

# Requests and Holds

This section explains how to place a request on an item for a borrower and how to handle a request when checking in an item.



## Printable Quick Guide: Requests and Holds

## Introduction

If a borrower wants an item that is currently checked out, then you can place a request on it for them using Horizon. If a lot of borrowers want the same item then Horizon will keep track of who's turn it is next. When the current borrower returns the item, check it in, and Horizon will tell you who it is on hold for next or where to send it:

×

Item on Hold

This requestor will be notified by email.

Requestor : Perrin, Reginald Iolanthe

Phone : 811-8055

Title : Between the lines.

Comment :

Pickup at : Holyrood (AHD)

Expires : 12/20/18

☐ Print Label

☐ Print Hold Slip

OK

CANCEL

There is no fee for placing a request. You can place a request on a borrower's behalf or the borrower can place a request online themselves.

Horizon is helpful and flexible when handling requests and holds. For example, it will warn you if you try to check out an item that is being held for another borrower and will let you renew or cancel their request as appropriate.

# Placing a Request

## From the Checkout Window

The best way to place a request for a borrower is to begin at the checkout window.

*Why?* Because you will be able to immediately verify if the borrower has any current blocks that might stop them from placing requests or checking out items.

To place a request:

- **[F4]** search for the borrower or scan their card

Borrower	Partridge, Alan Gordon (a - Adult (18+))
Item or Borrower Barcode	<input type="text"/>
le	IType



- **[F2]** search for the item

Search

Indexes: Command mode >>

- Title Browse
- Title Keyword
- Author Browse
- Authors & Performers Keyword
- Subject Browse
- Subject Keyword
- Barcode

Selected index contains:  
[Alphabetical list of titles](#)

Search for:

OK Cancel Prev. Search Example Restrict Entry Aid

- Select the title they want and click Show Detail or press **[Enter]**

Women ...	[sound recording (music CD)] /	Del Leppard (Musical group)	p198 /
The women.	[videorecording (DVD)]		p199 /
The women	[sound recording (CD)] /	Hannah, Kristin	p2024
<b>The women.</b>		<b>Hannah, Kristin</b>	<b>c2024</b>
The women.	[online electronic book]	Hannah, Kristin	c2024
The women.	[online electronic audiobook]	Hannah, Kristin	p2024
The women.	[large print]	Hannah, Kristin	c2024
Women afraid to eat : breaking free in today's weight-obsessed		Berg, Francie M.	c2001

Your Search:

Show Detail Cancel

- **[F5]** or select from top menu **Request > Make Request**

Request Home Service Tools Window Help

Make Request F5

Make Group Member Request Shift+F5

View Title Request List Ctrl+F5

View Title Booking List

XPRESS 7 day loan Checked In

HIC HAN

Author [Hannah, Kristin](#)

Title The women.

Publ. Info c2024.

Summary Women can be heroes. When twenty-sheltered by her conservative par different choice for her life. When sent to Vietnam to fight, Frankie i America.

Subjects [Vietnam War, 1961-1975 -- Fiction.](#)  
[Nurses -- Fiction.](#)  
[Young women -- Fiction.](#)  
[Historical fiction.](#)  
[Psychological fiction.](#)

ISBN 9781250178633

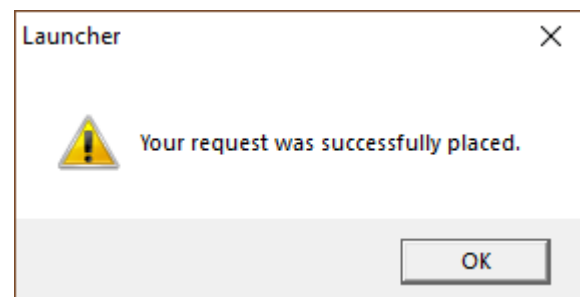
Bib No. 895198

- the Hold Request Window will open

The women.  
by Hannah, Kristin.  
Borrower Partridge, Alan Gordon Barcode 232960026262  
Item Barcode ☐ This Copy Only  
Select pickup location Holyrood (AHD) ▼  
Comment:  
  
Send notification of Hold by: e-mail  
fernando@abba.se  
Request effective until: 4/28/2026  
If contact information displayed above is incorrect, please contact the library.  
Request Charge: \$0.00



- confirm details and click on **Request** to place the request



The comments box in the request window is generally not used but can be useful if, for example, the borrower has an alternative temporary contact number.

