

## Hold: Labels vs Receipts

### Background

With the price of hold labels increasing, ongoing supply chain issues and the level of stickiness of the labels, we are going to test using hold receipts instead of hold labels.

Here is the cost breakdown:

We had roughly 800,000 holds placed in the last 12 months.

Sticky labels cost \$30 per 1000 labels (\$.03 each). The cost per roll may be about to double though. Based on the \$30 per roll, we spend around \$24,000 on labels per year. That could increase to \$48,000 if the price does double.

Receipt paper costs \$65.43 per box of paper (24 rolls) or \$2.72 per roll. There is 324' on each roll. If each hold receipt were 5.5", we could have 707 hold slips per roll or \$.003 per slip. If they are 6", we could have 648 hold slips per roll or \$.004 per slip. In that case, we would spend \$2,400 to \$3,200 on hold slips per year.

Additionally, the cost of receipt printers is approximately \$500 while hold label printers are double that amount. IT has a few extra receipt printers if locations found that they needed one in their back room.

### Baseline Evaluation

All Libraries will do a one-week baseline study to track hold labels before the switch so we can track the following information:

- When Processing Morning/Daily Holds
  - Total count
  - Number of People Helping
  - Total Number of Items
  - Start and End Time
- When Processing Holds Expired
  - Start and End Time
  - Total Number of Holds Pulled and Processed
- Delivery
  - Number of hold labels missing or on wrong
  - Number of holds received
  - How long to shelve all holds

A two-week testing study will follow the baseline study to test hold receipts.

### Testing Receipts

The following libraries have volunteered to test using hold receipts as opposed to the current hold labels: Belle Isle, Edmond, Village, Warr Acres.

- When Processing Morning/Daily Holds
  - Total count
  - Number of People Helping

- Total Number of Items
  - Start and End Time
- When Processing Holds Expired
  - Start and End Time
  - Total Number of Holds Pulled and Processed
- Delivery
  - Number of holds received
  - How long to shelve holds
  - Total Number of Receipts Reprinted due to being missing or fell out
  - Total Number of Holds Difficult to Shelf Spine Down
  - Total Number of Positive and Negative Comments from Guests
- Other Items to Note:
  - How to handle shelving if the shelf is not deep enough for the material to be shelved spine down?
  - Throughout interacting with the hold shelves and/or guest interaction, did you notice any hold receipts fall out?
  - Did you discover best practice how much to let the receipt stick out if it's a hold but not far enough out it will fall out or get stuck?

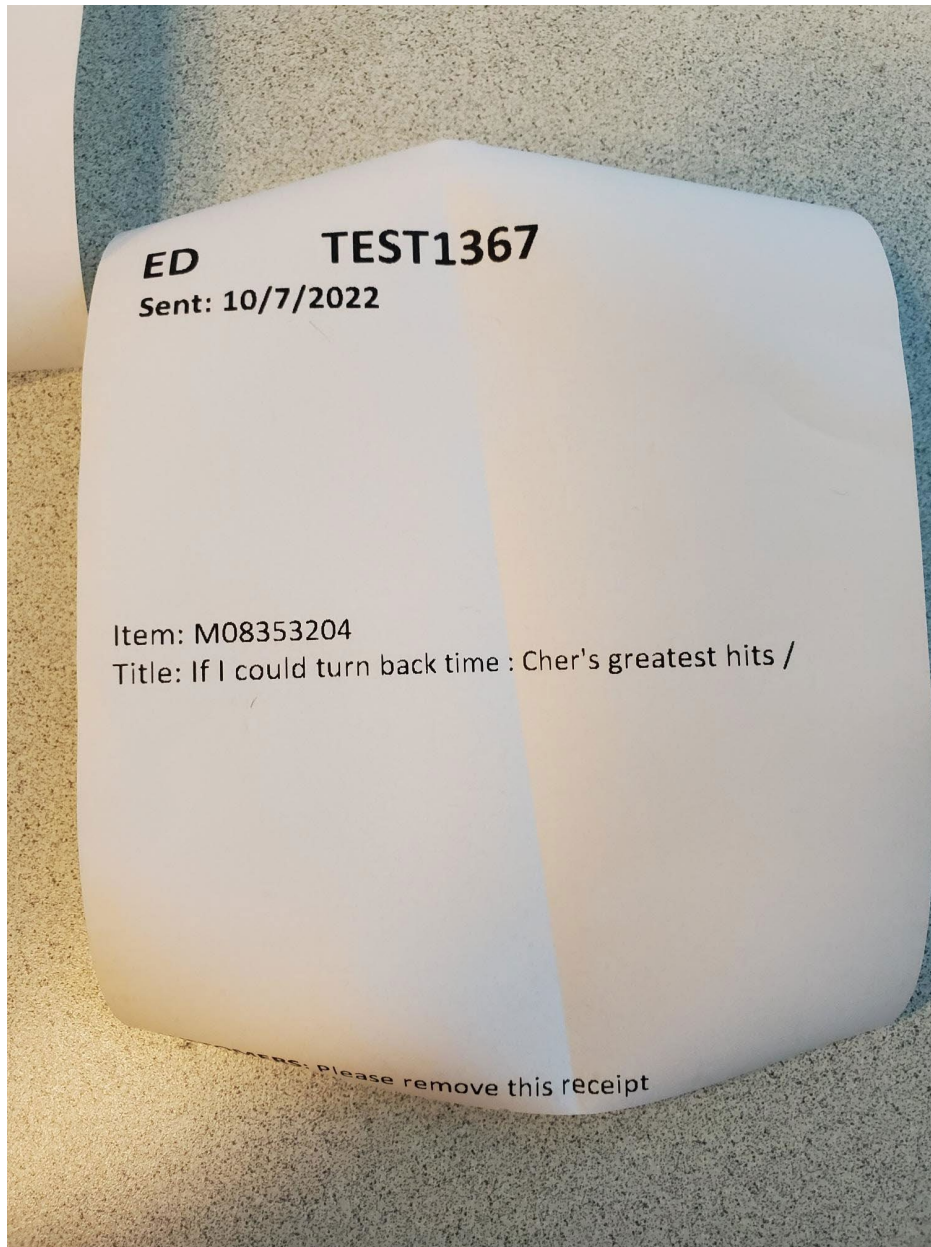
### What does this mean for non-test locations?

