

# **Placing Holds in BLUEcloud Circulation Guide**

## Last updated: September 16, 2025

This guide covers placing, viewing, modifying, and removing holds in BLUEcloud Circulation.

Before you begin, make sure you have checked out the Getting Started in BLUEcloud Circulation Cheat Sheet:

https://support.librariesofrsa.org/project/bluecloud-circulation/

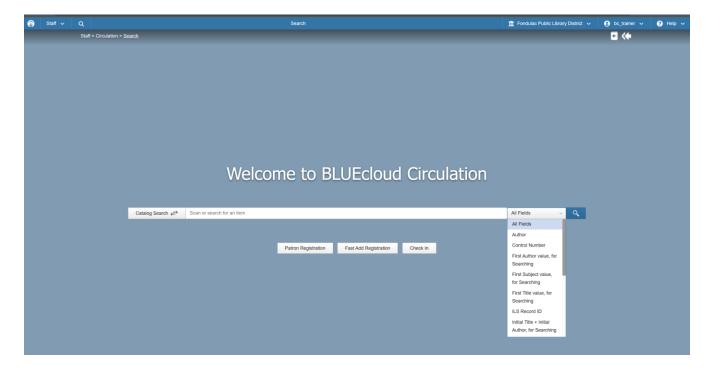
Holds are typically initiated by searching the catalog for the requested item. Use the arrows to change from Patron Search to Catalog Search.





# Placing Holds from a Catalog Search

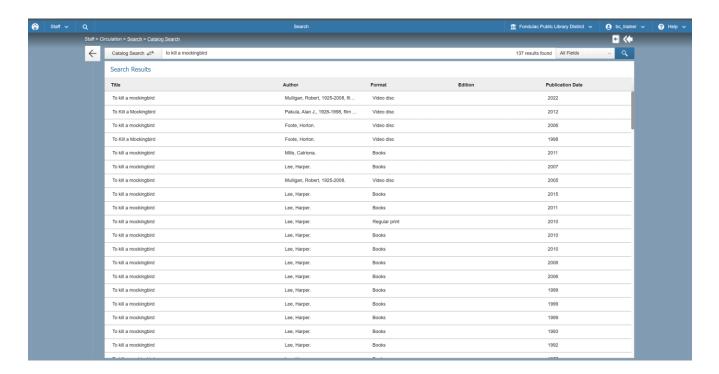
The default Catalog (Item) Search is a keyword search of all fields. See "Catalog Search in BLUEcloud Circulation" for detailed information on searching the catalog. [future doc]



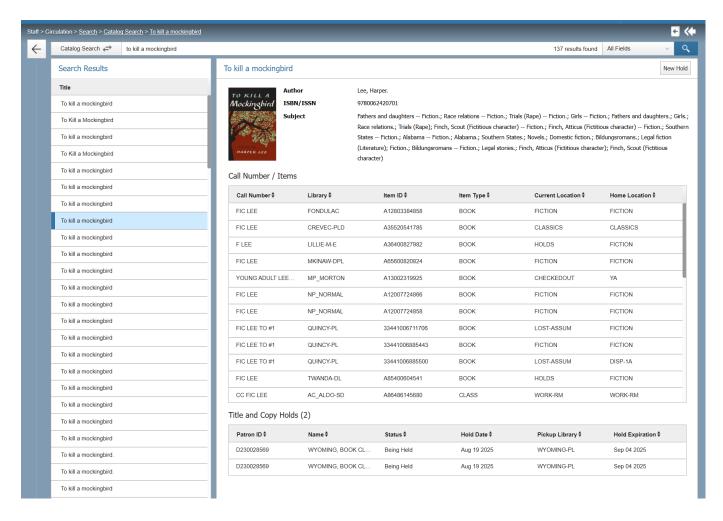
Enter the search term in the field and press enter or choose the search magnifying glass.

Results for "To Kill a Mockingbird" shows all records that meet that criteria.

