i think this change is having a negative impact on our patrons. i find it unfair and not very customer friendly. jc
June 11	Eau Claire	A customer expressed dissatisfaction with local holds: "Changes should only be made to make improvements or enhance a customer/patrons experience, which this is not."	This customer hadn't received a reply about why the changes were made; I sent a reply with an explanation.
June 12	Baldwin	I am unhappy with the change that has occurred with how holds are being handled in the MORE System. First of all, smaller libraries are now at a definite disadvantage. Their budgets are limited, therefore they can not afford to purchase multiple copies of popular books, let alone one copy. I believed that the goal of the MORE System was to alleviate this. I am also unhappy with how the hold status has disappeared from my hold information page. I have no idea when I will be able to get my requested book! This is especially an issue when trying to get a book for a book club. I served on our library board for 20+ years and am currently a friend of the library. I believe this recent decision was a move in the wrong direction. Kathryn Peterson	
June 13	Ladysmith	Upset patron who has been waiting for a book since mid-March. She was #2, then not #2--still waiting. . .(Book was ordered 6 weeks in advance of release is part of problem). She is generally unhappy and feels this system is unfair to smaller libraries with less money for single requests. Thinks this will hurt libraries when people give up waiting , quit placing holds, and just buy the items they want. She reads series and says this way of doing holds will make it very hard to plan for ordering.	
June 13	Eau Claire	He doesn't like the new holds system. I explained how it worked and he still wasn't happy. He didn't like that he would now have to freeze all holds rather than just a couple when he goes on vacation. I tried to explain that if he was freezing things anyway it didn't really interrupt his process if he just froze everything but he still wasn't happy.	It would be nice if you could see your number in line but it's also nice being able to get material quicker (especially nice since I pick up items in EC). I also have the luxury of seeing the information in Sierra. It would be a bit frustrating if I couldn't see what was going on behind the scenes.
June 14	Woodville	We have heard mainly from patrons who have long hold lists who would freeze items to control how many they would get. They are trying to adjust to how to control the number of items coming in.	Many patrons don't realize there has been a change other than they are suprised how fast they are getting the items they have reserved.
June 14	Cumberland	Patrons are upset that they cannot see where they are on a waiting list. They have always tried to pace their reading and requesting of books. Three patrons have been very angry and I suggested they submit their thoughts. One met with our director.	Once again, smaller, more rural library patrons lose out. Either they wait very long to receive a book they have requested OR the library must use purchasing dollars to duplicate high interest, new books. It's a lose/lose situation for us. Our patrons wait longer and our budgets are used up with fewer selections available to our patrons.
June 14	St. Croix Falls		What about displaying the person's place in line among patrons at their library, and their place in line overall? eg. "3 of 7 SC patrons; 16 of 250 overall". Then the patron knows they're 3rd in line for SCF's copy if it gets returned first, or 16th in line for somebody else's copy. We still can't control whose copy gets returned first, but perhaps too much information is better than not enough?

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
June 15	Eau Claire	I'm disappointed that you have removed the numerical sequence for on line reservations. In the category of" if it's not broken don't fix it" you have removed a valuable tool that has always allowed library patrons to more effectively manage their accounts.Although I've been given an explanation for the change I can honestly say I've see no upside to this change whatsoever.I do hope you will give consideration to going back to the previous system. I know many others feel the same way. Thank You	Overall the change of holds is a positive but the removal of numbers does seem to cause a lot of issues for our more frequent patrons who put a lot of things on hold
June 16	Pepin	Patrons are finding it difficult to manage their holds without knowing when items will be arriving. Several complaints this week about to many things arriving at once and then they know that there will be to few in the coming weeks. Even the patrons who haven't in the passed used the Freeze feature to manage holds are sometimes overwhelmed with items.	It is difficult to help patrons manage their holds even when we can look in Sierra View Outstanding Holds and get an idea of what number they are. They may still jump faster than they expect and end up with more than they can handle. The people in Pepin don't like having things come and then potentially have to send them back unused because of their time constraints.
June 18	Menomonie	I just wanted to express my displeasure about the new system of "Hold". I don't mind waiting for a book until the library that owns it stops getting requests from their patrons (which could take forever if "my" library doesn't buy a copy!), however, not seeing my Status for an item on hold is horrible. I take out books from the shelf or read one of my own if I can tell I won't be getting a book on hold for awhile. PLEASE bring back the Status of a book on Hold!! Appreciate all you do. Thanks, Arlene	
June 20	Stanley	IFLS used to show where we placed on our holds. It was a very useful policy. I put a lot of things on hold. By looking at where I am on the hold lists, I know if I should order a different item. With out that placement list, when I run out of things I order more items and they all seem to come at once because I can't see when my other holds are coming. I have talked to other patrons and this seems to be a problem for some of them too. Would you please think about putting the patrons number of placement on the holds back on the record so we could estimate when we will get the items. Thank you, Sharon	
June 20	New Richmond	Not faster, frustrated by not being able to see queue position, please switch back	
June 20	Roberts	Today I had a middle school boy crying at the circ desk because he couldn't figure out why he hadn't gotten a dvd that he had put on hold in December and there was over 200 holds on it and he had gotten down to less than 50 over the winter and then we changed the system and now he has no idea when he might get it and then he found out he won't know because of the new system and our library doesn't own this movie and unfortunately, other people are getting on the list in front of him. This kid is a huge library patron and he would never cry, especially in public, so I came into my office and ordered the dvd because this system is wreaking havoc on my patrons.	I don't have anything good to say about this change. I've kept an open mind and have tried to be positive, but today just made me even more frustrated than ever.
June 21	Frederic	Some patrons expressed anger and frustration because of their inability to track where they are on the holds list. One patron wanted to 'speak to someone higher up' and called IFLS.	Although some patrons noticed and were frustrated, it was not a large percentage that spoke out about it. However those that did talk to me were extremely upset by the change.