You will receive hold labels and receipts in delivery. Here is what feedback to share on the spreadsheet:

- Did any hold receipts come out? If so, how many and what is the total number of items in your ergo trolley?
- Did you receive guest feedback on receipts vs labels?
- How did you handle shelving if the shelf was not deep enough for the material to be shelved spine down?

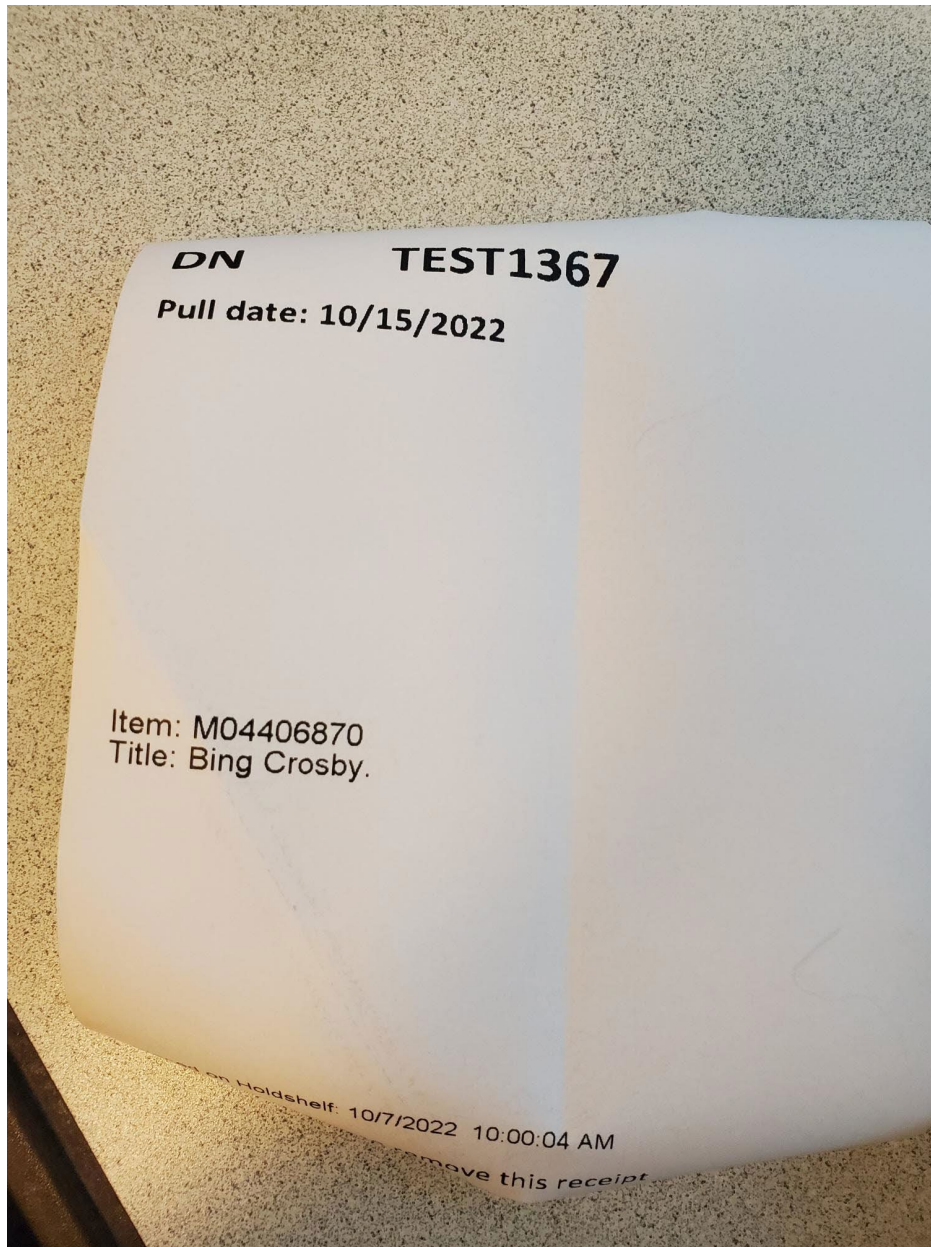
## Hold Receipts – Hold in Transit

TEST for Hold In Transit Receipt – includes the sent date at the top

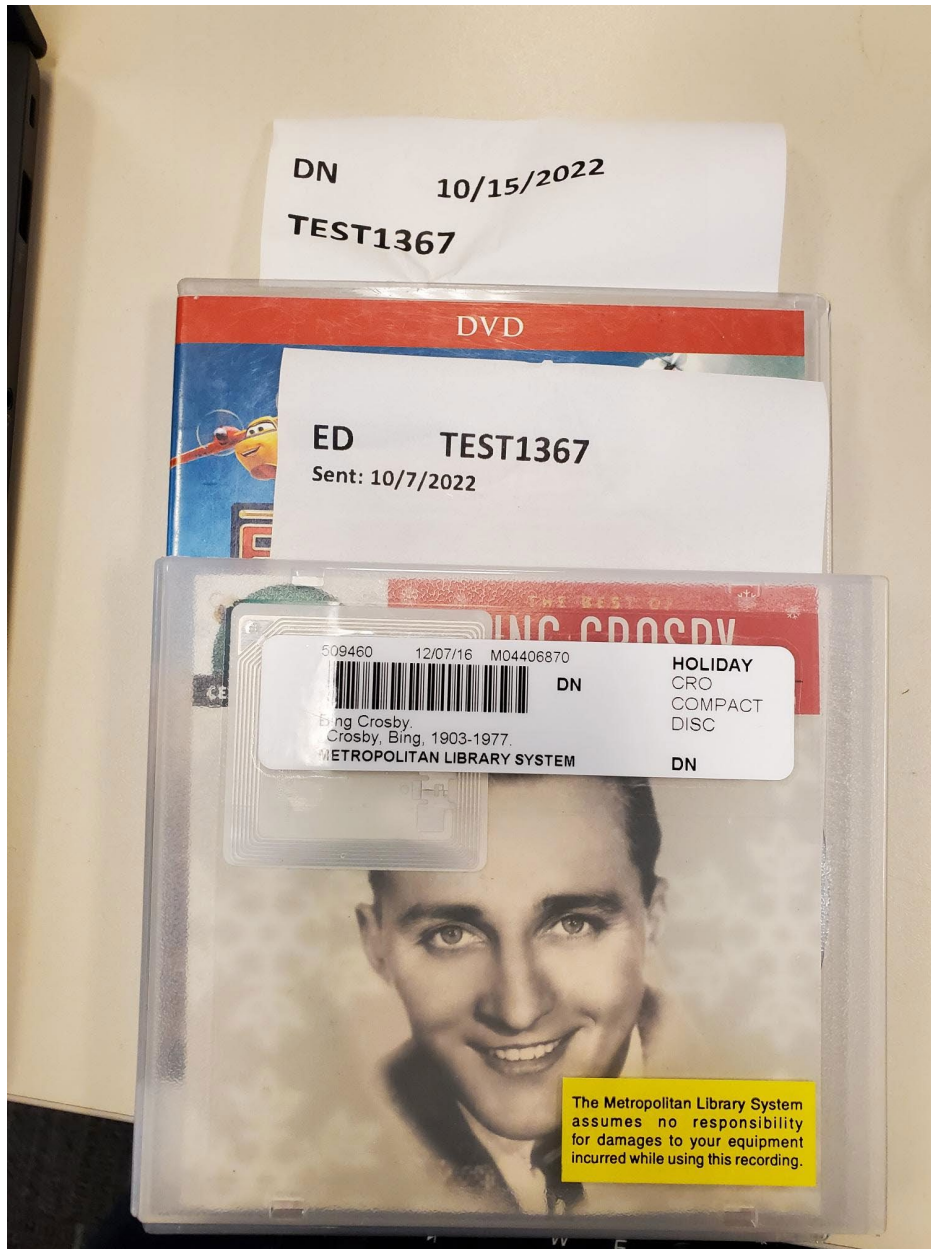