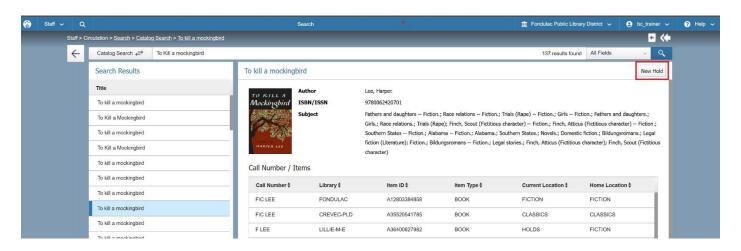
#### Resource Sharing Alliance



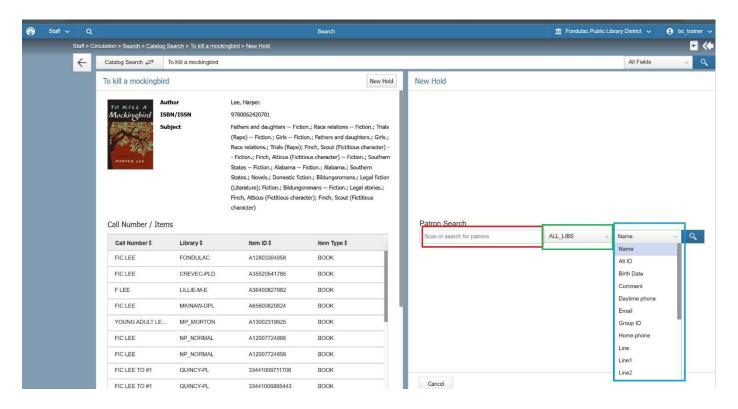
Click on the item (make sure to choose the correct format) to see a list of items on that record. You can select a different title record from the Search Results list on the left. Any current holds in the record will be displayed at the bottom of the detailed results.



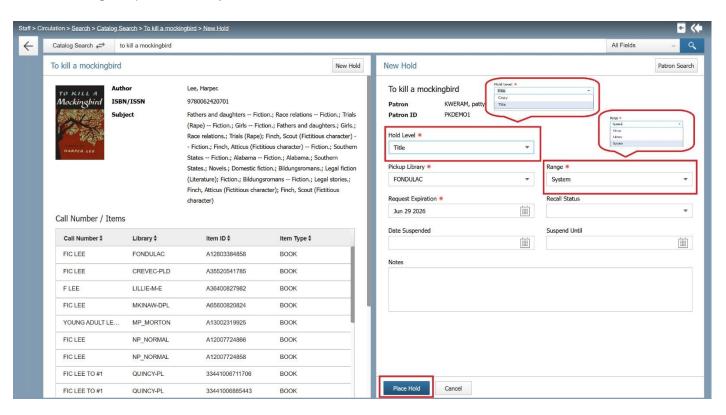
Select New Hold. This will open Patron Search.



Scan the library card barcode or enter patron information to search (if your library allows holds without the physical card). When searching by patron name, you can limit by library.



After entering the patron, verify the hold details.



<u>Hold Level</u> defaults to Title. To place a hold on a specific copy, highlight the copy on the left side and choose Hold Level = Copy.

Pickup Library can be changed.

Range defaults to System.

Request Expiration is the date the hold request drops off if it is never filled.

Recall Status is not usually used.

<u>Date Suspended</u> and <u>Suspend Until</u> only needed if patron can't pick up an item for a specified timeframe, like for vacation.

<u>Notes</u> are for special instructions like "place at drive-up window" and can be configured to print on a hold available slip.

Select <u>Place Hold</u> to complete the process. Hold Placed Successfully will briefly appear at the bottom of the screen.



You can place another hold from this screen by entering a new catalog search in the top search bar.

