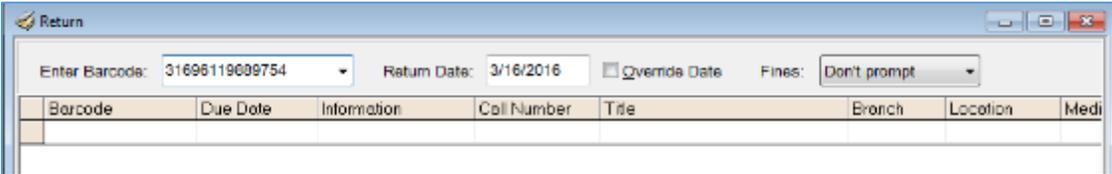
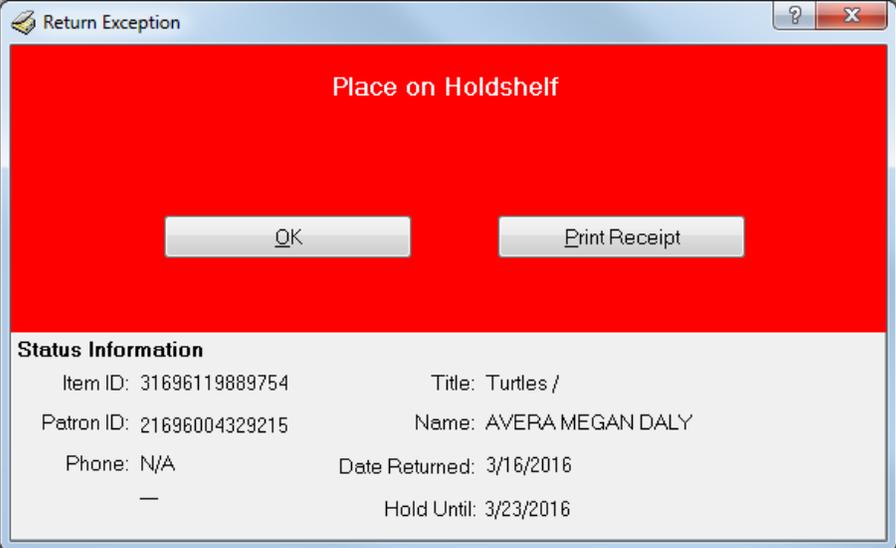


Damaged Items with Holds

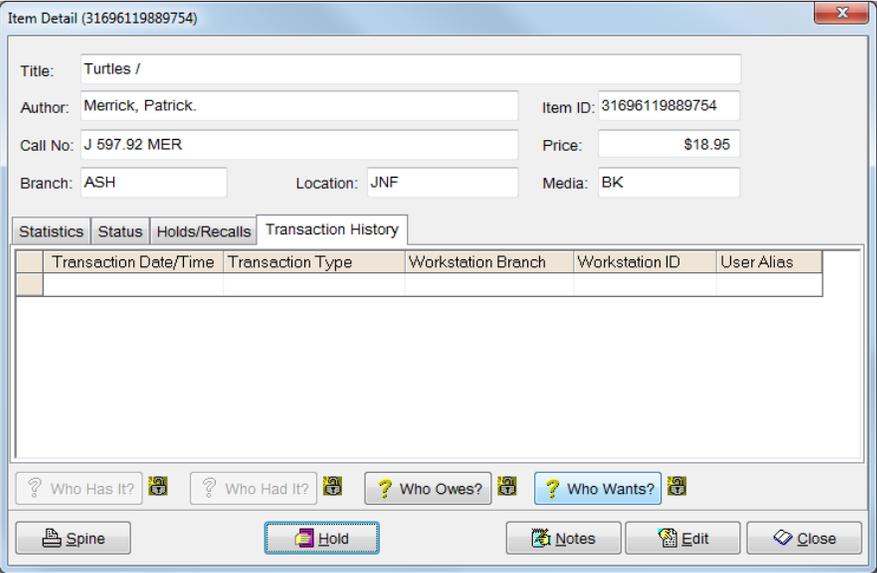
- A damaged item is checked in on the **Return** screen and triggers a hold



