

Hold pickups

EAC had examined some data about items on hold shelves while conducting a review of all OWWL policies in 2022.

Below is data for holds that ended up on a hold shelf in 2021 vs. data for holds that ended up on a holds shelf in 2023.

	2021¹	2023
Picked up before shelf expiration time	87.39%	86.73%
Picked up after shelf expiration time	6.81%	7.18%
Cancelled before pickup	5.79%	6.05%
Still on shelves waiting for pickup	0.003%	0.02%
Total	n = 223,219 holds	n = 249,172 holds
Average time on hold shelf for picked up hold	2 days, 13:13:48	2 days, 14:40:32
Max time on hold shelf for picked up hold	546 days, 01:34:28 ²	286 days, 22:31:05

TL;DR: There does not seem to have been a dramatic shift in hold pickup times or rates.

¹ All data for 2021 was collected in April 2022 except as noted.

² Data not collected at the time; this data is from February 2024 for holds put on holds shelves in 2021.