

Save for later—Reordering and Removing Holds

Tip for: 12.11.17

Patrons change their minds all the time, right? That hold placed just this morning needs to be removed this afternoon. Or, a teacher needs an item before all the students who are waiting for it. Alexandria allows you to deal with both of these situations: You may both change the order of a hold request and remove it.

The screenshot shows the Alexandria library system interface. A 'Change Queue Position' dialog box is open, asking to move the patron to position #1 in the queue. The dialog has 'Cancel' and 'Save' buttons. In the background, the patron's details for William James are visible, including a list of holds. The 'Holds' tab is selected, and the 'Item' subtab is active. A table lists the holds with columns for Position, Patron Name, Barcode, Copy Barcode, Pickup Location, Placed, and Expiration. The current item being viewed is '2021 Griffith / Giles'.

Change Queue Position

Move this patron to # in the queue.

Cancel Save

William James

2021
Griffith / Giles
4 Items, 0 Overdue
1 Hold, 3 In-Stock Holds
Lexile Score: 1140 + SAT
Reading Level: 8.8

Unknown
Replacement Cost: \$20.00
Lexile Score: 800
Accelerated Reader: 4.9

Details Notes Lookup

Circulation Command Help **Holds** Reservations Charges Support Special

Patron **Item**

Position -- Patron Name, Barcode -- Copy Barcode [Pickup Location] -- Placed -- Expiration

On-Shelf -- Anderson, Darla, 1001 -- 12038 [COMP] -- Nov 3, 2017 -- Nov 8, 2017

#1 -- Arnold, Camille, 1003 -- [COMP] -- Nov 3, 2017 -- Nov 3, 2018

#2 -- Schwartz, Jeff M, 1008 -- [COMP] -- Nov 3, 2017 -- Nov 3, 2018

#3 -- Karine, Myra, 9997 -- [COMP] -- Nov 3, 2017 -- Nov 3, 2018

#4 -- Pratt, Jared, 1005 -- [COMP] -- Nov 3, 2017 -- Nov 3, 2018

#5 -- Miller, Mitchell, 1034 -- [COMP] -- Nov 3, 2017 -- Nov 3, 2018

#6 -- Skinner, Michael, 1076 -- [COMP] -- Nov 3, 2017 -- Nov 3, 2018

#7 -- James, William, 2021 -- [COMP] -- Nov 3, 2017 -- Nov 3, 2018

Change Position Remove Print Receipt

To change the order of a hold:

1. Make the item the **Current Item**.
2. Go to the **Holds** tab, then the **Item** subtab.
3. Select the hold that needs to be changed.
4. In **v7**, click **Change Position**, and enter the new position (e.g. #1 to get the hold soonest).
5. in **v6**, drag the hold to the new position.

To remove a hold:

1. Make the item the Current Item, or the patron the Current Patron.
2. Go to the **Holds** tab, then the **Item** subtab or the **Patron** subtab.
3. Select the hold that needs to be removed.
4. Click the **Remove** button.
5. When the dialog box appears, click **OK / Yes** to remove the hold.