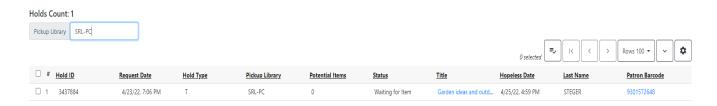
Hopeless Holds

Hopeless Holds are ones that cannot be filled because all copies on the record have been deleted or because all copies on the record are in an unholdable status. Once a hold has become hopeless, it will never revert to fillable even if a new item is added to the record. These holds need to be canceled in the patron's account and a new hold placed on a different record if there is another record in the catalog.

1. Find Hopeless Holds through Administration > Local Administration > Hopeless Holds



- 2. Open the patron's account.
- 3. Look in the patron's Holds for the item that isn't available.
- 4. Search for an available copy of the item and place a hold on that record.
- 5. Edit the Request Date if necessary to ensure the patron doesn't lose their place in the queue.
- 6. Cancel the hold that is Hopeless.