## Hold Receipts – Holdshelf

TEST for Hold Shelf Receipt – can include pull date

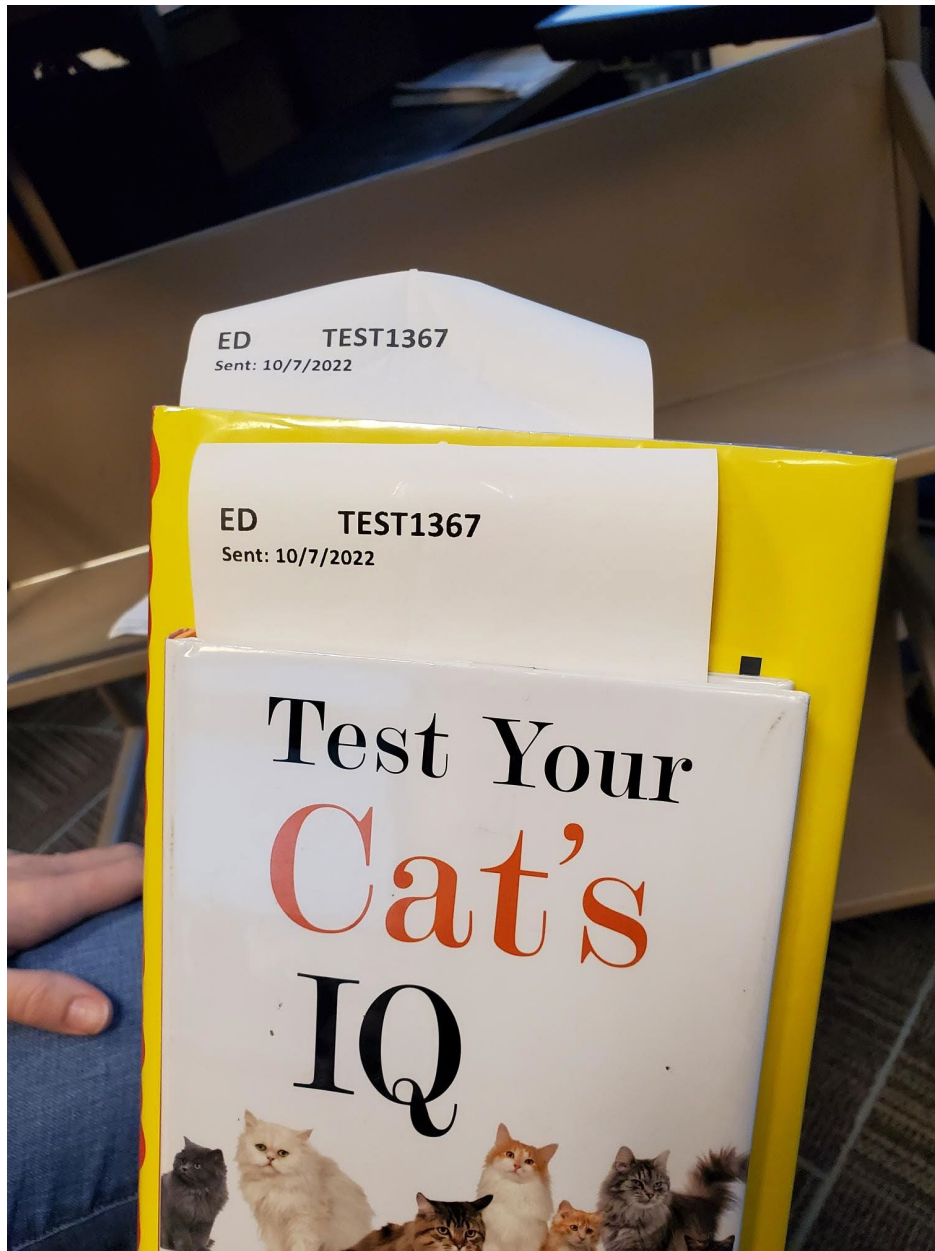


Examples of receipt in media (top receipt format is no longer what we're looking at)





Examples of receipts in books



Example of receipts on a shelf

