

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.

| Send To | MP_MORTON | | | | × | | | | |
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| 1 | ELLISON DIE SH ED PIG Copy:1 | APE: PIG ID:A13300986957 | | | | | | | |
| | Proposed action | 1 | Make Hold Available | | | | | | |
| In D | transit to: ate sent: | 4/26/2024,12:00 | | From | n: AG_ALS-PDC | | | | |
| It At | em on hold for: t: | WERAM, patty | | | | | | | |
| | | Put Item In Transit | Make Hold Available | Cancel | | | | | |
| | | | | | | | | | |
| Summar | Addrosso | r Extended Info | Bills Chackauts H | olds Poutings Surpo | oprion Charge Histor | V. Hoar Groups | | | |
| Total ho | lds:1 | s Extended into | Bills Checkouts | Koutings Suspe | charge Histor | y Oser Groups | | | |
| Title | | Item ID | Level | Status | Placed | Pickup at | Pickup by | Expires | Susp |
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- 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.

| 👿 Display User : Duplicate Hold Override | |
|--|--------------|
| User already has a hold on t | his material |
| ED PIG A13300986957 ELLISON DIE SHAPE: PIG | Copy: 1 |
| Duplicate hold override: | |

• Return to Display User Holds Tab.

| Title | Item ID | Level | Status | Placed | Pickup at | Pickup by | Expires | Sus |
|-----------------|--------------|-------|---------------|-----------|-----------|-----------|-----------|-----|
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• Right-click on "available" and choose "Remove hold".

| Name: | KWERAM, patty | Status: | OK | Library: | FP_FORREST | |
|------------------|---------------|------------------|---------------|--------------|------------|-----|
| Profile name: | ADULT | Amount owed: | \$0.00 | Available ho | lds: 1 | |
| User categories: | Y | Overdues: | 0 | | | |
| Group ID: | | Privilege expire | s: 12/31/2026 | | | |
| ist of Holds | | | | | | |
| Remove | Title | Lev | el | Status | Pickup at | Sus |
| - | | | | | | |
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- Choose Remove Holds.
- Go to Holds Group
- o Trap Holds

| | Tree Halds | | | |
|----------------|--------------|----------|------------------------|--|
| Display User 🗴 | Trap Holds × | | | |
| P Holds | | | | |
| 🧏 IIM | | | | |
| * | | | | |
| Identify Item | | | | |
| | | | ELLISON DIE SHAPE: PIG | |
| Item ID: | | Current: | ED PIG | |
| | | | A13300986957 | |
| | | | | |
| Items with tra | pped holds | | | |
| Title | | | Item | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

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