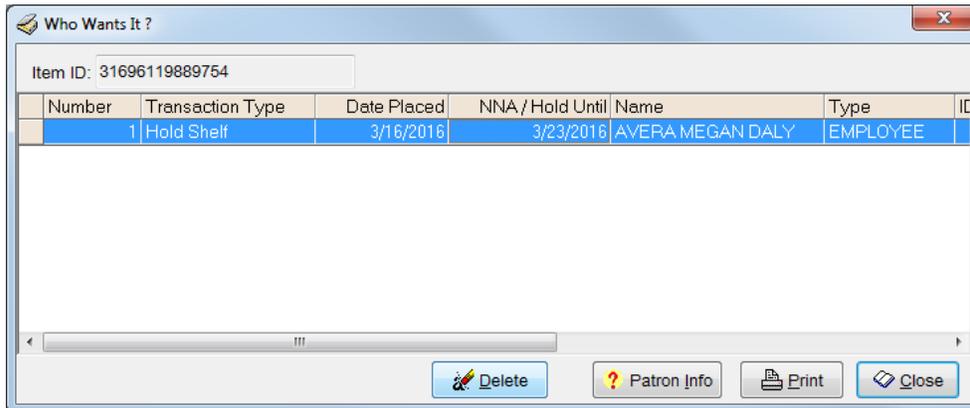
- Click **OK** button to place the hold



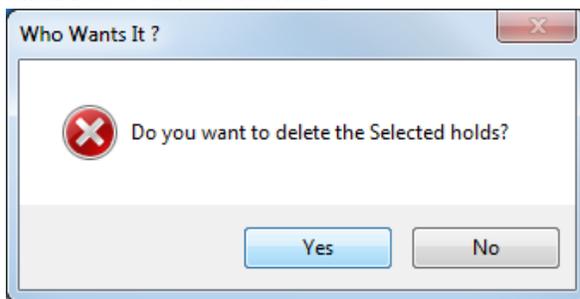
- Double click on the item in the Return screen
Click **Who Wants?** button



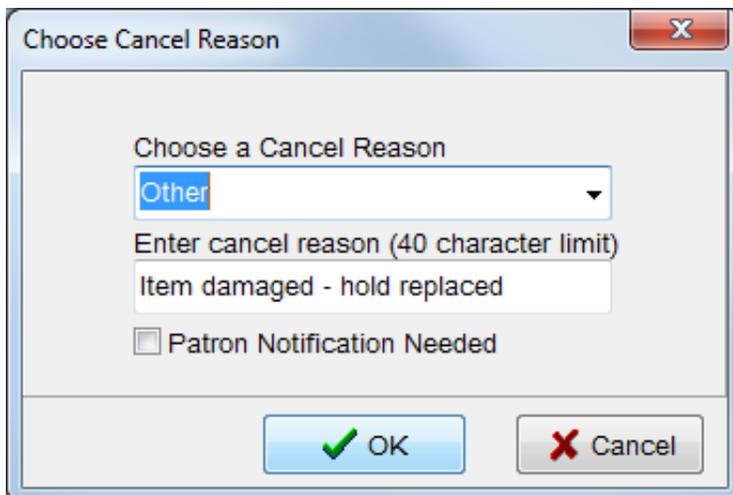
- Highlight the patron name
Click **Delete** button



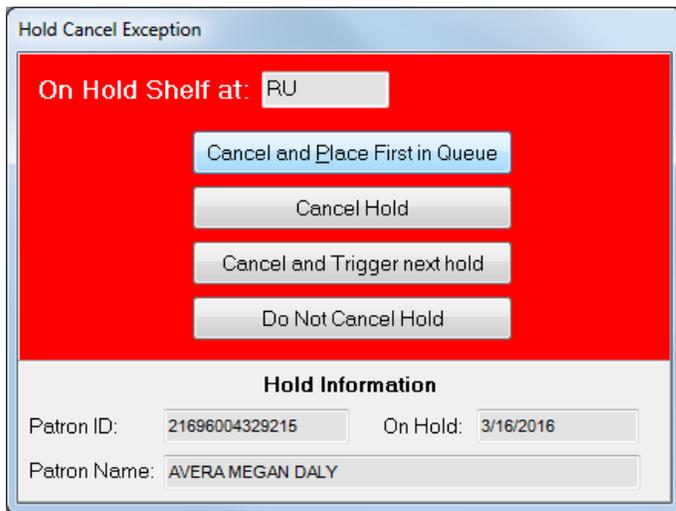
- Click **Yes** to delete the hold



- Select **Other** for **Choose a Cancel Reason**
Enter an explanation in the **Enter cancel reason** box
Uncheck the **Patron Notification Needed** box
Click **OK** button



