

Transfer Holds Procedure

If an item arrives damaged in your library in order to fill a hold for your patron, and you elect to send the item back to the owning library because of **noted damage**, you will need to transfer your patron's hold to a another record for that item.

To do so, bring up the item record on the screen to make sure that another location has this item. If it does, click on the orange **Transfer Holds** button, and it will display the item record number for the next item:

The screenshot shows a library system interface. At the top, there is a header for record b14694748 with author 'Butcher, Jim, 1971-' and title 'Cold days : a novel of the Dresden files / Jim Butcher.'. Below this is a 'Summary' section for record I21190756. A table of holds is displayed with columns: #, Recnum, Call Num, Barcode, Location, Due Date, and Holds. The table contains three rows of hold data. An orange 'Transfer Holds' button is visible. A dialog box titled 'Transfer Holds' is open, showing a dropdown menu with 'I21190744' selected and 'OK' and 'Cancel' buttons.

#	Recnum	Call Num	Barcode	Location	Due Date	Holds
1	I21190756	LT BUTCH	33414016121828	m7ax	IN TRANSIT (HOLD)	1
2	I21190744	LT BUTCH	33414016121810	m1axf	Available	0
3	I22010191	BUT	33414016532487	rhax	Available	0

Click OK to move the hold to that next item record.

When there is no other item on this record

You may find that the damaged item is the only one attached to a particular bibliographic record. However, there might be another item with the same title in another format which the patron would find acceptable. In that case, you will be cancelling the hold on the record for the damaged item, and placing a new hold for your patron on the alternative item.

The screenshot shows a library system interface for record b15338629 with author 'Warren, Elizabeth.' and title 'A fighting chance / Elizabeth Warren.'. Below this is a 'Summary' section for record I22391597. A table titled 'Bib-Level Holds' is displayed with columns: #, Date Placed, Patron Name, Patron Type, Pickup At, Limit To, Not Before, Not After, Holdnote, and Pickup Date. The table contains nine rows of hold data. An orange 'Add Patron' button is visible above the table.

#	Date Placed	Patron Name	Patron Type	Pickup At	Limit To	Not Before	Not After	Holdnote	Pickup Date
1	04-28-2014 4:34...	Flannery, Amand...	Crandon Adult	cr					
2	05-01-2014 9:40...	Szymanski, Lind...	Marathon City A...	m5			05-01-2015 9:40...		
3	05-02-2014 3:16...	Garvey, Charles A.	Wausau Adult	m1			05-02-2015 3:16...		
4	05-04-2014 8:52...	Gregersen, Davi...	Hatley Staff	m7			05-04-2015 8:52...		
5	05-04-2014 4:10...	Shestak, Norma...	Antigo Adult	a1					
6	05-20-2014 10:5...	Marin, Marie C.	Minocqua Adult	mi			05-20-2015		
7	05-21-2014 4:34...	DeHart, Bernadi...	Antigo Adult	a1					
8	05-28-2014 6:54...	Jung, Mary T	Minocqua Adult	mi			05-28-2015 6:54...		
9	06-02-2014 1:23...	Burch, Beverly L.	Wausau Adult	m1			06-02-2015		

Bring up the alternate record where you will place the hold for your patron and click on the orange **Add Patron** button. Enter your patron's name or barcode number.

The new hold you have placed will be at the bottom of the list of existing holds. In this instance, you may change the priority, moving your patron to the top of the list of holds.

Placing a check by your patron's hold, click on the orange **Change Priority** button, and this prompt will appear:

en, Elizabeth.
ating chance / Elizabeth Warren.
edition.

Bib-Level Holds

[Add Patron](#) [Cancel Holds](#) [Modify Holds](#) [Change Priority](#) All

All	#	Date Placed	Patron Name	Patron Type	Pickup At	Limit To	Not Before	Not After	Holdnote	PickUp
<input type="checkbox"/>	4	05-04-2014 8:52...	Gregersen, Davi...	Hatley Staff	m7			05-04-2015 8:52...		
<input type="checkbox"/>	5	05-04-2014 4:10...	Shestak, Norma...	Antigo Adult						
<input type="checkbox"/>	6	05-20-2014 10:5...	Marin, Marie C.	Minocqua Adul				05-20-2015		
<input type="checkbox"/>	7	05-21-2014 4:34...	DeHart, Bernadi...	Antigo Adult						
<input type="checkbox"/>	8	05-28-2014 6:54...	Jung, Mary T	Minocqua Adul				05-28-2015 6:54...		
<input type="checkbox"/>	9	06-02-2014 1:23...	Burch, Beverly L.	Wausau Adult				06-02-2015		
<input type="checkbox"/>	10	06-02-2014 4:30...	Buttner, Charlen...	Wausau Adult	m1			06-02-2015 4:30...		
<input type="checkbox"/>	11	06-03-2014 11:4...	Kurlinski, Mark	Rhinelande Adult	rh					
<input checked="" type="checkbox"/>	12	06-04-2014 6:02...	Murphy, Lynn M.	Antigo Adult	a1					

Change Hold Priority

New Priority

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[OK](#) [Cancel](#)

Click on the drop down priority to move this hold to #1.

Note: only in this kind of rare instance is it acceptable to move a patron's hold to a higher priority.