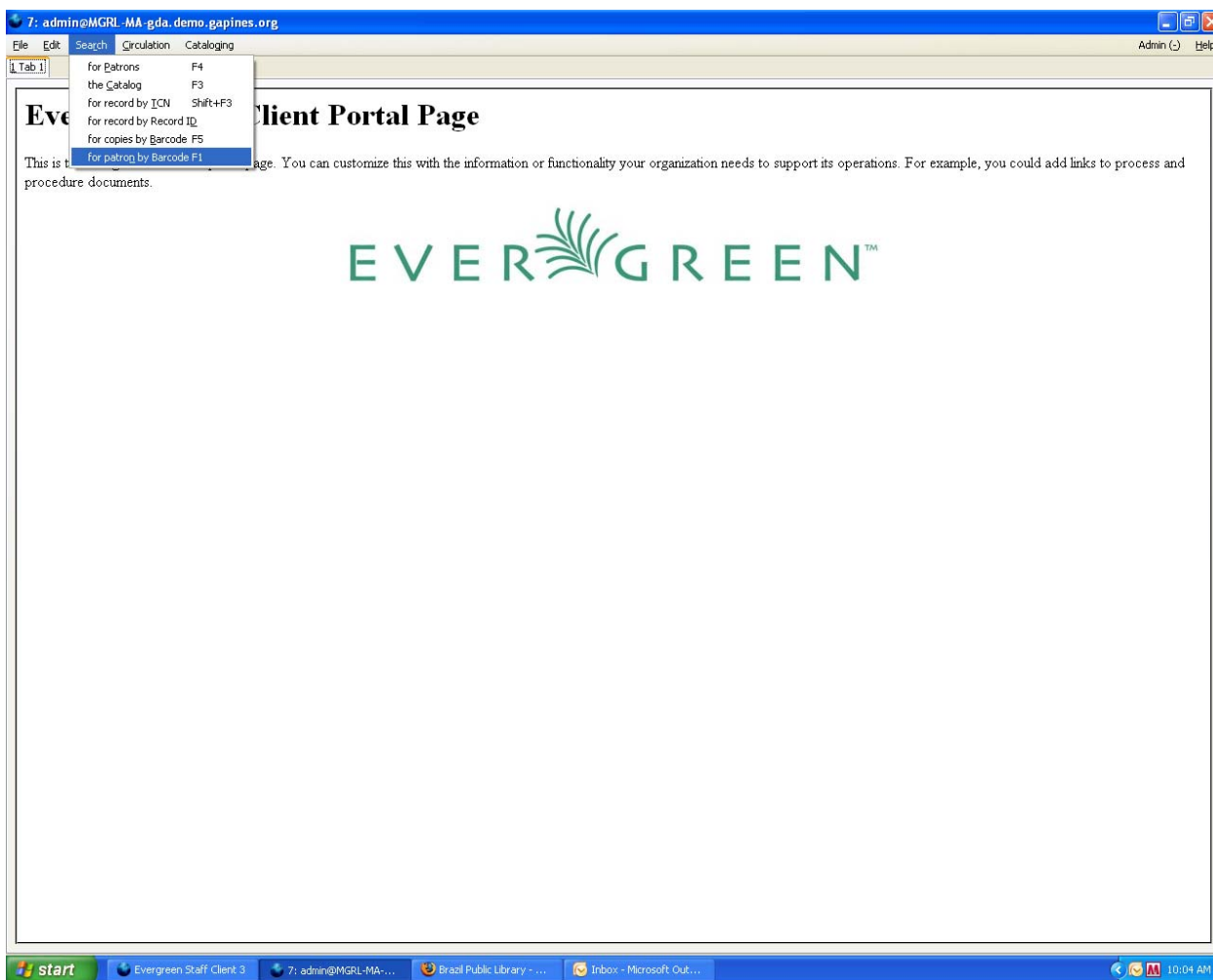




Retargeting Holds

Occasionally, a hold may be captured or placed on the holds pull list inadvertently because item is damaged, lost, etc. or perhaps is newer than 6 months and can not transit. In these instances, holds can be retargeted to another Evergreen library.

Begin by retrieving the patron, either by barcode or by a name search.



After retrieving the patron account, click the "Holds" tab. This will display all holds currently placed by this particular patron. In the case below, we see the item is "In-Transit".

