

Holds Block Override Popup Box

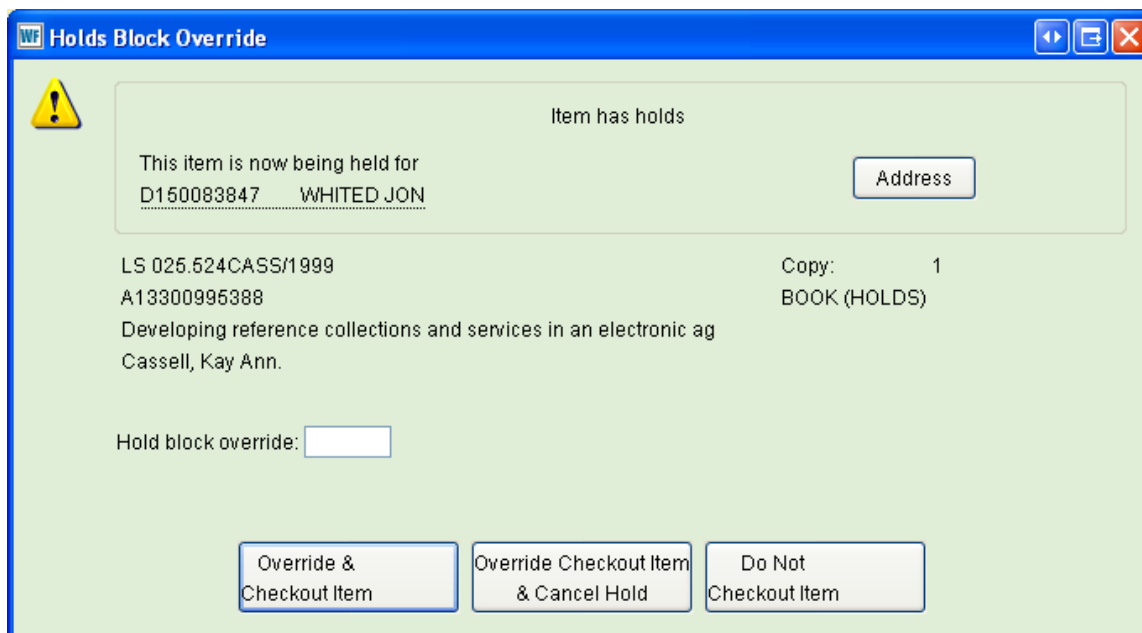
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A Holds Block Override box appears during Checkout, when the item has a hold, and the patron charging out the item is not the patron who has the item on hold.

Possible reasons:

- Patron found the item on the shelf
- Another family member is picking up item

Before checking out the item, the library staff member must make a choice from the Holds Block Override box.



Override and Checkout Item:

- This choice lets the patron with the book in hand, charge out the item and leaves the patron with the hold in the hold queue. In the **Hold Block Override** box, type the override code, and then click **Override & Checkout Item** to override the hold and continue the checkout for the current user ID. You would use this choice if you want to let your patron have item before the patron on the hold list.

Override Checkout Item and Cancel Hold:

- This choice lets the patron with the book in hand, charge out the item and removes the hold for the patron waiting from the hold queue. In the **Hold Block Override** box, type the override code, and then click **Override Checkout Item & Cancel Hold** to cancel the hold. You would use this if a family member were picking up the item for another family member who originally placed the hold. **Remember** this cancels the hold and removes the patrons name from the holds queue.

Do Not Checkout:

- This choice cancels the checkout and leaves the patron with the hold name in the holds queue. Click **Do Not Checkout Item** to cancel the checkout. The item is neither routed nor put in transit. You must follow the holds procedures to satisfy the hold.
- Questions ?? Contact the RSA help desk at rsahelp@railslibraries.info or RSA staff at 866-940-4083.