Processing a Hold That Shows Available but Hasn't Transited Cheat Sheet

Last updated: March 21, 2025

Issue: Patron receives notification that their hold is available, but the item isn't at the pickup library.

What happened?

A hold is double trapped (trap holds is selected twice for an item on hold) at the owning library and the item is released instead of canceled.
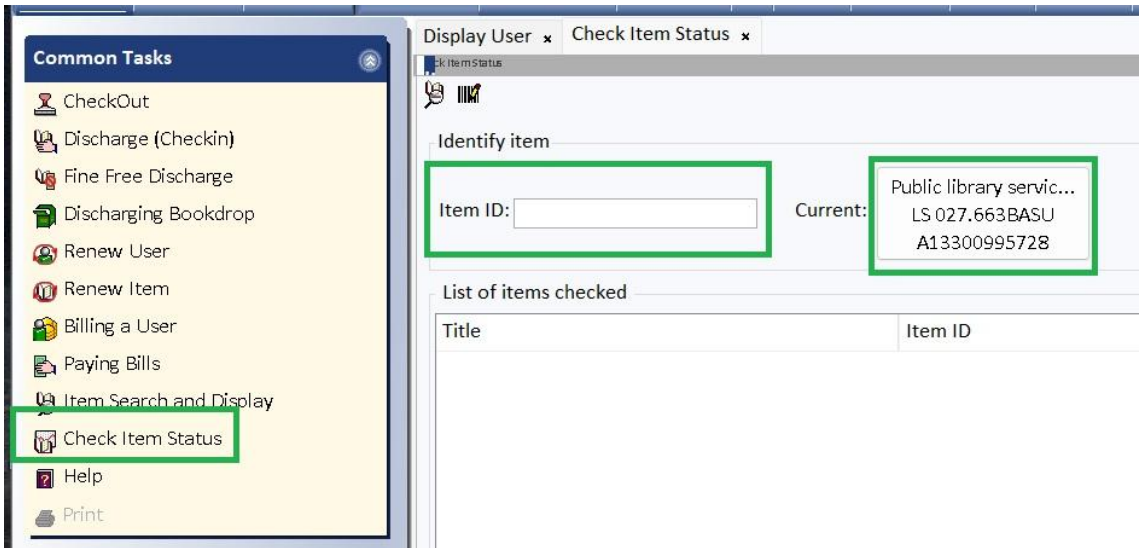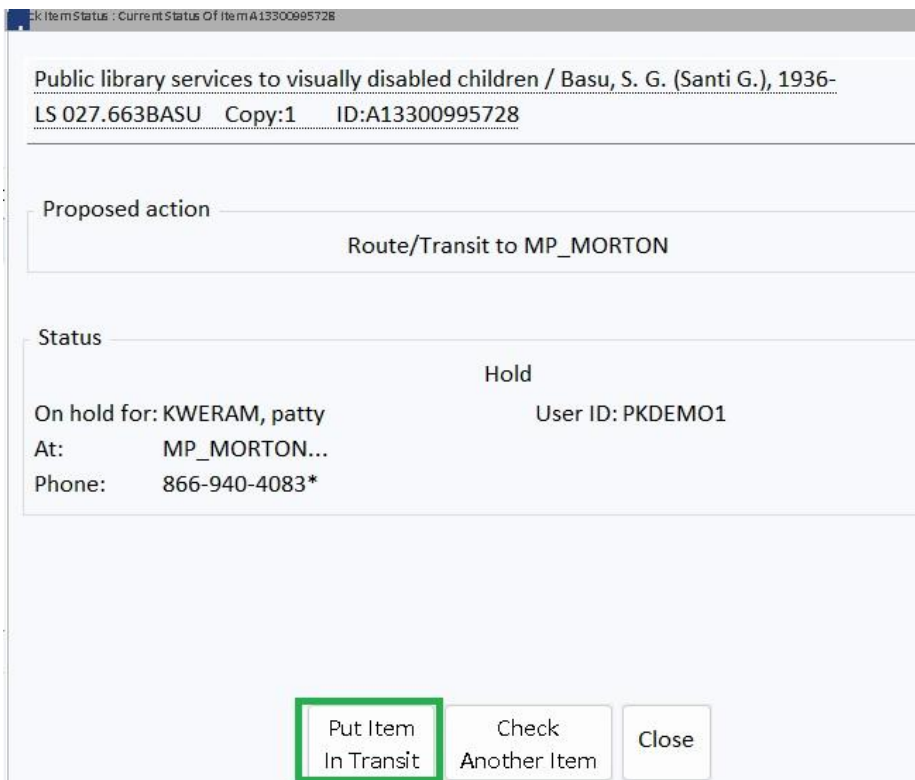

How to correct it

If the hold shows as available and the item has not transited, follow these steps:

- Choose **Check Item Status**. If it's listed as the Current item, select it, or enter the item information.

- Choose **Put Item in Transit**.

- Call the pickup library to inform them the item is in delivery.

If you have any questions, contact the RSA Help Desk at help@rsanfp.org or by phone at 866-940-4083.