Damaged Items with Holds

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

AL L	🖇 Return								= ×
	Enter Barcode:	31696119689754	- Return Date	3/16/2016	Override Date	Fines:	Don't prompt	•	
	Barcode	Due Dote	Information	Coll Number	Tite		Bronch	Location	Medi

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

Keturn Exce	ption				? ×
		Place o	on Hold	shelf	
	<u>о</u> к			<u>P</u> rint Receipt	
Status Infor	mation				
Item ID:	31696119889754		Title: T	urtles /	
Patron ID:	21696004329215		Name: A	VERA MEGAN DALY	
Phone:	N/A	Date Re	turned: 3,	/16/2016	
	_	Hol	ld Until: 3,	/23/2016	

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

Item Detail	(3169611988	9754)							X
Title:	Turtles /								
Author:	Merrick, Pa	trick.				Item ID:	31696119889754		
Call No:	J 597.92 M	ER				Price:	\$18.9	95	
Branch:	ASH		Location:	JNF		Media:	ВК		
Statistics	s Status H	Holds/Reca	alls Transaction Hi	story]				
Tra	nsaction Dat	te/Time	Transaction Type		Workstation Bra	inch W	orkstation ID	User Alias	
		_							
Who	Has It?	3 (<u>§</u> /	Vho Had It?	् ? ।	Who Owes?	? Who	Wants?		
<u> </u>	pine		loid <u>H</u> old			🛃 <u>N</u> otes	Edit		lose

• Highlight the patron name

Click Delete button

4	Who Wants I	lt ?					x
I	tem ID: 3169	06119889754					
	Number	Transaction Type	Date Placed	NNA / Hold Until	Name	Туре	IC
	1	Hold Shelf	3/16/2016	3/23/2016	AVERA MEGAN DALY	EMPLOYEE	
Г							
•							×.
			- i	🖌 <u>D</u> elete	? Patron Info	int 🖉 <u>C</u> los	е

• Click **Yes** to delete the hold

Who Wants	It ?	x
8	Do you want to delete the Selected holds	?
	Yes No	

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

Choose Cancel Reason
Choose a Cancel Reason
Other
Enter cancel reason (40 character limit) Item damaged - hold replaced
Patron Notification Needed
V OK X Cancel

• 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:	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 Wa	nts?	
Spine	- 👍 Hold	2. <u>T</u> race	🏹 <u>N</u> otes	🖀 <u>E</u> dit	⊘ <u>C</u> lose

• Change Item Status to Damaged Click Save button

tem Num	ber: 37460001082869)			Price:	\$13.95	✓ Save
Branch:	NDSTR ~	Loc	ation:	AFICM ~	Media:	ABK ~	
Status:	Damaged	~	Date:	2/25/2020	Type:	Standard	
Alternate	Damaged Display	^					X Cancel
Suppress	Library Use Only Missing		Branc	h 🗌 Locati	on	Media	📇 Spine
Full Call I	On Shelf On Shelf In Process						🛃 <u>N</u> otes
Mac	On Shelf in Process On Shelf Temporary	••					
Buck	et1			Bucket2			

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

🤣 Return								
Enter Barcode:	31696119689754	- Return Date:	3/16/2016	Override Date	Fines:	Don't prompt	•	
Barcode	Due Dote	Information	Coll Number	Tite		Bronch	Location	Medi

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

neturn Exception	on			? x					
	Hold	- Send ti	o LOV						
	<u>0</u> K		<u>P</u> rint Receipt						
Status Informa	tion								
Item ID: 316	Item ID: 31696119889754 Title: Turtles /								
	Re	turn Date: 4	1/12/2016						
	Re	turned At: F	Rust Library						

• Double click on the item in the Return screen

Click Who Wants? button

Item Detail	(31696119	889754)								×
Title:	Turtles /									
Author:	Merrick, F	Patrick.					Item I	D: 3169611	9889754	
Call No:	J 597.92	MER					Price:	:	\$18.9	5
Branch:	ASH			Location:	JNF		Media	a: BK		
Statistics	Status	Holds/Red	alls	Transaction Hi	story]				
Tra	nsaction D	ate/Time	Tran	saction Type		Workstation Bra	anch \	Workstatio	n ID 🛛 🛛	Jser Alias
 		a (a)		······	<u> </u>] <u>เ</u> ต	
g Who	Has It?		Who	Had It?	1	who Owes?	7 W	no wants?		
	pine			(<u>H</u> old			🛃 <u>N</u> ot	es	🖄 <u>E</u> dit	Close