- Click **Cancel and Place First in Queue** button



Hold Cancel Exception

On Hold Shelf at: RU

Cancel and Place First in Queue

Cancel Hold

Cancel and Trigger next hold

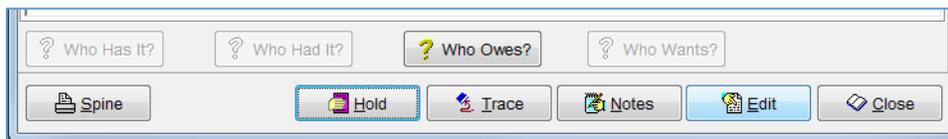
Do Not Cancel Hold

Hold Information

Patron ID: 21696004329215 On Hold: 3/16/2016

Patron Name: AVERA MEGAN DALY

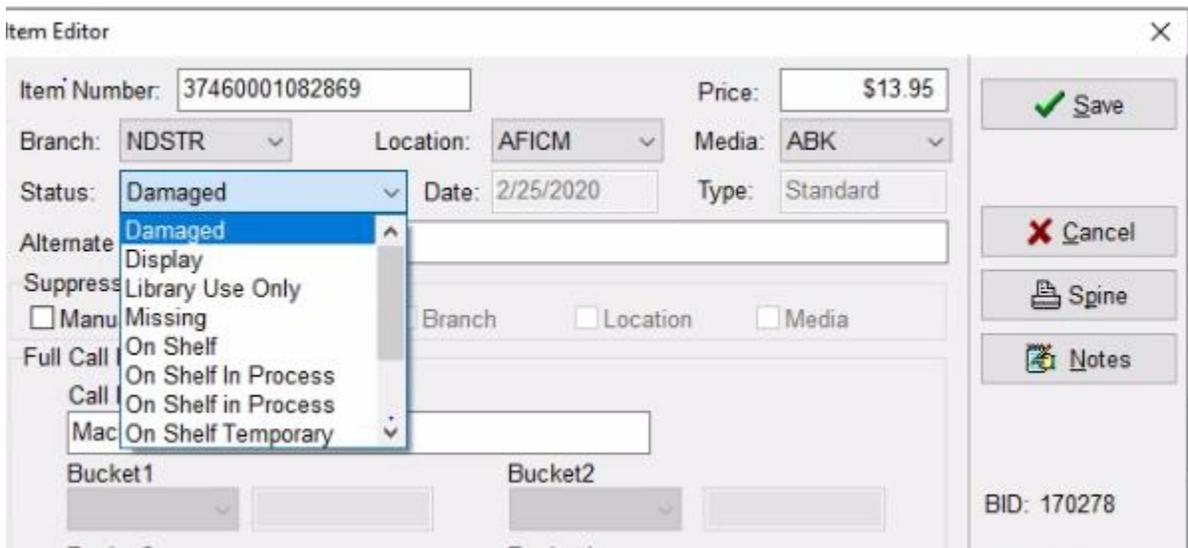
- Close **Who Wants It?** window
- Click **Edit** button in **Item Detail** window



? Who Has It? ? Who Had It? ? Who Owes? ? Who Wants?

Spine Hold Trace Notes Edit Close

- Change **Item Status** to **Damaged**
- Click **Save** button



Item Editor

Item Number: 37460001082869 Price: \$13.95

Branch: NDSTR Location: AFICM Media: ABK

Status: Damaged Date: 2/25/2020 Type: Standard

Alternate: Damaged

Suppress: Display

Manu: Library Use Only

Full Call: Missing

Call: On Shelf

Mac: On Shelf In Process

On Shelf in Process

On Shelf Temporary

Bucket1 Bucket2

Save Cancel Spine Notes

BID: 170278

The institution hold for the original patron is replaced and the next available item in that bib record will trigger the hold

