

## 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.

LS 027.663BASU	Copy:1 ID:A13300995728	
I <mark>n</mark> transit to:	MP_MORTON	From: AG_ALS-I
Date sent:	3/21/2025,9:06	
Item on hold fo	r: KWERAM, patty	
At:	MP_MORTON	

## How to correct it

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

ummary Add	Iresses Extended Info	Bills Checkouts	Holds Routings Suspe	nsion Charge History Us	er Groups		
otal holds:1							
Title	Item ID	Level	Status	Placed	Pickup at	Pickup by	E
Public library s	ervi A13300995728	TITLE	(available)	3/21/2025	MP_MORTON	4/10/202	5

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

Common Tasks	۲	Display User x Check Item St		
🙎 CheckOut		l 19 IIII		
🖳 Discharge (Checkin)		Identify item		
🍇 Fine Free Discharge				Public library servic
😭 Discharging Bookdrop		Item ID:	Current:	LS 027.663BASU
🛞 Renew User				A13300995728
🔞 Renew Item		List of items checked		
🞒 Billing a User		Title		Item ID
🛃 Paying Bills				
🚇 Item Search and Display	_			
🙀 Check Item Status	_			
🛐 Help				
A Print				

• Choose Put Item in Transit.

Hold On hold for: KWERAM, patty User ID: PKDEMO1 At: MP_MORTON			
Hold On hold for: KWERAM, patty User ID: PKDEMO1 At: MP_MORTON	Proposed act	ion	Route/Transit to MP_MORTON
Dn hold for: KWERAM, patty User ID: PKDEMO1 At: MP_MORTON			
Dn hold for: KWERAM, patty User ID: PKDEMO1 At: MP_MORTON	Status		
At: MP_MORTON			
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• Call the pickup library to inform them the item is in delivery.

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