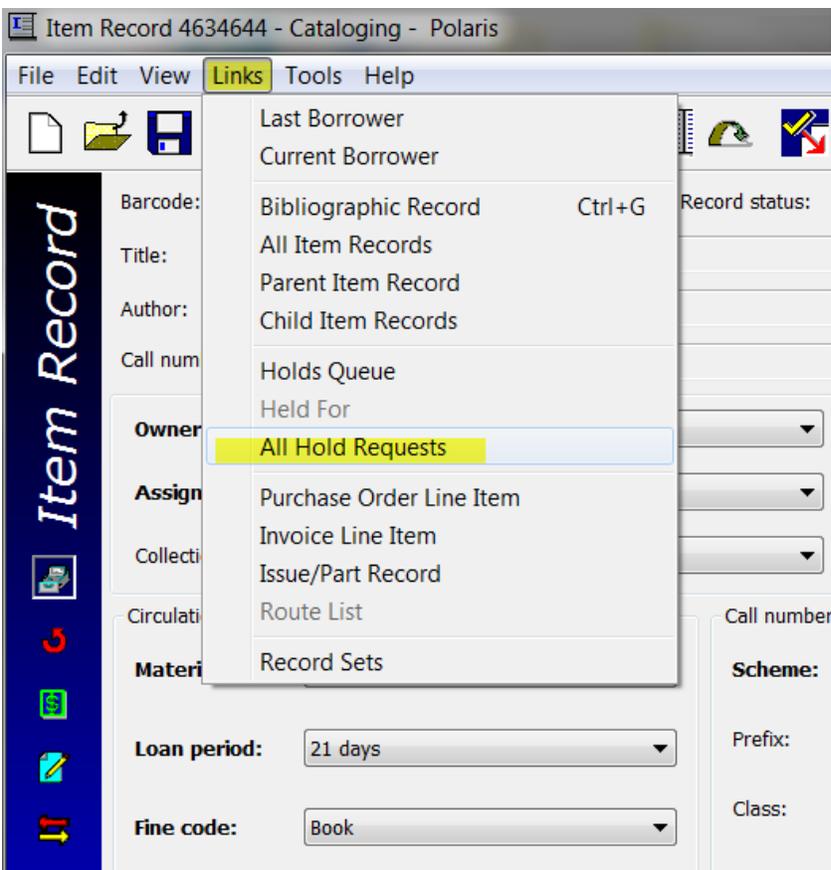


## Fill a hold request with Fill Now (Forcing a hold)

Occasionally when you run your request manager, you may find that an item will be listed but when you check it in, no hold appears. This may be due to several reasons (such as it has already been filled by another library), but one possible cause is that the hold is glitched. This means that, for whatever reason, the hold exists but is not appearing when the item is checked in. We call these **Lost Holds**. The hold gets stuck in limbo, while the patron sees that their hold is active and their item is checked in, yet it is not being sent to them. This is why we ask you to run your **Lost Holds reports**. (*Utilities > Reports & Notices > Custom > Lost Holds...by Item Assigned Branch; Lost Holds...by Library*)

We ask that when you have an item on your request manager that does not automatically produce a hold, to please check to see if a hold does indeed exist, and if so **force the hold** so the patron receives their item. Below are the steps on how to do so.

1. Open up the **item record** for the item in question, click **Links** along the top, and then select **All Hold Requests**.



2. If a **Hold Request** **workform** appears, check to make sure it is **active**. *If a Hold Request workform does not appear, you may re-shelve your item.*

The screenshot shows a web-based 'Hold Request' form. On the left, there is a vertical red bar with the text 'Hold Request' and a magnifying glass icon. The main form area is titled 'Hold Request - 4717534 - An astronaut's guide to life on earth - General'. It has a menu bar (File, Edit, View, Links, Tools, Help) and a toolbar with various icons. The form is divided into several sections:

- Request:** Status: Active (highlighted in yellow), Request date: 27/01/2014, Activation: 27/01/2014, Pickup: Grande Prairie Public Library (AGP), Origin: Patron, Expiration: 27/01/2015. There is a checkbox for 'This item only' which is unchecked.
- Patron:** Barcode: 20113001112520 (with a 'Find' button), Registered at: Grande Prairie Public Library (br), Name: Jennifer L Anderson, Patron code: Adult, Notification option: Email Address.
- Details:** Title: An astronaut's guide to life on earth (with a 'Find' button), Author: Hadfield, Chris, author, ISBN/ISSN: 9780345812704 (hardcover), Date: 2013, Edition: (empty), Series: (empty), LCCN: (empty), Format: Book, Item barcode: (empty), Call no.: (empty), Pages: (empty), Volume: (empty), Issue: (empty), Serial copy: (empty).

3. If the request is active, click , press CTRL+F, **or** select **Tools > Fill Now** from the menu bar. The **Scan/Enter Item Barcode** dialog box appears.

The screenshot shows a dialog box titled 'Scan/Enter Item Barcode'. It has a close button (X) in the top right corner. Inside the dialog, there is a text input field labeled 'Item barcode:'. Below the input field are two buttons: 'OK' and 'Cancel'.

3. Scan the item's barcode in the Item barcode box.

4. If a message asks whether you want to transfer the item to the pickup library, click **Yes**, and ship the item to the library, where it will be checked in and held. If you have a Star printer and use it for printed in transit slips, one will not automatically be generated unless you check the item in again using the standard check in screen. Doing so will print off an in transit slip.