



## Reactivating Holds in Leap

You can reactivate Cancelled, Expired, and Not-supplied hold requests to permit items to fill them. When you reactivate a hold request, the request immediately becomes active with a new expiration date, and items can be trapped for it. The reactivated request's will go back into the queue in the same position as when the hold was cancelled.

Some examples of when a hold may be reactivated include:

- The patron cancels their hold, but decides they would like the title after all
- A patron's hold is accidentally cancelled by staff and needs to be re-placed
- A patron's hold has not been filled in the allotted time period and expires

As a reminder, cancelled holds will remain on a patron's account for 14 days. During this time, the hold may be reactivated. Once the 14 day period is up, the hold will disappear. If the patron changes their mind about the cancelled hold after 14 days, staff will need to place a new hold.

### HOW TO REACTIVATE HOLDS

Holds can be reactivated from the patron's record, from the hold request record, or from the Request Manager.

To reactivate a hold from the patron's record:

1. Open the patron's record.
2. Navigate to their **Holds/Held** tab.
3. Select the checkbox next to the desired hold.
4. Click **Reactivate**.
5. The hold's status will change to Active or Pending.

**EXAMPLE PATRON** ⓘ

EXAMPLE123  
WNK BLOCKS NOTES

REGISTRATION ACTIONS ↕ ↻ CLOSE

Check Out (0) Out (4) / Overdue (1) Account (\$0.00) Claims (0) / Lost (0) **Holds (1) / Held (0)** ILL (0) / Held (0) More ▾

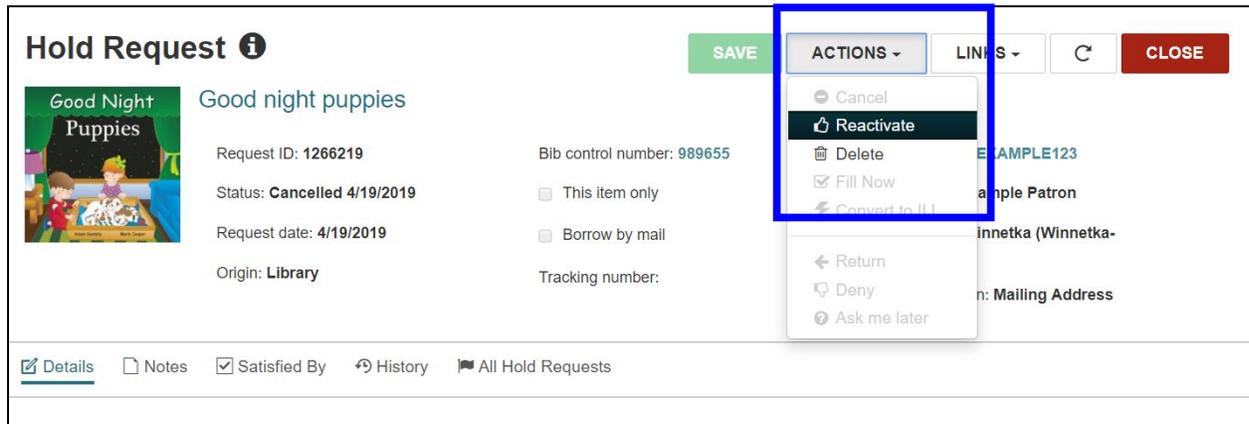
New Hold Cancel Reactivate Delete Fill Now Convert To ILL More ▾ Filter Holds

<input checked="" type="checkbox"/>	AUTHOR ▾	TITLE	FORMAT	CALL NUMBER	ACTIVATION DATE	STATUS	PICKUP BRANCH	QUEUE	HOLD UNTIL	GROUP
<input checked="" type="checkbox"/>	Gamble, Adam, author.	Good night puppies	Book		4/19/2019	Cancelled	Winnetka (Winnetka-Northfield PLD)			



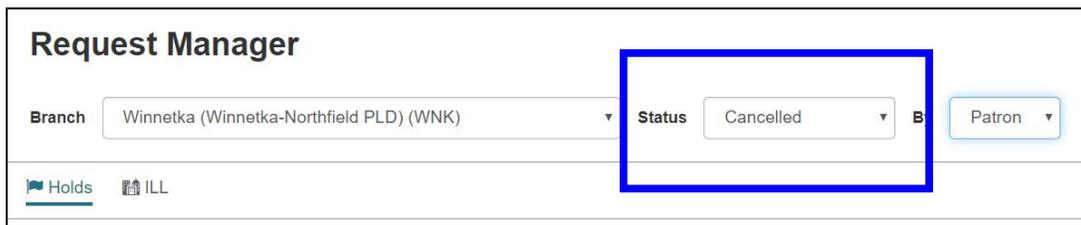
To reactivate a hold from the hold request record:

1. Locate and open the hold request record.
2. Click the **Actions** drop-down menu.
3. Click **Reactivate**.
4. The hold's status will change to Active or Pending.



To reactivate a hold from the Request Manager:

1. Select the **Utilities** menu and select **Request Manager**.
2. In the Request Manager, change the **Status** to Cancelled (or Expired, depending on the current status of the hold).



3. Locate the hold in the list of cancelled holds. You may need to use the Filter box.
4. Select the checkbox next to the desired hold.
5. Click **Reactivate**.
6. The hold's status will change to Active or Pending.