• Highlight the patron name

Click Delete button

4	🖇 Who Wants I	t?				×	J
	Item ID: 3169	6119889754					
	Number	Transaction Type	Date Placed	NNA / Hold Until	Name	Type II	ē
	1	Hold In Transit	4/12/2018		AVERA MEGAN DALY	EMPLOYEE	
	1					Þ	
				2 Delete	? Patron Info	t 🛇 <u>C</u> lose	

• 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

Choose Cancel Reason	x
Choose a Cancel Reason Other	
Patron Notification Needed	
✓ OK X Can	cel

• Click Cancel and Place First in Queue button

Hold Cancel Excepti	on
On Hold Sh	elf at: RU
	Cancel and <u>P</u> lace First in Queue
	Cancel Hold
	Cancel and Trigger next hold
	Do Not Cancel Hold
	Hold Information
Patron ID: 2	1696004329215 On Hold: 3/16/2016
Patron Name: A	VERA MEGAN DALY

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

Who Has It?	Who Had It?	? Who Owes?	💡 Who Wa	ints?	
Bpine	<u>H</u> old	3. <u>T</u> race	🏹 <u>N</u> otes	<u>E</u> dit	⊘ <u>C</u> lose

• Change Media to DMG Click Save button

_									
1	tem Editor								X
	Item Num	ber:	31696119889	754		Price:		\$18.95	✓ <u>S</u> ave
	Branch:	ASH	•	Location:	JNF 🔻	Media:	DMG	-	
	Status:	In Tr	ansit	Date:	4/12/2016	Type:	BK		
	Suppress	sion					DMG	=	X Cancel
	🔲 Manu	al	Status	Branc	h Locat	ion	DOLL		C Spine

• Click Close button in Item Detail window

· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·		
Spine	Iold	🔀 Notes 🛛 🕅 Edit 🖉 Close	ור
			2

• Scan item barcode into Return screen

Double click on the item in the **Return** screen

🞸 Return									
Enter Barcode:	tem Barcode		Return Date:	4/12/2016	Override Date	Fines:	Don't prom	npt •	
Barcode	Dua Dela	Information	Cell	Number	Tide		Brench	Location	Media
315951198891	754	in Transith	om - FSJ (1 J. 597	S2 MEB	Turles /		RUST	JNE	DMB
315961198897	754	Hold/In Tra	nsit Not CJ 597	.92 MER	Turles /		ASH	JNE	BK

• Click Edit button

Item Detail	(31696119	889754)								— >	3
Title:	Turtles /										
Author:	Merrick, F	Patrick					Item ID): 3169611988975	4		
Call No:	J 597.92	MER					Price:	\$18	.95		
Branch:	RUST			Location:	JNF		Media	DMG			
Statistics	s Status	Holds/Red	alls	Transaction Hi	story]					
Tra	nsaction E)ate/Time	Tran	saction Type		Workstation Bra	anch V	/orkstation ID	Use	er Alias	٦
4/1	2/2016 3:2	29:43 PM	Disc	harge (Return)		Rust Library	L	IB-177964L	ma	1	
🛛 🖗 Who	Has It?	?	Who	Had It?	? 1	Who Owes?	Wł	io Wants?			
≜ s	pine			(Hold		🏂 <u>T</u> race	🛃 <u>N</u> ote	s Edit			

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

tem Number: 374	6000108286	9			Price:	\$13.95	✓ Save
Branch: NDSTR	~	Loc	ation:	AFICM ~	Media:	ABK ~	
Status: Damage	d	~	Date:	2/25/2020	Type:	Standard	
Alternate Damage	ł	^					X Cancel
Suppress Library U	se Only		Branc	h 🗌 loca	tion	Media	📇 Sgine
Full Call On Shelf	In Process		Crane			, would	🔀 Notes
Call On Shelf Mac On Shelf	in Process Temporary	••					
Bucket1				Bucket2			

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