If you notice that the borrower's contact details are not correct, then go into their record and update them.

## From the Search Window

This way is quicker if the borrower has no blocks on their account.

To place a request:

- **[F2]** search for the item
- select title they want
- **[F5]** or select from top menu **Request > Make Request**
  - the borrower search window will open ➡
- scan their card, or search by name and choose
  - the Hold Request window will open
- confirm details and click on **Request** to place the request

Search - Borrowers

Indexes:

- Borrower Barcode
- Borrower Last Name Alphabetical
- Borrower Second ID

Selected index contains:  
Borrower Barcodes

Search for:

OK Cancel Prev. Search Example Entry Aid

## Placing a Copy-Specific Request

If a borrower is looking for a particular edition of an item and there are multiple copies in the bibliographic record, then you will need to place a copy-specific request:

Between the lines.

by Gilbert, Yvonne./Picoult, Jodi, 1966-/Fischer, Scott M./Leer,

Borrower Partridge, Alan Gordon Barcode 23296003349203

Item Barcode 33296020364050 ☒ This Copy Only

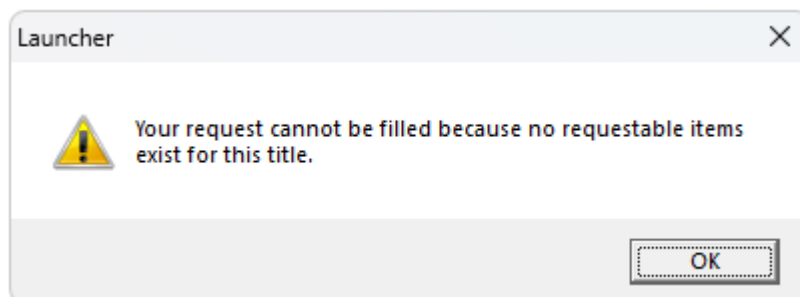
Select pickup location Holyrood (AHD) ▼

This is useful if the borrower only wants the latest edition of an item.

### *Why can't this request be placed?*

Sometimes a request cannot be placed because the borrower is blocked from borrowing or already has a maximum of 50 current requests. In such situations, Horizon will provide a clear explanation.

But sometimes when you try to place a request for a borrower, this cryptic pop-up message appears:



This is Horizon's way of telling you that the items are not available for system wide holds.

Some requests can only be placed for items at the borrower's home library (ex. Playaway Launchpads, Board Games, etc.).

## Placing a request for another library

If another library in our system makes an inter-library loan request for an item that is currently in use, then you can place a request for that library. Horizon will remind you about the request when the item is checked in.

To open the borrower record for another library:

- go to the checkout window
- type its 3-letter code directly into the barcode field
- click on **OK** or press **[Enter]**

