

# HOLD REQUESTS



## General Information

- Any item that can be checked out may be placed on hold.
- If you place a hold for an item that is checked in, please allow some time for library staff to process your request. Generally, we pull holds several times a day. If you arrive before your item has been pulled, don't worry—it will still be on hold for you! We just haven't had a chance to pull it from the shelf yet.
- Your account may have up to 10 pending and arrived hold requests.
- If someone else is picking up your hold, they will need to either have your library card, your library card number, or the item title in order to pick up your hold.
- We will hold an item for you for 7 days. Holds that are not picked up at the end of 7 days will expire and the item will be returned to general circulation.
- You may not place a hold request if your account has a blocked status or a fine balance over \$5.00.

## Placing a Hold Request

1. **Log in to your online account.**
2. **Search the catalog for the item that you would like to place on hold.**
3. **Click on the "Request It" button.**  
This can be found to the right of the item title on the results page or on the item record page.

The screenshot shows a library catalog entry for the book "Harry Potter and the prisoner of Azkaban" by J.K. Rowling. The entry includes the book cover, the title, author, and publication year. To the right of the title is a button labeled "Request it" which is circled in red. Below the title, there are icons for a book, a shopping cart, an envelope, and a plus sign, with the text "Additional actions:" above them. An arrow points from the right side of the page to the "Request it" button.

**Harry Potter and the prisoner of Azkaban / by J.K. Rowling ; illustrations by Mary GrandPré**  
Rowling, J. K., author.  
Book | 2013  
Available at Juv fiction (JF Row Vol. 3) [see all](#)

**Request it**

Additional actions:  
Shopping cart, Email, Plus

#### 4. Select your pickup options.

There is only one option for your pickup location, so that's already done for you! You can also indicate whether you have a deadline for your hold. For example, if you need a book for a school project that's due on May 1, you could put "I do not need this title after May 1." If May 1 comes and your hold has not arrived, the system will automatically cancel your request.

**Request it**

I would like to pick up this title from:

Circulation Desk ▼

I have a deadline for this material.

I do not need this title after:

▼ ▼ ▼

**Submit** Cancel

#### 5. Click the "Submit" button.

### Viewing Your Hold Requests

#### 1. Log in to your online account (page 7) and view your account.

Once you've logged in, your name will appear at the top right hand corner of the page. Click on your name to view your account.

#### 2. Click on the "Holds" tab on the left hand side of the page.

This will display your active holds, along with their statuses and your position in the queue.

Potter, Harry Email: mcoordeniz@lakeblufflibrary.org

[Edit account](#) [Edit pin](#)

Checkouts (2) [Sort by Hold Requested Date](#) [Cancel All](#) [UPDATE LIST](#)

Fines/Fees (\$0.00)

**Holds (2)**

ILL

Preferred Searches

My Lists

Reading History

RSS Feed

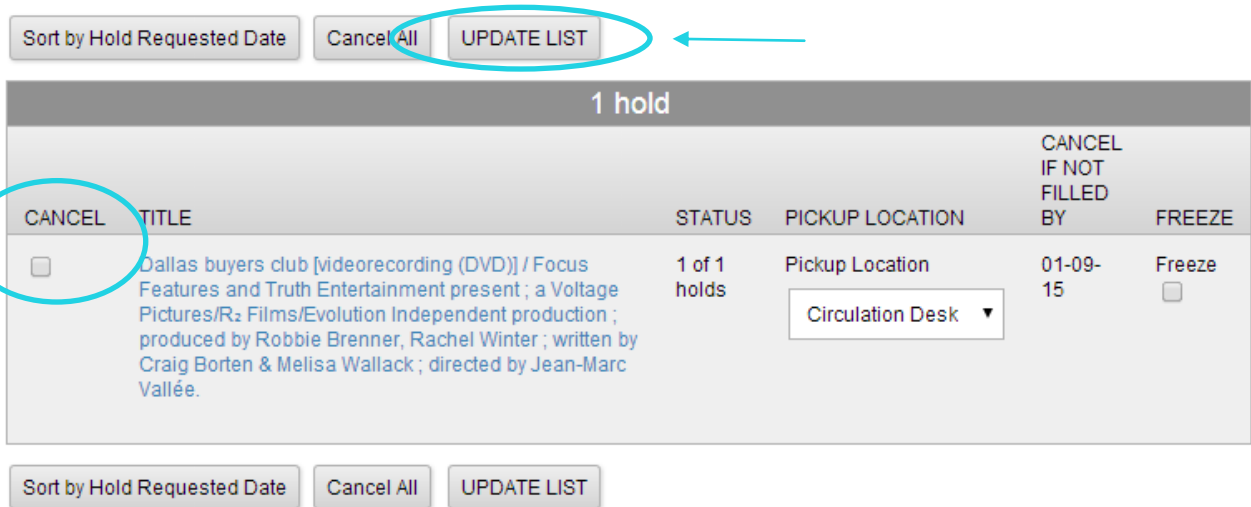
CANCEL	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY
<input type="checkbox"/>	Attachments / Rainbow Rowell.	1 of 1 holds	Pickup Location Circulation Desk ▼	09-23-14
<input type="checkbox"/>	The hunger games [videorecording (Blu-ray) Catching fire / Lionsgate presents a Color Force/Lionsgate production ; produced by Nina Jacobson, Jon Kilik ; screenplay by Simon Beaufoy and Michael deBruyn ; directed by Francis Lawrence.	2 of 2 holds	Pickup Location Circulation Desk ▼	09-23-14

