Workflows Tip of the Week



Module: Circulation

Summary: Overriding Holds At CheckOut

Note: Under SAILS policies, it is acceptable to check out an item to a patron even if it is flagged to fill a hold. It is important, however, not to cancel the hold itself.

Instructions:

1. The system will flag a hold on an item in checkout even if it hasn't appeared on your RHA. You can proceed with the checkout and allow the hold to remain in the system for the next available copy.

W Holds Block Override		
		Item has holds
	This item is now being held for 333 Tony	Address
	B HANDEL 32040000251056 Handel Hogwood, Christopher.	Copy: 1 BOOK (BIOG)
	Hold block override:	
	Override & Checkout Item	Override Checkout Item Do Not & Cancel Hold Checkout Item

2. It is essential that Override & Checkout Item is selected. If you cancel the hold the patron will receive a hold cancellation notice and it will have to be placed again.