



# Cancelling and Reactivating Holds

If you check in an item with a hold queue but it should not fill the next hold (for example, if the item is damaged and needs to return to the owning library), follow these steps. First, click “No” on the pop-up that asks if you want to hold the item. This will cancel the hold request. Select “Yes” on the next pop-up screen to reactivate it, so the patron gets the next available item.

## Examples

### *Polaris Leap*

#### Fill hold request

A sorceress comes to call  
Barcode: 36202000040196

satisfies a hold request for:  
Mannerson, Man  
Barcode: 26202000000531  
Phone:  
Notification option: Email Address  
Exclude from hold notices: No

Do you want to hold the item?  
(Click Cancel to stop the check-in/check-out process.)

#### Reactivate hold

Do you want to reactivate the hold request for this patron?

Name: Mannerson, Man  
Barcode: 26202000000531



*Polaris Original*

**Polaris - Fill Hold** [X]

?

The sacred harp : a tradition and its music  
Barcode: 30183010950937

satisfies a hold request for:  
[REDACTED]

Do you want to hold the item?  
(Click Cancel to stop the check-in/check-out process.)

Yes No Cancel Help

**Polaris - Reactivate Hold** [X]

?

Do you want to reactivate the hold request for this patron?

Name: [REDACTED]  
Barcode: [REDACTED]

Yes No Help