The screenshot shows a web browser window with the URL `7: admin@MGR_L-MA_gda.demo.gapines.org`. The page title is "1 Patron: Robertson, Tara". The interface includes a navigation menu with tabs for "Refresh", "Check Out", "Items Out", "Holds", "Bills", "Edit", "Info", and "Exit". The "Holds" tab is selected.

Robertson, Tara
(Has Bills) (Has Overdues) (Invalid DOB)

▼Status
Patrons
THRL-HOG
Internet: Filtered
Expires on 2011-04-12
Holds: 1
Available: 0
Bills: \$3.10
Check Outs: 1
Overdue: 1
Long Overdue: 0
Claimed Returned: 0
Lost: 0
Non Cat: 0

▼ID/Contact Info
Library Card: 1234
ID 1: Other
ID 2:
DOB: <Unset>
Day Phone:
Evening Phone:
Other Phone:
OPAC Login: tara
Email:

▼Mailing Address
Anystreet
Anywhere GA 45633

▼Physical Address

Holds
Actions for Selected Holds

Available On	Capture Date	Current Copy	Last Notify Time	Notices	Pickup Lib	Request Date	Status	Title	Type
2009-01-06		33034003662723		0	THRL-HOG	2008-11-04	In-Transit	The physics of golf	T

Print Export

To retarget this hold, highlight the item and click "Actions for Selected Holds" > Find Another Target.

The screenshot shows a web browser window with the URL `7: admin@MGRL-MA-gda.demo.gapines.org`. The page title is "1 Patron: Robertson, Tara". The interface includes a navigation bar with buttons for "Refresh", "Check Out", "Items Out", "Holds", "Bills", "Edit", "Info", and "Exit".

On the left side, there is a "Status" section for "Robertson, Tara" (THRL-HOG). It lists various statistics:

- Patrons: THRL-HOG
- Internet: Filtered
- Expires on: 2011-04-12
- Holds: 1 (Available: 0)
- Bills: \$3.10
- Check Outs: 1 (Overdue: 1)
- Long Overdue: 0
- Claimed Returned: 0
- Lost: 0
- Non Cat: 0

Below the status section is "ID/Contact Info":

- Library Card: 1234
- ID 1: Other
- ID 2:
- DOB: <Unset>
- Day Phone:
- Evening Phone:
- Other Phone:
- OPAC Login: tara
- Email:

At the bottom left, there is a "Mailing Address" section:

- Anystreet
- Anywhere GA 45633

The main area is titled "Holds" and contains a table with columns: Available On, Capture Date, Current Copy, Last Notify Time, Notices, Pickup Lib, Request Date, Status, Title, and Type. A single row is visible:

Available On	Capture Date	Current Copy	Last Notify Time	Notices	Pickup Lib	Request Date	Status	Title	Type
	2009-01-06	33034003662723		0	THRL-HOG	2009-11-04	In-Transit	The physics of golf	T