Damaged Items with In Transit Holds

- A damaged item is checked in on the **Return** screen and triggers a hold

Barcode	Due Date	Information	Call Number	Title	Branch	Location	Media
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- Click **OK** button to place the hold

Hold - Send to LOV

OK Print Receipt

Status Information
Item ID: 31696119889754 Title: Turtles /
Return Date: 4/12/2016
Returned At: Rust Library

- Double click on the item in the Return screen
Click **Who Wants?** button

Item Detail (31696119889754)

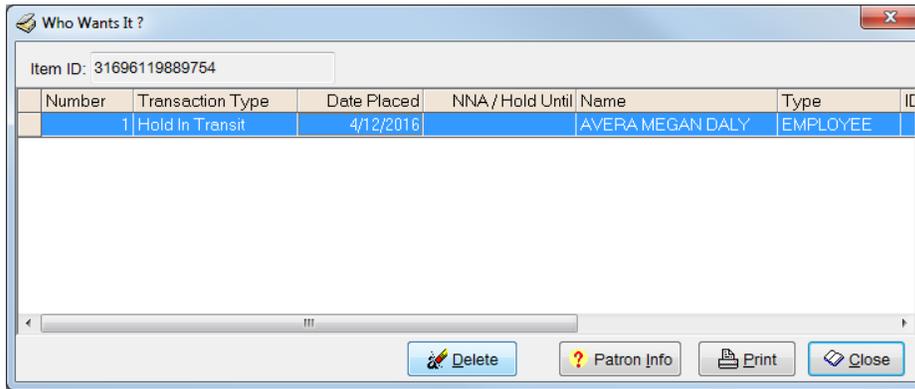
Title: Turtles /
Author: Merrick, Patrick Item ID: 31696119889754
Call No: J 697.92 MER Price: \$18.95
Branch: ASH Location: JNF Media: BK

Statistics Status Holds/Recalls Transaction History

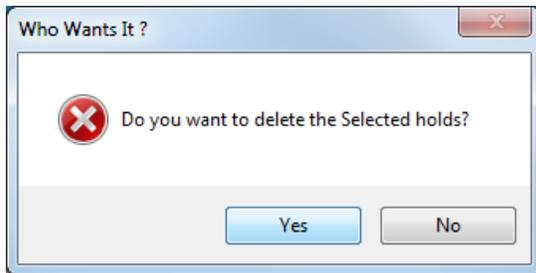
Transaction Date/Time	Transaction Type	Workstation Branch	Workstation ID	User Alias
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? Who Has It? ? Who Had It? ? Who Owes? ? Who Wants?
Spine Hold Notes Edit Close

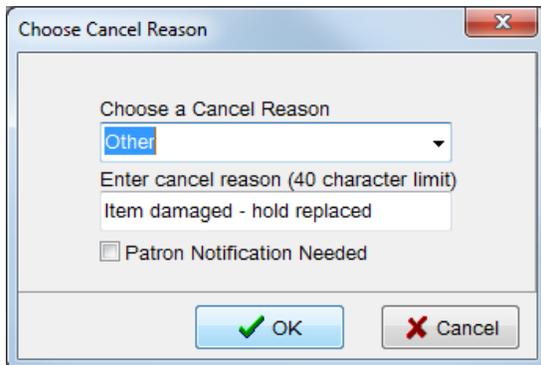
- Highlight the patron name
Click **Delete** button