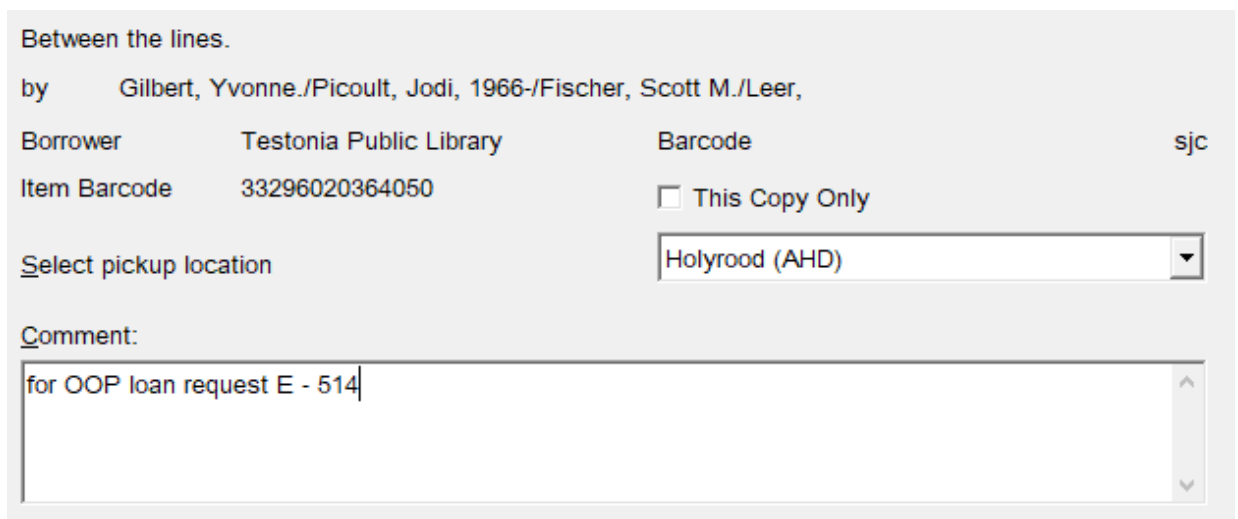


Borrower    Labrador South Public Library (lis - Library In)

Item or Borrower Barcode    nlp

Note that all requests made by local borrowers will be honoured before a request made by another library, even if the other library's request was submitted first.

If an out-of-province library requests an item currently in use, then place a request on the item using your own library's account and place a comment to let staff know:



Between the lines.

by    Gilbert, Yvonne./Picoult, Jodi, 1966-/Fischer, Scott M./Leer,

Borrower    Testonia Public Library    Barcode    sjc

Item Barcode    33296020364050    ☐ This Copy Only

Select pickup location    Holyrood (AHD) ▼

Comment:

for OOP loan request E - 514

# Checking in an Item with a Request

If an item has been requested, then Horizon will let you know when you check it in. A message will appear, telling you which borrower the item is being placed on hold for, how they will be told and when to

×

Item on Hold

This requestor will be notified by email.

Requestor : [Pugh, Gladys Mary](#)

Phone : [811-8055](#)

Title : [The long earth.](#)

Comment :

Pickup at : [Holyrood \(AHD\)](#)

Expires : [12/21/18](#)

☐ Print Label

☐ Print Hold Slip

OK

CANCEL

HOLD		
NAME : _____		
PHONE : _____		
EXPIRE: _____		
EMAIL	VOICE MAIL	
CONTACTED PERSON	MESSAGE	
DATE/TIME		
		_____
		_____
		_____
		_____
		_____
		_____

Always complete a Hold Slip for the item before closing the message.

Our system is not set up to print a [Hold Slip](#) so you will need to complete one by hand and attach it to the item before placing it on the holds shelf. When the hold slip has been completed, click on **OK** to dismiss the message.

The borrower needs to be told about the hold. The method of contact is based on the borrower's registration information. See the section [Editing a Borrower Record](#) for more information about



how to change that.

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## Notification by Email

Horizon will automatically email the borrower about the hold when circulation notices are next run. See the section [Reports](#) for more information about running notices.

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## Notification by Phone

If the borrower is to be notified by phone, then you will need to call them.

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## Notification by Mail

If the borrower is to be contacted by mail, then Horizon will generate a notification letter when circulation notices are next run.

