Common Pop-up Boxes Guide
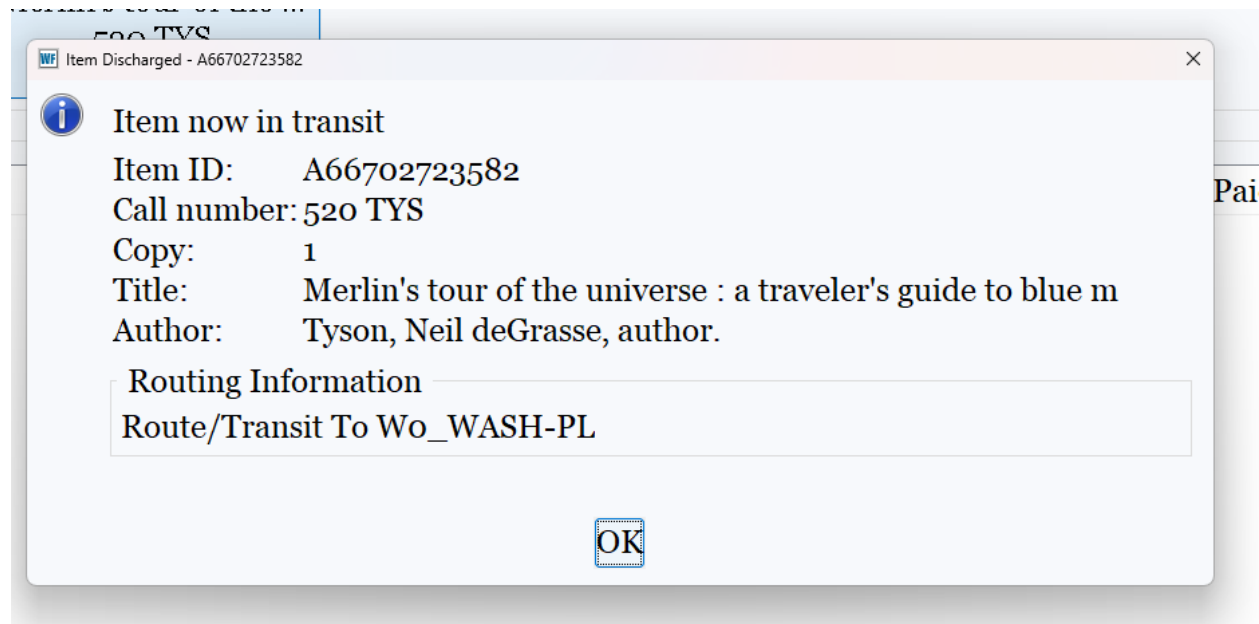
Last updated: November 13, 2024

Occasionally during discharge, pop-up boxes will appear. There are 3 common ones: the in-transit pop-up box, the hold pop-up box, the item lost pop-up box. This guide also covers the item not discharged pop-up box.

It is very important to closely watch the screen while discharging to not miss any of these boxes. **Do not ignore them**. Closing the box does not change the status of the item.
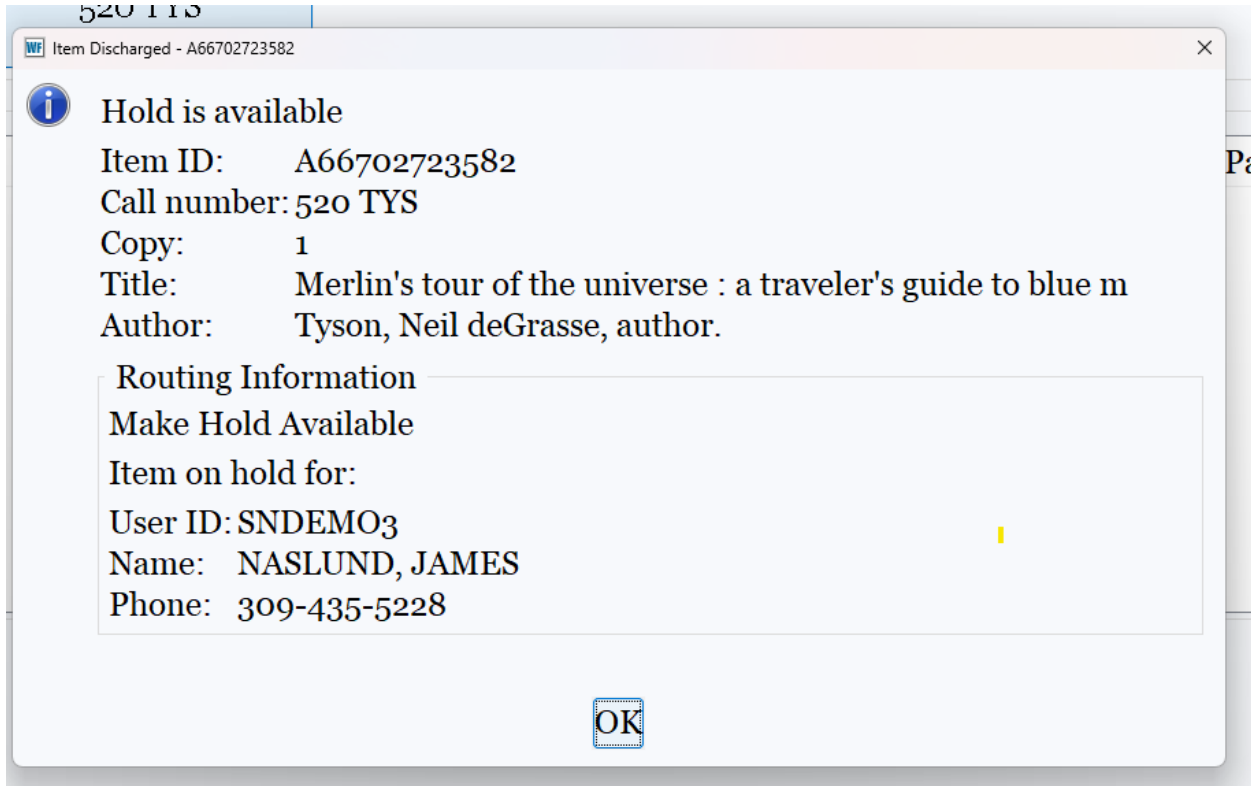
In transit Pop-up Box
The first is the in transit pop-up box. This appears when an item is being sent to fill a hold at another library. When you see this, please make sure this item gets a delivery label and is placed in a blue delivery bin.