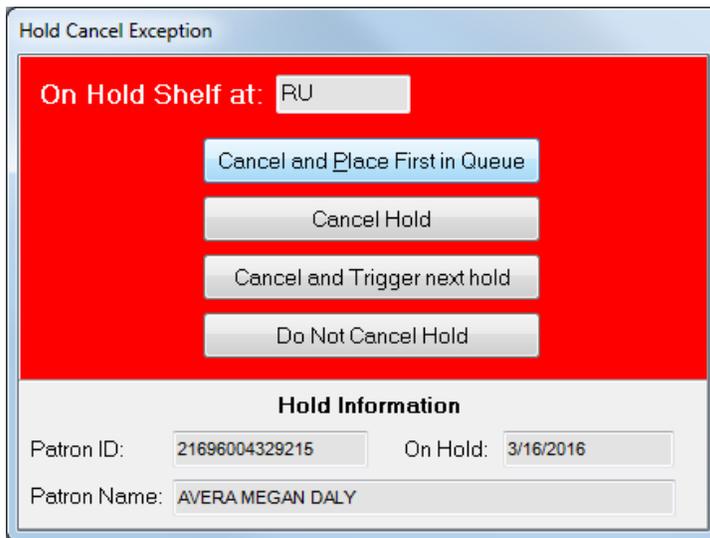
- Click **Yes** to delete the hold



- Select **Other** for **Choose a Cancel Reason**
Enter an explanation in the **Enter cancel reason** box
Uncheck the **Patron Notification Needed** box
Click **OK** button



- Click **Cancel and Place First in Queue** button



Hold Cancel Exception

On Hold Shelf at: RU

Cancel and Place First in Queue

Cancel Hold

Cancel and Trigger next hold

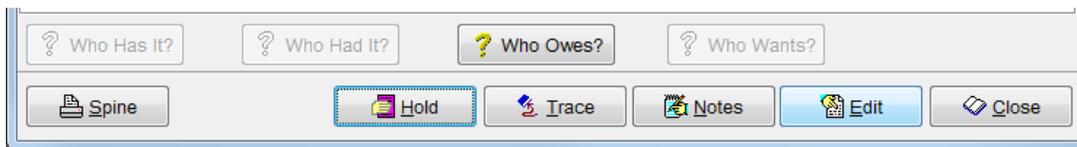
Do Not Cancel Hold

Hold Information

Patron ID: 21696004329215 On Hold: 3/16/2016

Patron Name: AVERA MEGAN DALY

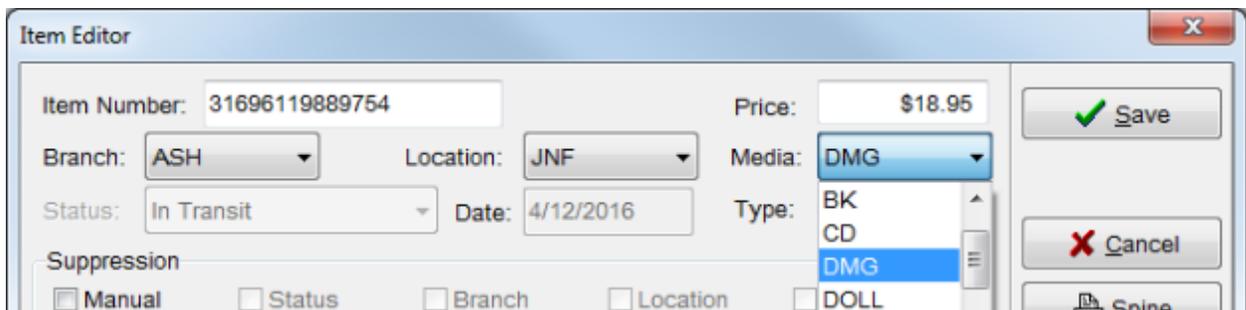
- Close **Who Wants It?** window
- Click **Edit** button in **Item Detail** window



? Who Has It? ? Who Had It? ? Who Owes? ? Who Wants?