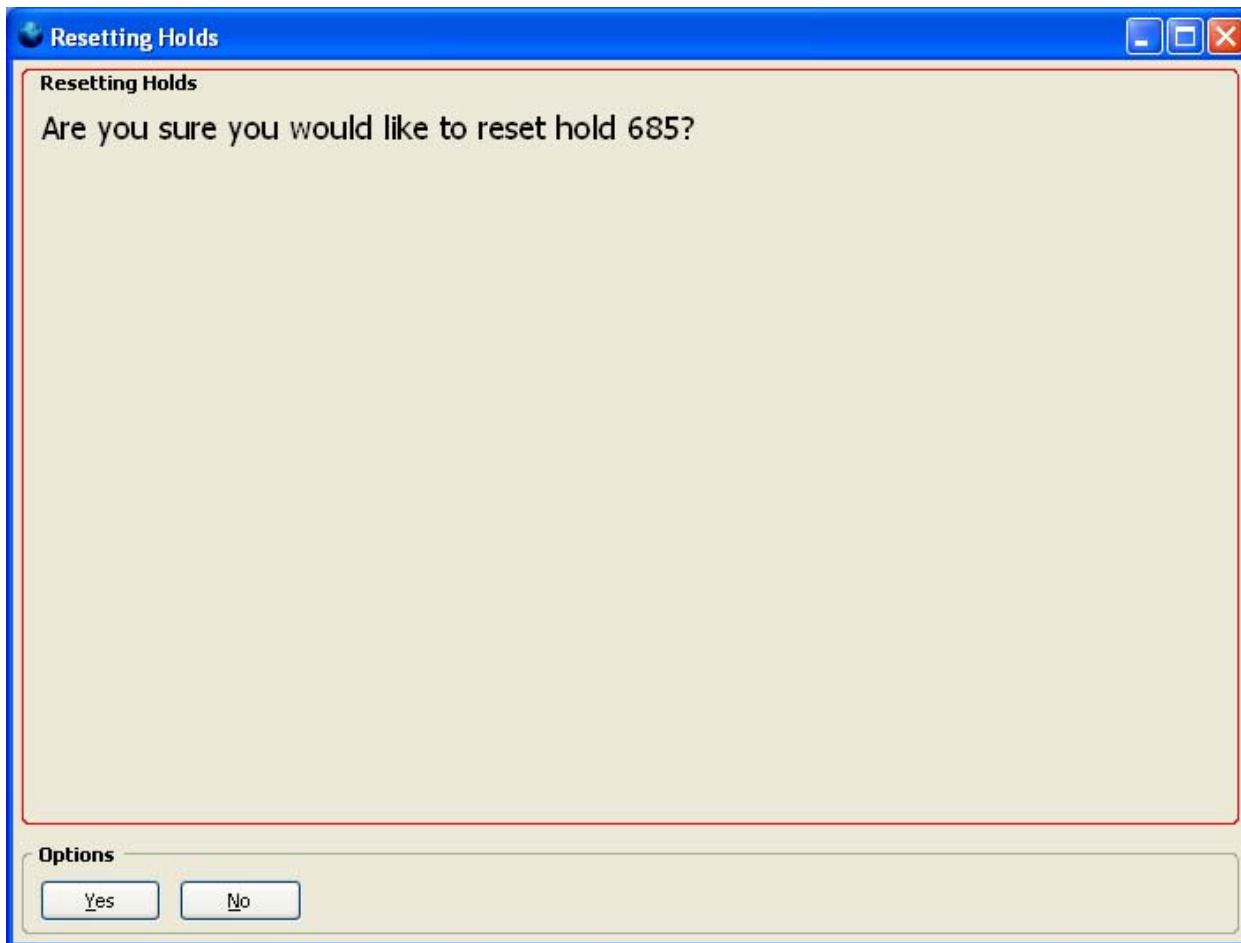
A context menu is open over the hold row, listing "Actions for Selected Holds":

- Copy to Clipboard
- Show in Catalog
- Show Item Details
- Show Last Few Circulations
- Retrieve Patron
- Show Notices
- Edit Pickup Library
- Edit Phone Notification
- Set Email Notification
- Edit Activation Date
- Activate Hold
- Suspend Hold
- Mark Item Damaged
- Mark Item Missing
- Find Another Target
- Cancel Hold
- Save Columns

The taskbar at the bottom shows the Windows Start button and several open applications: Evergreen Staff Client 3, 7: admin@MGRL-MA..., Brazil Public Library..., Inbox - Microsoft Out..., and Document1 - Microsof... The system clock shows 10:05 AM.



You will be asked to confirm this action.



After confirming, the "Status" will revert to "Waiting for copy" and will now appear on the next available library's "Hold Pull List"

The screenshot shows a web browser window with the URL `7: admin@MGRL-MA-gda.demo.gapines.org`. The page title is "1 Patron: Robertson, Tara". The interface includes a navigation menu with buttons for "Refresh", "Check Out", "Items Out", "Holds", "Bills", "Edit", "Info", and "Exit".

Robertson, Tara
 (Has Bills) (Has Overdues) (Invalid DOB)

▼Status

Patrons
 THRL-HOG
 Internet: **Filtered**
 Expires on 2011-04-12

Holds: 1
 Available: 0

Bills: \$3.10
 Check Outs: 1
 Overdue: 1
 Long Overdue: 0
 Claimed Returned: 0
 Lost: 0
 Non Cat: 0

▼ID/Contact Info

Library Card: [1234](#)
 ID 1: Other
 ID 2:
 DOB: <Unset>

Day Phone:
 Evening Phone:
 Other Phone:

OPAC Login: tara
 Email:

▼Mailing Address

Anystreet
 Anywhere GA 45633

▼Physical Address

Holds

Available On	Capture Date	Current Copy	Last Notify Time	Notices	Pickup Lib	Request Date	Status	Title	Type	Actions for Selected Holds
		33034003662723		0	THRL-HOG	2008-11-04	Waiting fo...	The physics of golf	T	

Buttons: Print, Export