Staff Tutorials

Canceling Holds

Often, a patron may call in and ask you to cancel a hold for them. While they can do this from the online OPAC, this may not always be possible for the patron.

To cancel holds from the staff client, first click “Search” and “For Patrons”.

Enter the patrons name and click “Search”.

![Image of the staff client interface showing the search for patrons function]
Select the correct patron from the right pane and click “Retrieve Patron”
From the patron information screen, click “Holds” to view
Any current holds will appear in the “Holds” window. To cancel a particular hold, select the line of the hold and click “Actions for Selected Items” and “Cancel Hold”
The confirmation screen will appear.

Select “Yes” to cancel the hold.