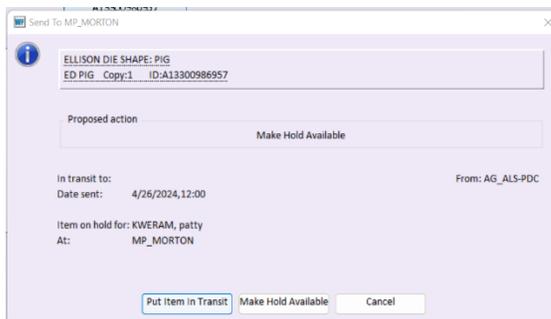


How to handle when a Hold Shows Available but Hasn't Transited to Pickup Library Cheat Sheet

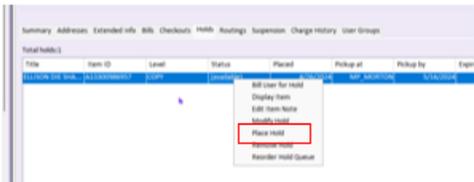
Last updated: April 26,2024

- Issue: Patron receives notification that their hold is available, but the item isn't at the pickup library.
- What happened? If a hold is double-trapped at the owning library and "Make Hold Available" is selected, Workflows immediately shows the item as available in the pickup library even though it hasn't physically transited to the pickup library. The patron is then notified the next time hold notifications are generated, even though the item has not yet transited.



Summary Addresses Extended Info Bills Checkouts Holds Routings Suspension Charge History User Groups									
Total holds:1									
Title	Item ID	Level	Status	Placed	Pickup at	Pickup by	Expires	Susp	
ELLISON DIE SHA...	A13300986957	COPY	(available)	4/26/2024	MP_MORTON	5/16/2024	2/20/2025		

- Staff should choose "Cancel" or "Put Item in Transit", not "Make Hold Available".
- If the hold shows as available and the item has not transited, follow these steps:
 - Choose Display User
 - Enter User information
 - Choose the Holds Tab
 - Highlight the line where the hold is available and right-click on "available".



- Choose “Place Hold”
- This will bring up a hold screen for the item. Make sure the pickup library is the same as on the original hold.
- Choose “Place Hold”.
- A “Duplicate Hold” popup box will come up.
- Enter the usual override.

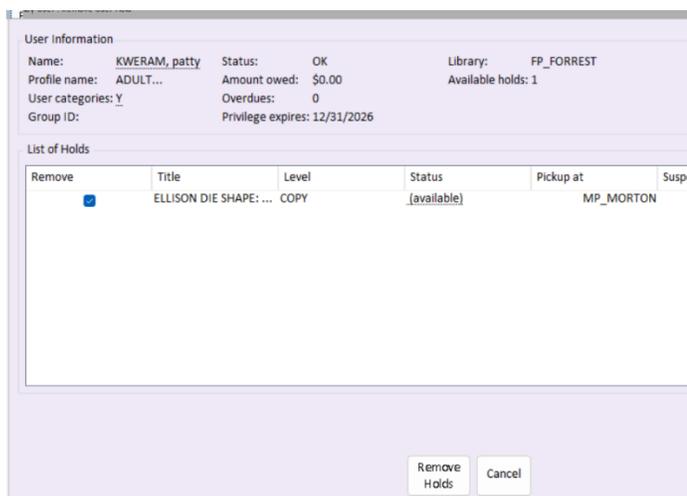


- Return to Display User Holds Tab.

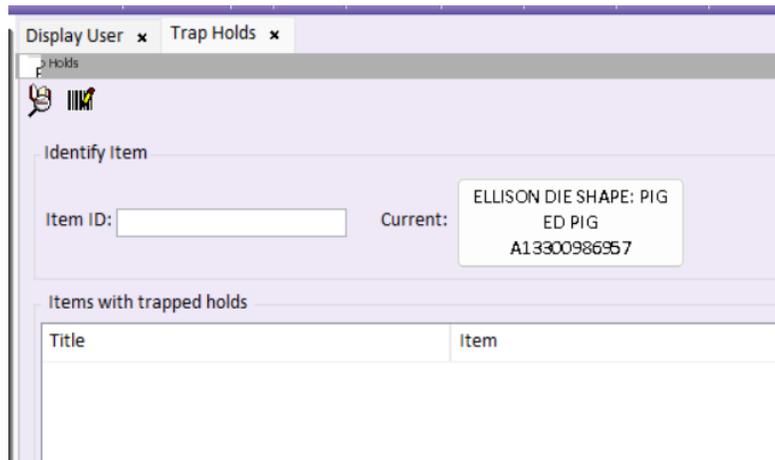
Total holds:2

Title	Item ID	Level	Status	Placed	Pickup at	Pickup by	Expires	Susp
ELLISON DIE SHA...	A13300986957	COPY	[available]	4/26/2024	MP_MORTON	5/16/2024	2/20/2025	
ELLISON DIE SHA...	A13300986957	TITLE	[unavailable]	4/26/2024	MP_MORTON		2/20/2025	

- Right-click on “available” and choose “Remove hold”.



- Choose Remove Holds.
- Go to Holds Group
- Trap Holds



- The item should be in the Current Item box.
- Click on the item to trap it.
- Place a delivery label on the item and put it in the blue bin!
- Contact the pickup library to let them know that the item is on its way for the patron.