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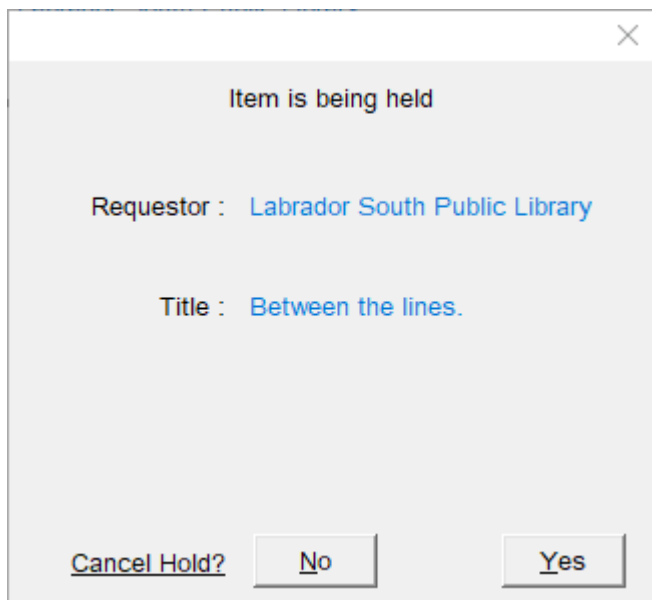
## Transit Request

Horizon will tell you which library to send the item to. Follow your library's local procedure for fulfilling transit requests and also see the section [Inter-Library Loans](#) for more information.

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# Cancelling a Hold

Sometimes a borrower no longer needs an item that is being held for them. The quickest and simplest way to cancel a hold is to check in the item. This message will appear:

A screenshot of a dialog box with a close button (X) in the top right corner. The text inside the dialog box reads: "Item is being held", "Requestor : Labrador South Public Library", and "Title : Between the lines.". At the bottom, there is a link "Cancel Hold?" and two buttons labeled "No" and "Yes".

Item is being held

Requestor : Labrador South Public Library

Title : Between the lines.

[Cancel Hold?](#)

Click on **Yes** to cancel the hold.

Another message will appear claiming that the borrower will be notified when notices are sent. However Horizon does not generate a notice. Instead Horizon places a 'Hold Cancelled' block on the borrower's account, which will display when their card is next scanned.

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## Expired Holds


By default items are held for 7 days, after which they should be checked in again. If another borrower has a request, then Horizon will tell you to hold it for them.

You can view the list of expired holds by going into Circulation Reports and selecting from top menu **Request > Expired/Canceled**. See the section [Reports](#) for more details.

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## Viewing a Borrower's Holds

Search for the borrower or scan their card. If any items are being held for them then the blocks window will appear:

Borrower	Partridge, Alan Gordon	Amt. Due	0.00
Overdues	0	Overdue Accrued Amt.	0.00
	Block Type	Amount	Date
	1. Message to Borrower	left driving gloves at library	08/09/18
	2. Hold Notification - Mail FIC PIC	Between the lines.	12/14/18

## Viewing a Borrower's Requests

- **[F4]** search for the borrower or scan their card
- select from top menu **Borrower > Requests**

The Borrower Request List window will appear:

Name	Partridge, Alan Gordon		Barcode	23296003349203	
	Status	Suspended until	Comment/Req	Exp/Hld Exp	Requested
	1. The golden compass.				01/07/19
	Request		07/10/20	bib	
	2. Scars.				01/07/19
	Hold Shelf		01/15/19	bib	
	3. Steampunk II : steampunk				01/07/19
	Request		07/10/20	bib	

The window shows all of the borrower's active requests and all items being held for them.

## Editing a Request or Hold

A request or hold can be edited by selecting the item in the Borrower Request List window and then clicking on **Edit**. Multiple items can be selected. A request can also be deleted by clicking on **Delete**.

For example, suppose that a borrower is going on vacation. They want to stay in the request queue but don't need the item until after they return. You can suspend the request until their return date. If the item becomes available in the meantime, then other borrowers' requests will

be fulfilled.

