## Workflows Tip of the Week



## Module: Circulation

## Summary: Viewing inactive holds

**Note:** You can view inactive (that is, canceled or expired) holds in a patron record. You no longer need to enter a note in the comment field about items not picked up.

## Instructions:

- 1. In WorkFlows, go to **Display User** or **Display User Holds**.
- 2. Near the bottom of the screen, set the Type of Hold to INACTIVE. It will then list any holds that are EXP\_ONSHELF (that is, were not picked up), EXPIRED, or CANCELED. The system automatically supplies this information.

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At the present time, we are keeping that history information on file for six months, although we will be reviewing that amount of time with the circulation policy committee this fall.