



## Modifying Pickup Library for an Available Hold Cheat Sheet

Last updated: March 18, 2026

### The Issue

An available hold cannot have the pickup location changed.

This was changed in WorkFlows 4.2 to fix issues where patrons or library staff were modifying available holds to change the pickup library to a library where the patron does not have checkout privileges. In RSA's case, an example would be modifying an available hold's pickup location to a public library for a hold placed on a school STUDENT profile card which will not circulate at any public library. This would result in an unfillable hold. Correcting the issue removed the ability to modify the hold pickup library for an item that is available on the hold shelf. SirsiDynix has added this to the list of things to fix in future updates but attached no timeline for implementing the return of this capability.

### The Fix

To modify the pickup library for an available hold:

1. In the 'Display User' wizard, choose the Holds tab. Note the User ID and note the exact item ID for the available hold that needs the pickup library modified.

Identify user			
User ID: PKDEMO1			
Summary Addresses Extended Info Bills Checkouts <b>Holds</b> Routings Suspension Charge			
Total holds:1			
Title	Item ID	Level	Status
ELLISON DIE SHAPE: ..	A13300991067	COPY	(available)

2. Check out the exact item ID to your NO TRANSIT user.
  - a. Note: Refer to the [Using a NO-TRANSIT Account Cheat Sheet](#) for more information. All libraries have a NO TRANSIT user although some may need to have a user barcode assigned to the account. Contact the RSA Help Desk at [help@librariesofrsa.org](mailto:help@librariesofrsa.org) if you need help finding your NO-TRANSIT user or assigning a user barcode to it.

3. Enter the override to check out the item.

Available Hold Block Override

**Item has available hold**

This item is now being held for

FIC EAS A66702308489 Copy: 1  
Code of valor BOOK (HOLDS)  
Eason, Lynette author.

Available hold block override:

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

4. In the 'Holds' menu group, select the 'Modify Holds for User' wizard. Select the checkbox next to the hold for the item.
  - a. Note: The status will be "unavailable" if step 2 was done correctly.

Modify Holds for User

User Information

Name: KWERAM, PATTY J Status: DELINQUENT Library: Available holds: 0  
 Profile name: Amount owed: \$3.00  
 User categories: NONE Overdues: 0  
 Group ID: 2037

Identify User

User ID: PKDEMO1

List of Holds

Select All

Modify	Title	Recall	Pickup at	Pickup by	Expires	Status
<input checked="" type="checkbox"/>	ELLISON DIE SHAPE...	NO	AG_ALS-PDC		1/10/2027	unavailable

Get User Information | **Modify** | Modify Another User's Holds | Close

5. Click the 'Modify' button. Change the Pickup library in the 'Pickup At:' drop-down, then click the 'OK' button.

Modify Holds for User : KWERAM, PATTY J

**Modify Holds Fields**

Allow Recall  No Recall  Recall now (RUSH)

**Pickup at:** W0\_WASH-PL Expires: [ ]

**Date suspended:** [ ] **Date unsuspended:** [ ]

**Comment:**  Append  Replace  Remove

[ ]

**OK** Cancel

6. Now discharge the item you just checked out to your NO TRANSIT user. WorkFlows \*should\* put the item in transit to the new pickup library for that patron.
  - a. Note: There are instances where the system will not do this and may ask you to transit the item to a different library. In that case, the patron will still be the next person in the hold queue.

Item Discharged - A13300991067

**i** **Item now in transit**

**Item ID:** A13300991067

**Call number:** ED BB - REINDEER

**Copy:** 1

**Title:** ELLISON DIE SHAPE: BB - REINDEER

**Routing Information**

**Route/Transit To** W0\_WASH-PL

**Item on hold for:**

**User ID:** PKDEMO1

Please contact RSA Support at [help@librariesofrsa.org](mailto:help@librariesofrsa.org) or 866-940-4083 or 309-315-9123 with any questions.