Receipt printers can be configured to print this information. When setting that up, please make sure you comply with patron privacy standards and remove as much personal information as possible.
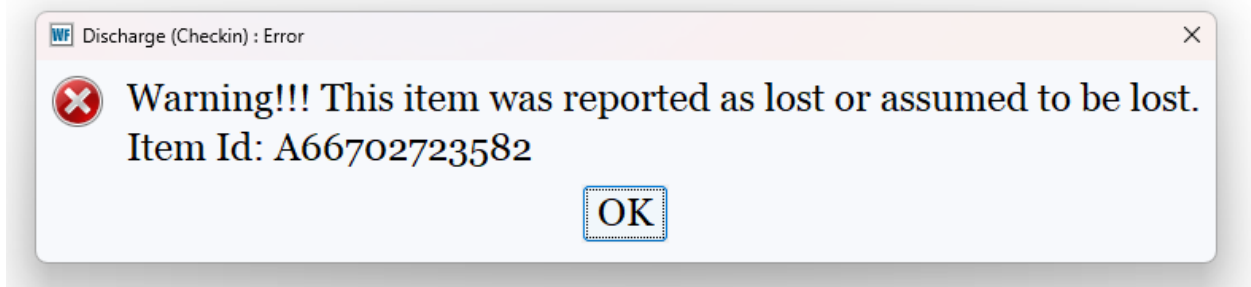
Hold Notification Pop-up Box

The second is the hold notification pop-up box. This appears when an item is filling a hold for a patron that will be picked up in your library. When you see this, please follow your library's patron notification procedure.

Receipt printers can be configured to print this information. When setting that up, please make sure you comply with patron privacy standards and remove as much personal information as possible.

Item Lost Pop-up Box

The third most common pop up is one that notifies you when an item has been lost.
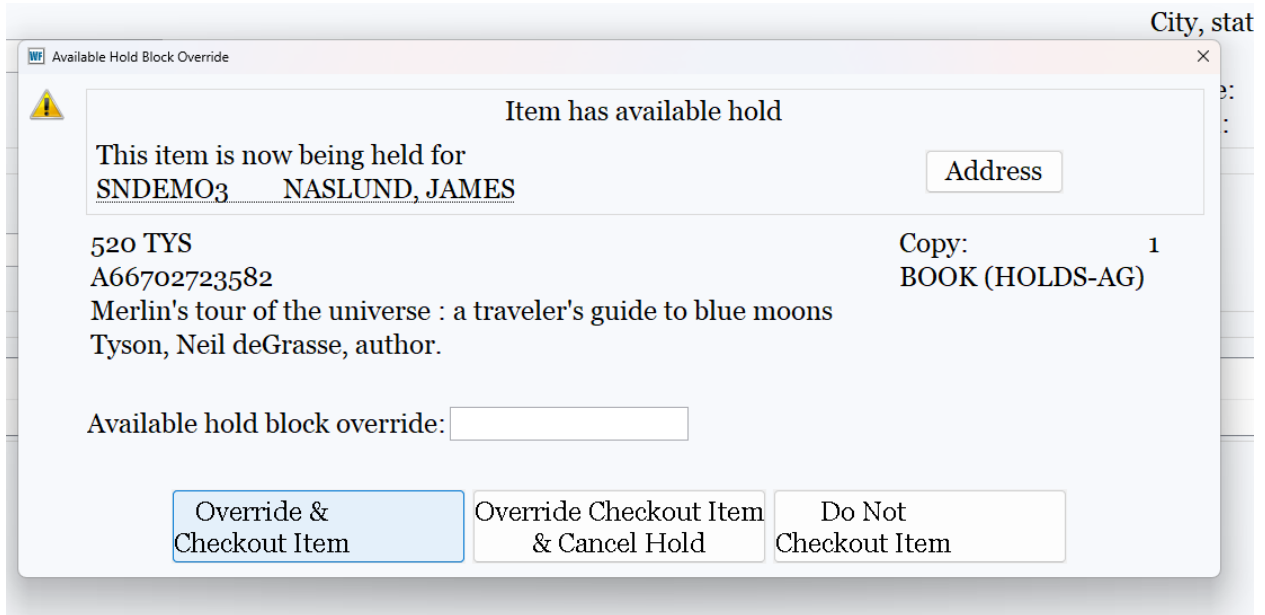

