

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 background shows the patron's details for William James, including a list of holds. The 'Holds' tab is selected, and the 'Item' subtab is active. The hold list shows various items with their positions and expiration dates. The 'Change Position' button is visible at the bottom of the hold list.

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.