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
June 21	Stanley	I have been informed of another problem that would affect my holds and the length of time that it takes. I have been told that IFLS has a new policy where patrons from the home library of the items always get first dibs on the items no matter where they would be placed on the hold list. That is extremely unfair to us patrons from smaller libraries. I have been wondering why the items are taking so long when I was 20 or less on the hold list when I signed up. It could take months longer. The smaller libraries pay their fees and I thought they were suppose to be treated equal. Yet this policy caters to the patrons of the large libraries at the expense of those in a smaller library system because they can't afford to purchase all the items. It just isn't fair when one of the main reasons to be a member of IFLS is to be able to order books and be treated fairly.	
June 23	Eau Claire	Please bring back the hold status so the patron can see how many holds are ahead of them. Also, why was this change made? Changes should only be made to make improvements or enhance a customer/patrons experience, which this is not. ... Thank you for the information, but the system limitations are rather short sighted and do not bring any value to your patrons.	Already expressed in previous entry
June 26	Eau Claire	A customer described the new system as being "designed by the Trump administration" and lamented the lost functionality and queue position display. She stated that she would rather have the older system.	
June 27	Menomonie	This really sucks! Please put back in the hold information. Even if I click on the item itself it still doesn't tell me where I am in the line-up. People use this information for many reasons to put an item on hold. Leaving for vacation, not needing something right away, being in no hurry to receive the item, having too many of one type of item, etc. Please, Please, Please do something and put it back the way it was or figure out how you can mark if something is a Menomonie item that goes to a menomonie customer first. But figure something out to bring back the hold and freeze options.	
June 28	Turtle Lake	Questioning why we moved to new system. Thinks that goes against what "consortium" means. Doesn't like new system at all. Also doesn't like how he can't see where he is in line and is unable to freeze an item.	It was interesting having that discussion with someone on the outside looking in.
July 3	Prescott	I'm writing to let you know that I DO NOT LIKE the new system you've initiated. I can no longer tell where I am on the waiting list. I leave on vacation on 7-5. With the prior system, I was able to see where my request was & freeze accordingly if I felt a book/DVD would arrive while I was out of town/didn't have time to read/view it. At this time, I have 4 books & 1 BOT sitting on the shelf in Prescott. I am currently listening to a BOT & reading an E-book. There's no way I can read all 4 books before 7-5. Now, someone will have to pull the books & send them to another library. What a huge waste of your time & resources. Plus, I'll have to re-request them & start the whole process all over again!!!	
July 5	Baldwin	Having a hard time with your new way to put a hold on books and movies. When we go away for 1-5 weeks throughout the year I put freezes on books that would be coming soon. Now I don't know where I stand. Will have to freeze all holds when we leave this February	
July 5	Not given	Message: I have noticed that when I freeze items I no longer see the number of holds on the list. This makes it more difficult to figure out where I stand and when I should unfreeze the hold. Is there any way to restore the information to the holds list??	

Local Priority for Holds Feedback

Submission date	Library community	Patron comments	Staff comments
July 9	Eau Claire	Since you changed the way to freeze and hold books, I no longer know which ones are at the top of the list to receive the quickest. I do not think this is a good way to do it.	Have heard only a couple positive things about the changes, but even those are on top of a complaint about the removal of the holds number.
July 9	Phillips	CAN NOT SEE STATUS ON HOLDS.....DON'T KNOW IF I'M 1 OF 1 OR 100 OF 9999 PLEASE FIX NOW	
July 10	Eau Claire	We wish they would include a way to know what place we are in line for each book we have requested. It would eliminate extra trips for pickup and also make it easier to know how many books to reserve.	
July 11	Amery	Patrons are very happy with the change. They are trilled to be getting their materials faster.	I love the change. We have seen an increase in circulation and patrons have been very excited about the change.