

# Workflows Tip of the Week



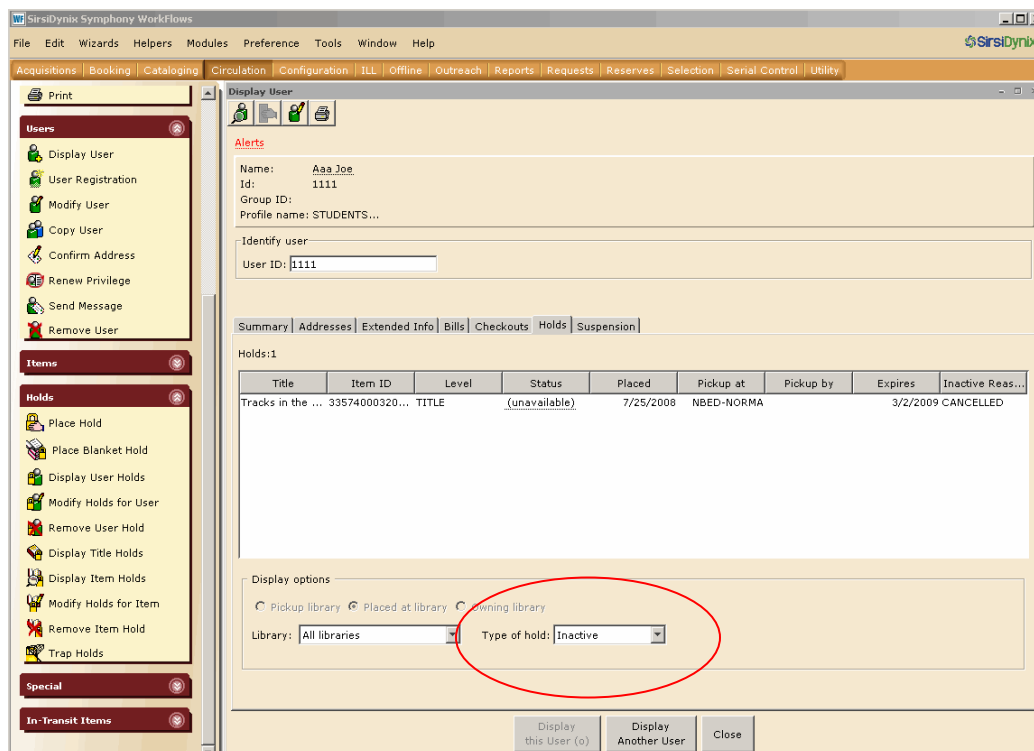
## Module: Circulation

### Summary: **Viewing inactive holds**

**Note:** You can view inactive (that is, canceled or expired) holds in a patron record. You no longer need to enter a note in the comment field about items not picked up.

### Instructions:

1. In WorkFlows, go to **Display User** or **Display User Holds**.
2. Near the bottom of the screen, set the Type of Hold to INACTIVE. It will then list any holds that are EXP\_ONSHELF (that is, were not picked up), EXPIRED, or CANCELED. The system automatically supplies this information.



At the present time, we are keeping that history information on file for six months, although we will be reviewing that amount of time with the circulation policy committee this fall.