The screenshot shows a dialog box titled "Edit: Request". It contains the following fields and values:

- Title: [Between the lines.](#)
- Request Status: [Request](#)
- Request Date: 12/14/2018
- Borrower#: 195231
- \* Pickup Location:  [Holyrood \(AHD\)](#)
- Request Expire:
- Hold Expire:
- Suspend Until:
- Comment:
- ILL Request Num:

Buttons at the bottom: Save, Cancel. A "Codes" button is also present next to the Pickup Location field.

When an item is already being held, the request cannot be suspended, however the Hold Expire date can be changed:

The screenshot shows a dialog box titled "Edit: Request". It contains the following fields and values:

- Title: [Scars.](#)
- Request Status: [Hold Shelf](#)
- Request Date: 01/07/2019
- Borrower#: 195231
- \* Pickup Location:  [Holyrood \(AHD\)](#)
- Request Expire:
- Hold Expire:
- Suspend Until:
- Comment:
- ILL Request Num:

Buttons at the bottom: Save, Cancel.

# Viewing the Request List for a Title

The Request List for a title shows all requests on that title across the province, in the order in which they were placed:

Title <a href="#">Between the lines.</a>								
	Request Level		Queue	Pickup	Status	Req Date	Req Exp	
	1. Partridge, Alan Gordon item	33296020364050	1	ahd	Request	12/14/18	06/16/20	
	2. Labrador South Public bib		2	ahd	Request	12/14/18	06/16/20	
	3. Pugh, Gladys Mary bib		3	ahd	Request	12/14/18	06/16/20	

There are several ways that you can view a title's Request List:

## *From Checkout*

- **[F4]** search for the borrower or scan their card
- select from top menu **Borrower > Requests**
- select the title from the list of requests
- click on **Item Queue**

## *From Checkin*

- checkin the item
- select from top menu **Item > Requests**

## *From Item Search*

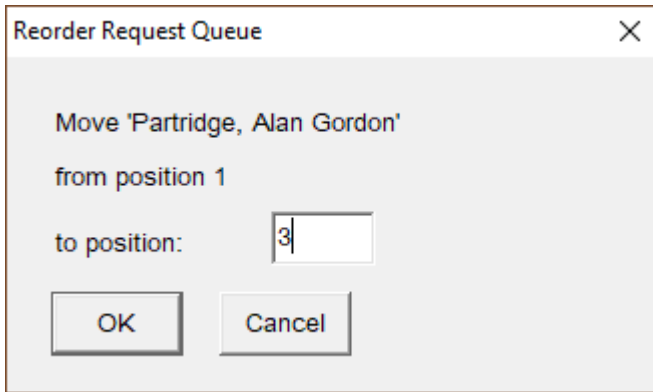
- **[F2]** search for the title and select it:
- select from top menu **Request > View Title Request List**

# Reordering the Request Queue

Viewing the Request List allows you to judge the demand for an item. From here you can also reorder the request queue. To do so:

- highlight the borrower whose position you wish to change

- click on **Reorder Queue** and enter a new position number:



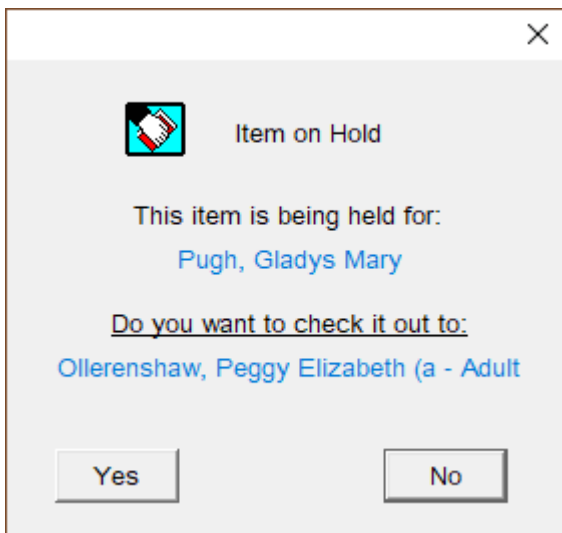
A dialog box titled "Reorder Request Queue" with a close button (X) in the top right corner. The text inside reads: "Move 'Partridge, Alan Gordon'" followed by "from position 1" and "to position:" followed by a text input field containing the number "3". At the bottom are two buttons: "OK" and "Cancel".

