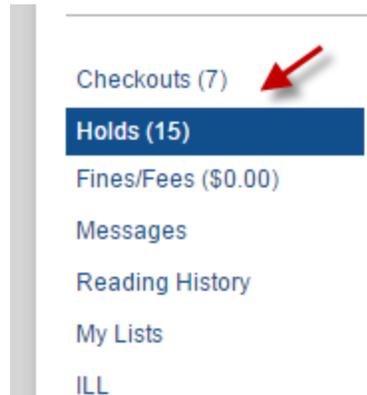


Cancelling Holds in Encore

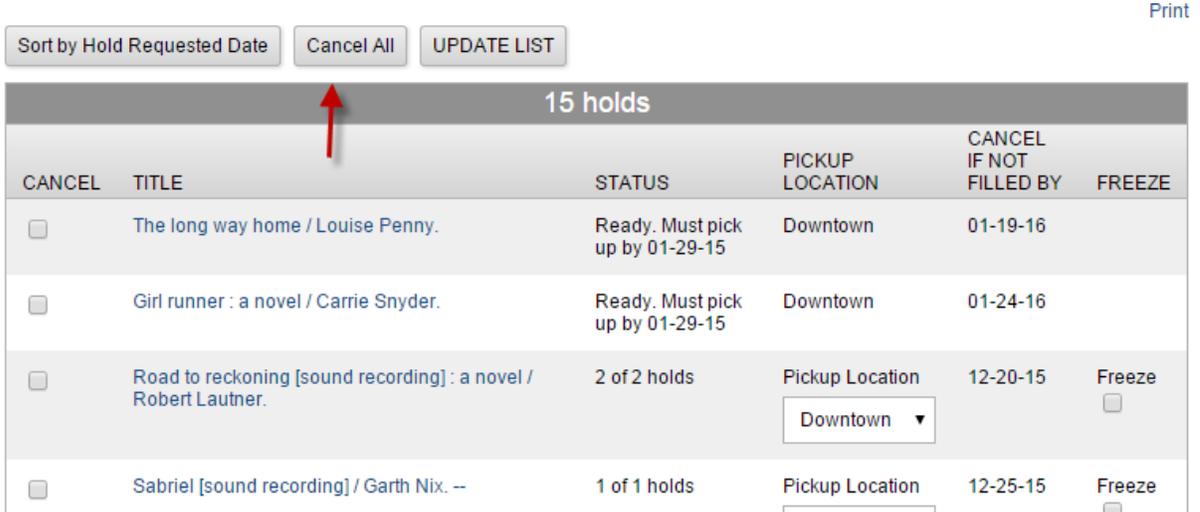
Login using the Login button at the top right.
Go to your account by clicking on your name on the top right.

Choose Holds from the menu on the left side.



The number beside the word Holds indicates how many holds you have at present.

If you want to cancel all of your holds, you would click on the Cancel All button along the top of the screen.



Print

Sort by Hold Requested Date Cancel All UPDATE LIST

15 holds

CANCEL	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
<input type="checkbox"/>	The long way home / Louise Penny.	Ready. Must pick up by 01-29-15	Downtown	01-19-16	
<input type="checkbox"/>	Girl runner : a novel / Carrie Snyder.	Ready. Must pick up by 01-29-15	Downtown	01-24-16	
<input type="checkbox"/>	Road to reckoning [sound recording] : a novel / Robert Lautner.	2 of 2 holds	Pickup Location Downtown	12-20-15	Freeze <input type="checkbox"/>
<input type="checkbox"/>	Sabriel [sound recording] / Garth Nix. --	1 of 1 holds	Pickup Location	12-25-15	Freeze <input type="checkbox"/>

Otherwise, if you just want to cancel one or a few of your holds, you would click on the box beside the title in the left hand column under the word CANCEL.

One you have marked all the titles that you wish to cancel, then you would click on UPDATE LIST. Note that you can cancel a hold even after it is waiting for you on the Hold Shelf, as in the top example here.

Sort by Hold Requested Date Cancel All UPDATE LIST

15 holds					
CANCEL	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
<input checked="" type="checkbox"/>	The long way home / Louise Penny.	Ready. Must pick up by 01-29-15	Downtown	01-19-16	
<input type="checkbox"/>	Girl runner : a novel / Carrie Snyder.	Ready. Must pick up by 01-29-15	Downtown	01-24-16	
<input type="checkbox"/>	Road to reckoning [sound recording] : a novel / Robert Lautner.	2 of 2 holds	Pickup Location Downtown ▼	12-20-15	Freeze <input type="checkbox"/>
<input type="checkbox"/>	Sabriel [sound recording] / Garth Nix. --	1 of 1 holds	Pickup Location Downtown ▼	12-25-15	Freeze <input type="checkbox"/>
<input checked="" type="checkbox"/>	The organized mind : thinking straight in the age of information overload / Daniel J. Levitin.	3 of 4 holds	Pickup Location Downtown ▼	01-19-16	Freeze <input type="checkbox"/>
<input type="checkbox"/>	Birthday Lunch	2 of 2 holds	Pickup Location Downtown ▼	01-22-16	Freeze <input type="checkbox"/>

You will then get a confirmation screen showing only the Holds that you indicated that you wanted to cancel, and you must choose YES to go ahead with the cancellation. The YES and NO options appear at both the top and the bottom of the screen.

The following hold(s) will be cancelled or updated, would you like to proceed? Print

YES NO

15 holds				
TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FREEZE
The long way home / Louise Penny.	Ready. Must pick up by 01-29-15	Downtown	01-19-16	
The organized mind : thinking straight in the age of information overload / Daniel J. Levitin.	3 of 4 holds	Downtown	01-19-16	Freeze <input type="checkbox"/>

YES NO

NOTE: If you see more titles here than the ones that you selected, do not click YES. All the HOLDS shown will be cancelled if you do. For a small number of HOLDS placed previously to our change in

system in December, we are experiencing an error that will show additional holds in this situation. Please contact the library for assistance in cancelling your holds.

Clicking on YES takes you back to the HOLD screen and you will see that the HOLD(S) you indicated that you wanted to cancel are now gone.

Cancelling Holds that are Ready for Pickup

You cancel a hold even after it is Ready on the Hold Shelf for you.

Sort by Hold Requested Date Cancel All **UPDATE LIST**

12 holds

CANCEL	TITLE	STATUS	PICKUP LOCATION	CANCEL IF NOT FILLED BY	FRE
<input type="checkbox"/>	Girl runner : a novel / Carrie Snyder.	Ready. Must pick up by 01-29-15	Downtown	01-24-16	
<input type="checkbox"/>	Road to reckoning [sound recording] : a novel / Robert Lautner.	2 of 2 holds	Pickup Location Downtown ▼	12-20-15	Free <input type="checkbox"/>

Just tick the box under the column heading Cancel and then click on UPDATE LIST.

You will be asked to confirm your action.

Staff will be notified and will pull the item from the Hold Shelf, so that the next person can get it.