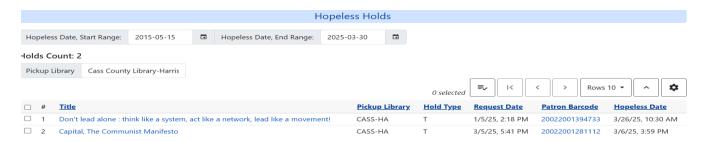# Hopeless Holds

Hopeless Holds gives staff a way to identify and resolve issues with hold requests that have become unfillable or hopeless. A hold is considered hopeless when there are no copies to fill a hold or when all copies are in an item status that has been designated as hopeless prone (e.g., missing, damaged, etc.).

Hopeless Hold Interface

The interface is accessible through: Administration > Local Administration > Hopeless Holds.

- Pickup library defaults to the workstation library; results display for selected library and descendant.

Hopeless Holds						

Hopeless Date, Start Range:	2015-05-15	📅	Hopeless Date, End Range:	2025-03-30	📅

Holds Count: 2

Pickup Library   Cass County Library-Harris

☐	#	Title	Pickup Library	Hold Type	Request Date	Patron Barcode	Hopeless Date
☐	1	Don't lead alone : think like a system, act like a network, lead like a movement!	CASS-HA	T	1/5/25, 2:18 PM	20022001394733	3/26/25, 10:30 AM
☐	2	Capital, The Communist Manifesto	CASS-HA	T	3/5/25, 5:41 PM	20022001281112	3/6/25, 3:59 PM

Hopeless hold Resolution Examples

Hopeless Holds will remain on this list and on the patron account until staff members perform a mitigating action to either cancel the hold or resolve the hopeless status. To assist with research and troubleshooting, there are multiple ways to access patron and title records from the Hopeless Holds interface including links from the grid columns and the Actions Menu.

1. Substitution
   a. Search for bibliographic records representing similar titles (different format, narrator, etc.)
   b. If another format is available, notify the patron to suggest the substitution.
   c. Take appropriate action to cancel the current hold and potentially place a new hold.
2. Item / Copy Hold
   a. Search for another item representing same title/format/content.
   b. Place a new item/copy hold and cancel the previous hold OR
   c. Place a new hold at the Title or Metarecord level and cancel the previous hold.
3. Title Level Hold – No copies
   a. Search for another bibliographic record with same title/format/content.
   b. If **Title** is not populated in the Hopeless Holds results, the original bibliographic record with the hold attached has probably been deleted. Open the patron record to find the existing hold to link to the deleted record to find the title.
   c. If another bibliographic record is found, use the **Mark For** menu to mark the new record for **Title Hold Transfer.**
   d. Return to the **Hopeless Hold** action menu to **Transfer to Marked Title.**
   e. The previous hold does not need to be canceled in this situation.
4. New Copy is Purchased
   a. Add a new item to the existing bibliographic record.
   b. Retarget the Hold. This can be done in the Hopeless Holds interface, the patron record or the bibliographic record.