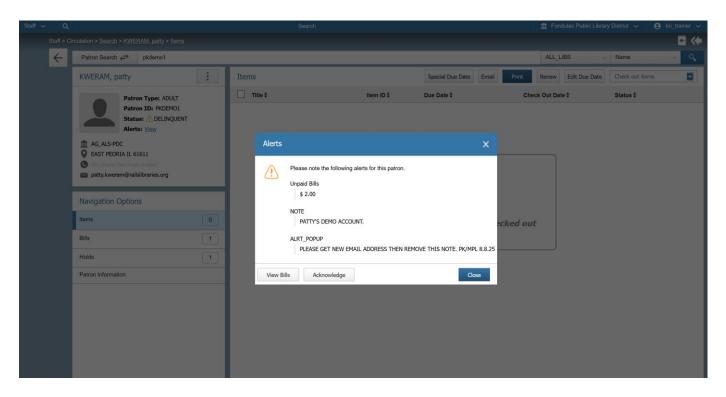


Verify the patron contact information

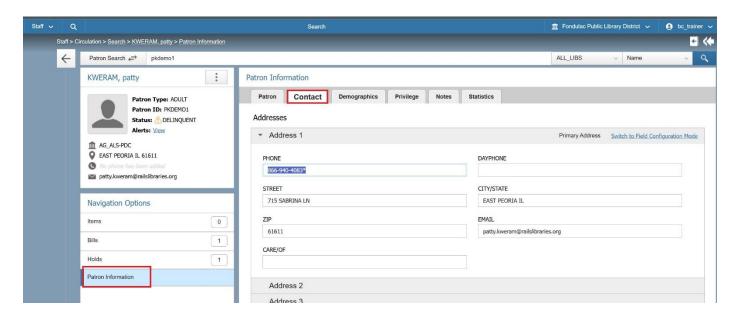
Return to the home screen and switch to Patron Search. Scan the patron barcode or search for the patron by name.



Any alerts should show when entering the patron. <u>Acknowledge</u> or <u>Close</u> to continue without acting on the alerts.



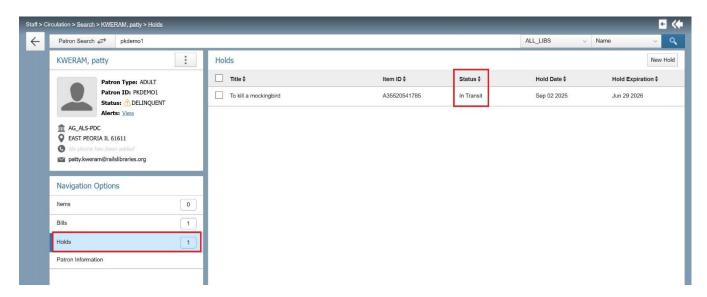
Patron contact information can be verified under Navigation Options>Patron Information>Contact tab.



### View Patron Holds

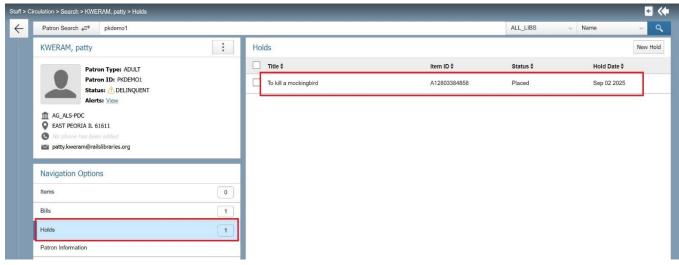
Scan card or enter patron information in the patron search bar.

Navigation Options will show number of holds. Select Holds to see a list of holds and their status. From this screen you can modify or remove hold(s).

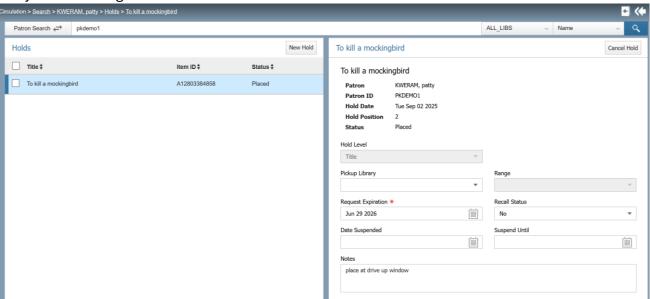


## Modify or Remove Holds for Patron

Under Navigation Options choose Holds and check the box to select the hold to modify or remove.

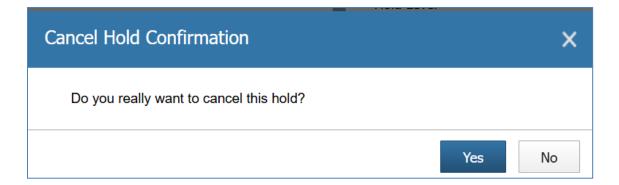


Only the following fields can be modified:



To remove the hold choose Cancel Hold and confirm.





Modify or Remove Holds by Item Currently not available.

Contact the RSA Help Desk at <a href="help@rsanfp.org">help@rsanfp.org</a> or 866-940-4083 if you need help with BLUEcloud Circulation.