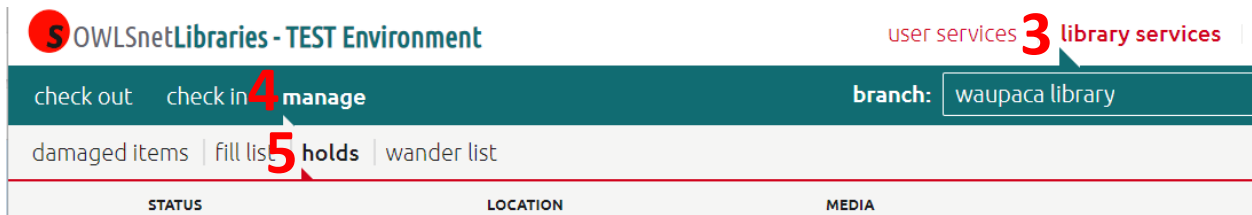


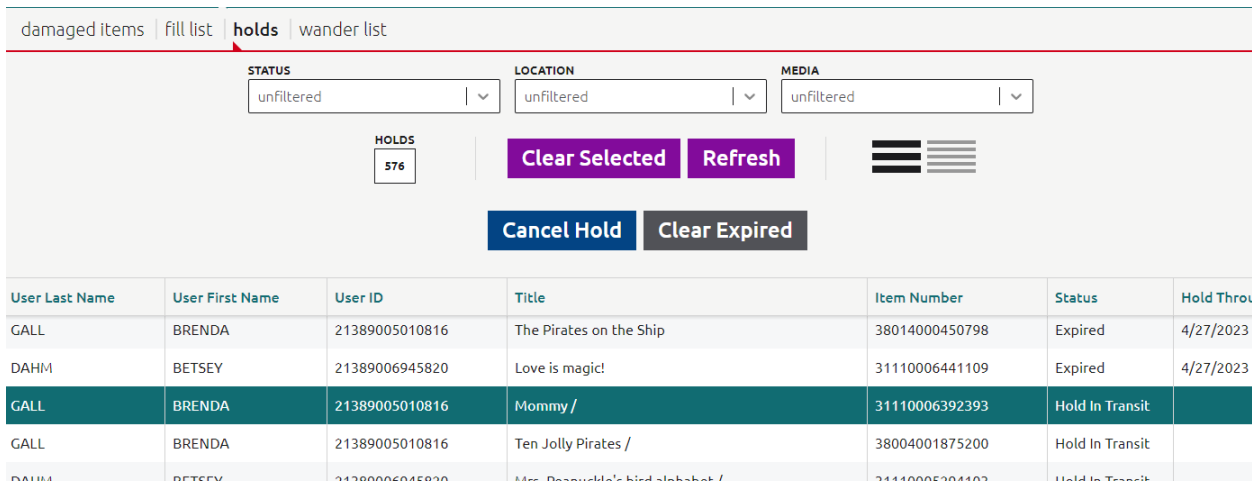
CARL Connect: Cancel Holds and Clear Expired Holds

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.

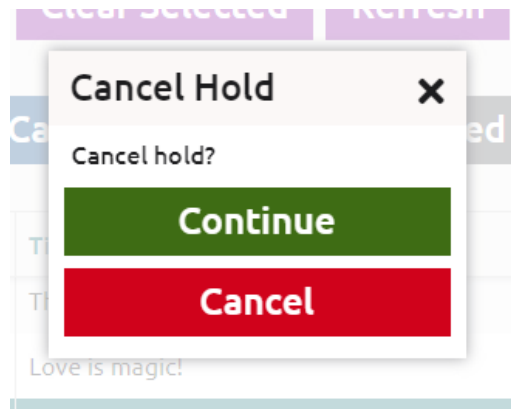
1. Log into CARL Connect
2. Click on Circulation
3. Make sure you are in "library services"
4. Click on "manage"
5. Click on "holds"



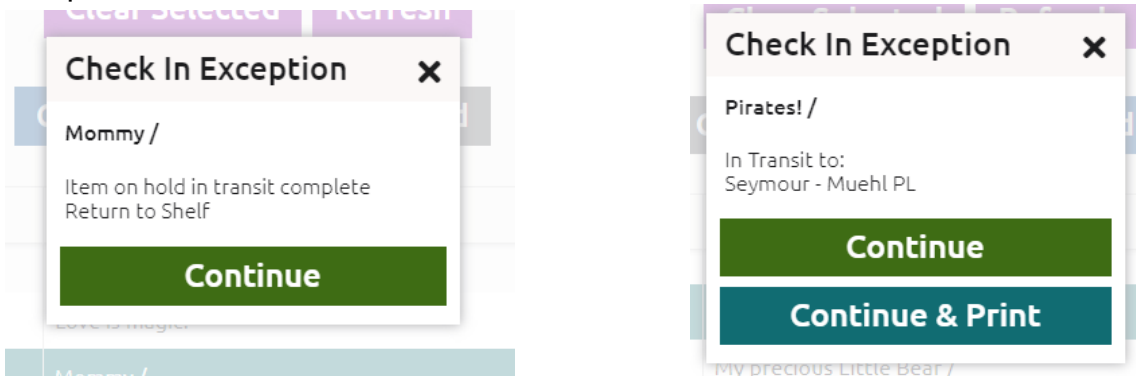
6. Staff can choose to filter based on: Status, Location, or media to narrow the list down for specific items or collections
7. Highlight (click) the item(s) you want to work with
8. Choose to 'Cancel Hold' or 'Clear Expired' - You can only cancel holds that are In Transit



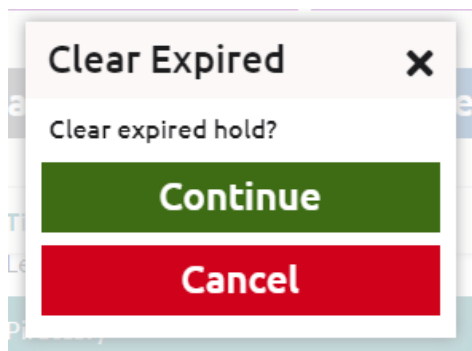
9. For **'Cancel Hold'**, click the blue 'Cancel Hold' button. A lightbox will come up asking if you want to 'Cancel hold?'. Click the green 'Continue' button if you do or the red 'Cancel' button if you do not.



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.



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.

