## CARL Connect: Cancel Holds and Clear Expired Holds

Staff can cancel holds and clear expired holds from the hold shelf within CARL Connect. If you are clearing expired holds, PLEASE make sure you physically have the item before doing so, as the system will want to send the item back where it belongs. Please follow the instructions below.

- 1. Log into CARL Connect
- 2. Click on Circulation
- 3. Make sure you are in "library services"
- 4. Click on "manage"
- 5. Click on "holds"

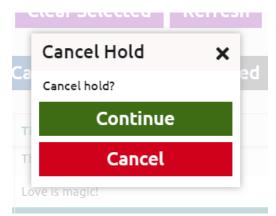
<b>S</b> OWLSnet <b>Libraries - TEST En</b>	vironment	user services <b>3 library services</b>
check out check in <b>4 manage</b>		branch: waupaca library
damaged items   fill lis <mark>5 holds</mark>	wander list	
STATUS	LOCATION	MEDIA

- 6. Staff can choose to filter based on: Status, Location, or media to narrow the list down for specific items or collections
- 7. Highlight (click) the item(s) you want to work with
- Choose to 'Cancel Hold' or 'Clear Expired' You can only cancel holds that are In Transit

damaged items	fill list   holds   wa	ander list				
	<b>STATUS</b> unfiltered		LOCATION MEDIA unfiltered V	~		
		HOLDS 576	Clear Selected Refresh			
			Cancel Hold Clear Expired			
User Last Name	User First Name	User ID	Title	Item Number	Status	Hold Throu
GALL	BRENDA	21389005010816	The Pirates on the Ship	38014000450798	Expired	4/27/2023
DAHM	BETSEY	21389006945820	Love is magic!	31110006441109	Expired	4/27/2023
GALL	BRENDA	21389005010816	Mommy /	31110006392393	Hold In Transit	
GALL	BRENDA	21389005010816	Ten Jolly Pirates /	38004001875200	Hold In Transit	
DALIM	DETERV	24200006045020	Mer. Dopouchla's bird alababat /	34440005304403	Hold In Transit	



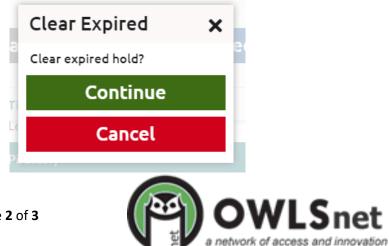
9. For 'Cancel Hold', click the blue 'Cancel Hold' button. A lightbox will come up asking if you want to 'Cancel hold?'. Click the green 'Continue' button if you do or the red 'Cancel' button if you do not.



10. A second lightbox will come up for a 'Check In Exception'. Depending on where this item belongs will determine your options. Staff will either click on 'Continue' OR 'Continue & Print.' This will put the item either back on your shelf or in transit to its home location or to fill another hold. Please include any necessary printed slips with the item.

Check In Exception X	Check In Exception
	Pirates! /
Mommy / Item on hold in transit complete Return to Shelf	In Transit to: Seymour - Muehl PL
Continue	Continue
ine to magici	Continue & Print
ommu /	My precious Little Bear /

11. For 'Clear Expired', click the blue 'Clear Expired' button. A lightbox will come up asking if you want to 'Clear expired hold?'. Click the green 'Continue' button if you do or the red 'Cancel' button if you do not.



12. A second lightbox will come up for a 'Check In Exception'. Depending on where this item belongs will determine your options. Staff will either click on 'Continue' OR 'Continue & Print.' This will put the item either back on your shelf or in transit to its home location or to fill another hold. Please include any necessary printed slips with the item.

clear selected Kerresh	Check In Exception	
Check In Exception 🗙	Check In Exception	
	Pirates! /	
1ommy /	In Transit to:	
tem on hold in transit complete Return to Shelf	Seymour - Muehl PL	
	Continue	
Continue		
The Is may lea	Continue & Print	
lommu /	My precious Little Bear /	

