Workflows Tip of the Week
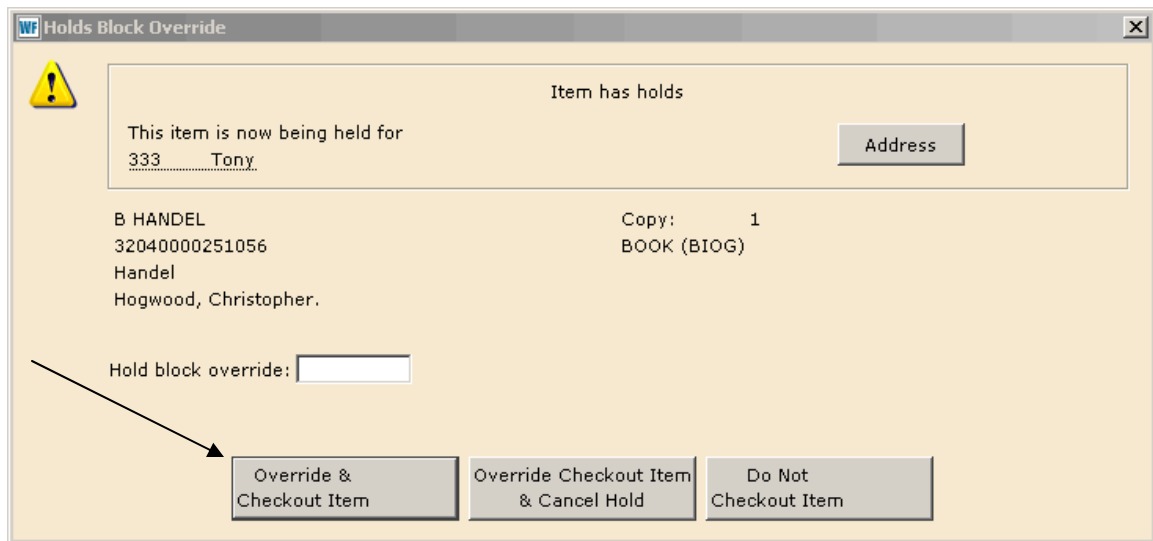
Module: Circulation

Summary: **Overriding Holds At CheckOut**

Note: Under SAILS policies, it is acceptable to check out an item to a patron even if it is flagged to fill a hold. It is important, however, not to cancel the hold itself.

Instructions:

1. The system will flag a hold on an item in checkout even if it hasn't appeared on your RHA. You can proceed with the checkout and allow the hold to remain in the system for the next available copy.

2. It is essential that Override & Checkout Item is selected. If you cancel the hold the patron will receive a hold cancellation notice and it will have to be placed again.