Make sure you hit OK before discharging the next item. If you don't, then the next item will close the pop-up box, but won't be discharged. It will stay checked out to the patron.

You will also see two pop-up boxes while checking items out.

The first is called the Available Hold Block Override box. There are two common reasons for this pop-up:

1. The patron brought up an item from the shelf that someone at another library has requested. The general rule of thumb is that you serve the patron in front of you.
2. A family member is picking up a hold for the original patron and is checking out on their card. (Some libraries do not allow this.)
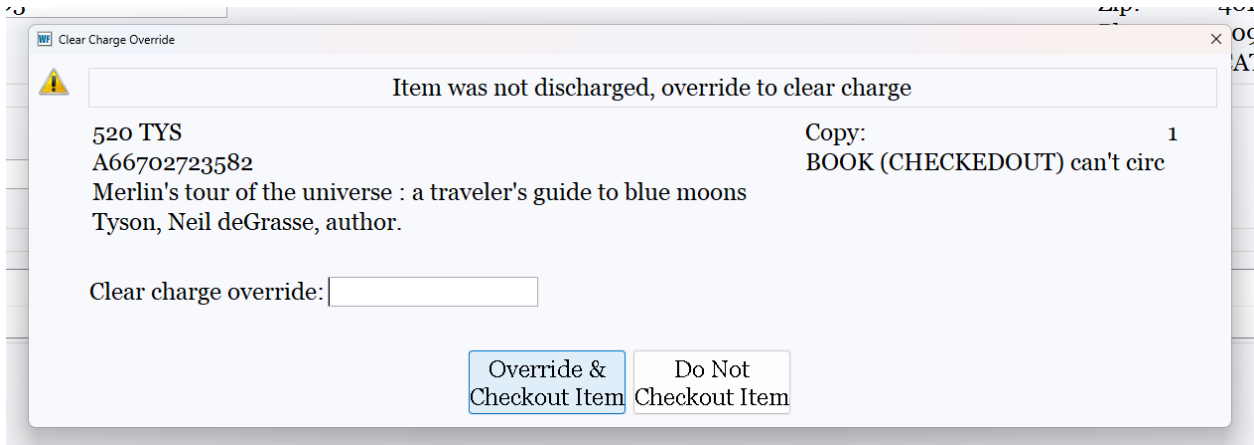
City, stat

WF Available Hold Block Override ×

⚠ **Item has available hold**

This item is now being held for
SNDEMO3   NASLUND, JAMES   Address

520 TYS   Copy: 1
A66702723582   BOOK (HOLDS-AG)
Merlin's tour of the universe : a traveler's guide to blue moons
Tyson, Neil deGrasse, author.

Available hold block override: [   ]

| Override & Checkout Item | Override Checkout Item & Cancel Hold | Do Not Checkout Item |

There are three options for this override:

1. Override & Checkout Item: This is to be used when a patron has book from the shelf that someone else has requested. It allows them to check the item out and for the hold to be filled by the next available item.
2. Override Checkout Item & Cancel Hold: This is to be used when a family member is checking out a hold for someone else. It allows the item to be checked out and removes the original hold. If you don't cancel the hold, the system will think it wasn't filled and the original patron will receive another copy of the item.
3. Do Not Checkout Item: This will cancel whatever action you are taking. It will not checkout the item and it will not fill the hold.

Item Not Discharged Pop-up Box
A less common pop-up box you will encounter during checkout happens when a patron brings an item up to checkout that is already checked out.

This requires some investigation to see why it is checked out and to whom. Is it a No-Transit card? Then Override & Checkout Item. Is it a patron? Then Do Not Checkout Item and fine free discharge the item.

Please contact RSA for the standard override code.

Please contact the RSA Help Desk at help@rsanfp.org or call at 866-940-4083.