Suspend the hold until Bobby calls to say he is home again.
Set Top Of Queue. This will move Bobby to the top of the list for an item. Not a good plan.
I can only see using this when an item is damaged and needs to be removed from circulation. Be sure the hold is set to ‘Copy’, not ‘Title.’
Bobby has placed his own hold this time, but on the wrong item. This hold is for the book but he really wants the DVD. Transfer to Marked Title.
Find the correct item in the catalog.
Mark as Title Hold Transfer Destination.
Open Bobby’s account Holds screen. Choose the incorrect hold, then Transfer to Marked Title.
Note the message on the bottom of the screen. This is the item you marked to replace the incorrect hold.
Bobby is now waiting for the DVD instead of the book.
Mark Item Damaged. The item was found on the shelf but is too damaged to circulate.
Changing the status will retarget the hold to another copy.
Mark Missing. Changing the status will retarget the hold.
Find another target. My copy can’t be found after searching a couple of days.
Resetting the hold will find the next available copy.
Cancel Hold. Bobby is tired of waiting and bought his own copy of this book.
There are several reasons to cancel a hold. Choose the best option for each situation, and leave notes in the field provided. Notes are a great help if Bobby comes with a question on your day off.
This screen is set at ‘List View,’ the default setting.
This screen is set for Detail View. You may check to see when and if notifications have gone out to Bobby. You may also add a note if you call Bobby personally.
It’s easy. Just follow the links from the patron account, and you, too will be able to manage any hold like a pro.

Virginia Jensen
virginiaj@mooresville.lib.in.us
317-831-7323