Spine Hold Trace Notes Edit Close

- Change **Media** to **DMG**
- Click **Save** button



Item Editor

Item Number: 31696119889754 Price: \$18.95

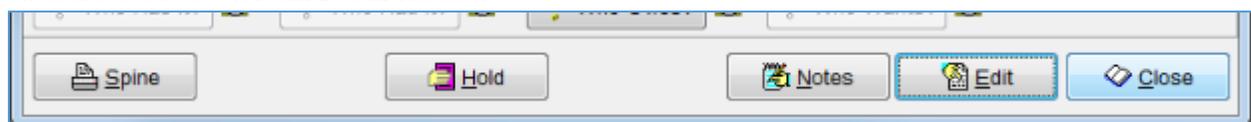
Branch: ASH Location: JNF Media: DMG

Status: In Transit Date: 4/12/2016 Type: BK, CD, DMG, DOLL

Suppression: Manual Status Branch Location DOLL

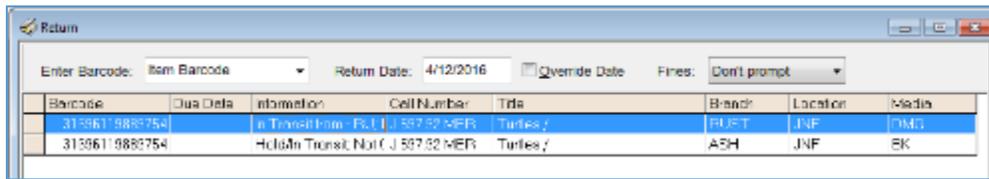
Save Cancel Spine

- Click **Close** button in **Item Detail** window

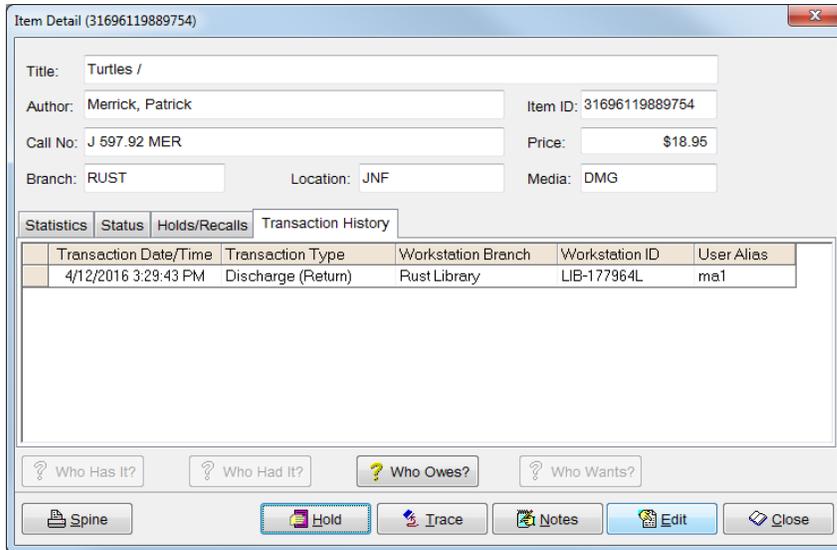


Spine Hold Notes Edit Close

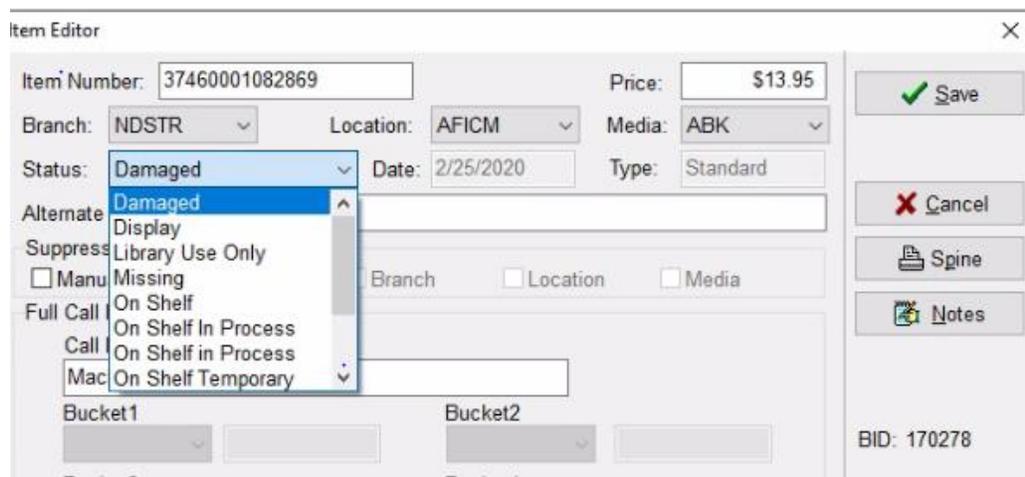
- Scan **item barcode** into **Return** screen
Double click on the item in the **Return** screen



- Click **Edit** button



- Change **Item Status** to **Damaged**
Change **Media** back to **original media code** from DMG
Click **Save** button



The institution hold for the original patron is replaced and the next available item in that bib record will trigger the hold