



## Traverse des Sioux Library System

1400 Madison Ave., Suite 622  
Mankato, MN 56001-5488

PHONE: 507-625-6169  
Toll-Free: 800-450-6169  
FAX: 507-625-4049  
[tdslib.org](http://tdslib.org)

4/7/2011jd  
Rev. 4/19/2011

# HOLDS: Changing Pickup Location

*Occasionally a patron will select the wrong pickup location or change their minds after an item is already intransit or received at a pickup location.*

### **If you are staff at the NEW (the intended) pickup location:**

- Use the *Modify Item Hold* wizard to change the pickup location to your site (which will also reset the 10 day hold shelf counter).
- If the item was already received at the original pickup location, you'll need to call the library and ask them to remove the item from the Hold shelf. Remind them to discharge the item to trigger the intransit to your site.
- Contact the patron to notify them that the item is currently intransit from the original pickup location, to ignore any pickup notice from the original pickup site, and to inform them that they will be notified when it arrives at your library.

### **What not to do**

- Do not remove or replace the hold on the item

### **If you are staff at the ORIGINAL (unintended) pickup location:**

*When an item is received, you may be aware that the patron intended it to be picked up at a different library and selected your library in error.*

- Contact the patron to confirm desired pickup location.
- Use the *Modify Item Hold* wizard to change the pickup location to the intended pickup location (which will also reset the 10 day hold shelf counter).
- Discharge the item to trigger the intransit to the intended pickup location.
- Call the library to notify them of the pickup location change, and that the item is currently intransit for pickup by their patron.

### **What not to do**

- Do not remove or replace the hold on the item