**Please use extreme caution.** Many borrowers track their requests and could be upset if they are moved down in the queue.

## Checking out an Item on Hold for Another Borrower

We shouldn't check out an item that's being held for another borrower, but sometimes a borrower might ask a family member or friend to collect an item for them.

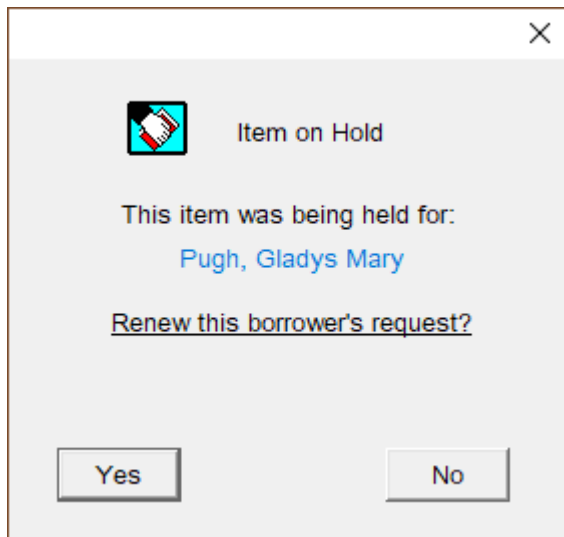
If an item is on hold for one borrower and you try to check it out to another borrower, then Horizon will warn you about the current hold before asking you if you want to go ahead with the checkout:



A dialog box titled "Item on Hold" with a close button (X) in the top right corner. It features an icon of a book with a red ribbon. The text inside reads: "This item is being held for:" followed by "Pugh, Gladys Mary" in blue. Below that is the text "Do you want to check it out to:" followed by "Ollerenshaw, Peggy Elizabeth (a - Adult)" in blue. At the bottom are two buttons: "Yes" and "No".

Click on **Yes**.

Another window will ask if you want to renew the borrower's request:

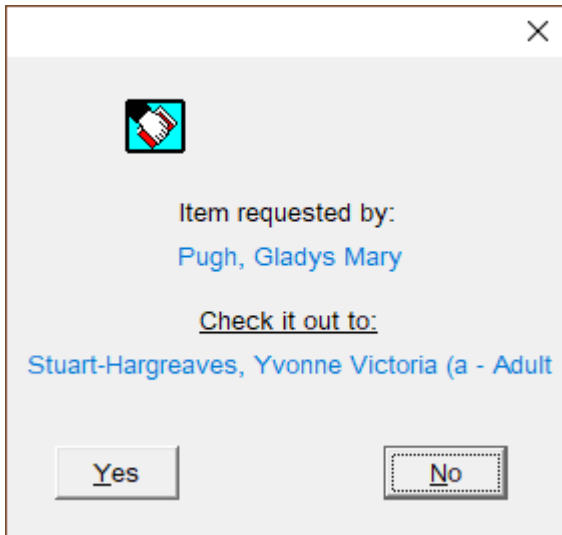


If the item is being picked up on behalf of the borrower then click on **No**.

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## Checking out an Item Requested by Another Borrower

Sometimes a borrower brings an item to the checkout that's been requested by another borrower but hasn't yet been placed on the hold's shelf. Horizon will warn you that the other borrower has requested the item:



You should go ahead with the checkout by clicking on **Yes**.

This doesn't happen often and is not a problem. The request for the other borrower will be activated when the item is returned and checked in.

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Revision #49

Created Fri, Mar 8, 2019 1:19 PM by [Tammy](#)

Updated Fri, Oct 25, 2024 5:36 PM by [Kyran Dennison](#)