[Sort by Hold Requested Date](#) [Cancel All](#) [UPDATE LIST](#)

## Canceling a Hold Request

You can cancel a hold request at any time—even after it has arrived. To cancel a request, first select the item that you would like to cancel by checking the box to the left of the title. Then, click “Update List.” The system will ask you to confirm your selection before cancelling your holds.

To cancel all holds on your account, click on the “Cancel All” button. **This will cancel all of your requests, regardless of whether the checkbox is selected.** The system will ask you to confirm prior to cancelling your holds.

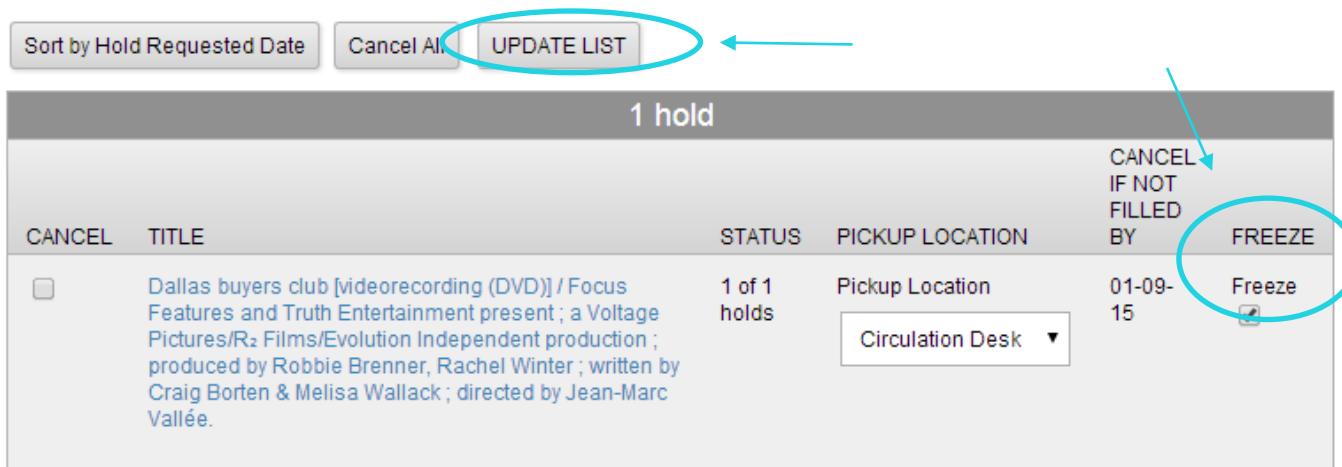


The screenshot shows a web interface for managing hold requests. At the top, there are three buttons: "Sort by Hold Requested Date", "Cancel All", and "UPDATE LIST". The "UPDATE LIST" button is circled in blue, with a blue arrow pointing to it from the right. Below the buttons is a header that says "1 hold". Underneath is a table with the following columns: "CANCEL", "TITLE", "STATUS", "PICKUP LOCATION", "CANCEL IF NOT FILLED BY", and "FREEZE". The table contains one row for a hold on "Dallas buyers club [videorecording (DVD)] / Focus Features and Truth Entertainment present ; a Voltage Pictures/R: Films/Evolution Independent production ; produced by Robbie Brenner, Rachel Winter ; written by Craig Borten & Melisa Wallack ; directed by Jean-Marc Vallée." The "FREEZE" column has a checkbox that is currently unchecked. At the bottom of the interface, there are three buttons: "Sort by Hold Requested Date", "Cancel All", and "UPDATE LIST".

## Freezing a Hold Request

If you’re going to be out of town and won’t be able to pick up your items while you’re away, you can freeze your hold requests. Freezing a hold request will keep the hold on your account, but it will not activate until after the option is turned off.

To freeze a hold, simply check the “Freeze” box and click “Update List.” If you are successful, the “Freeze” box will remain checked. To unfreeze a hold, uncheck the “Freeze” box and click “Update List.”



The screenshot shows the same web interface as the previous one, but with the "FREEZE" checkbox checked. The "UPDATE LIST" button at the top is circled in blue, with a blue arrow pointing to it from the right. The "FREEZE" checkbox in the table row is also circled in blue, with a blue arrow pointing to it from the right. The rest of the interface, including the buttons and table structure, is identical to the previous screenshot.