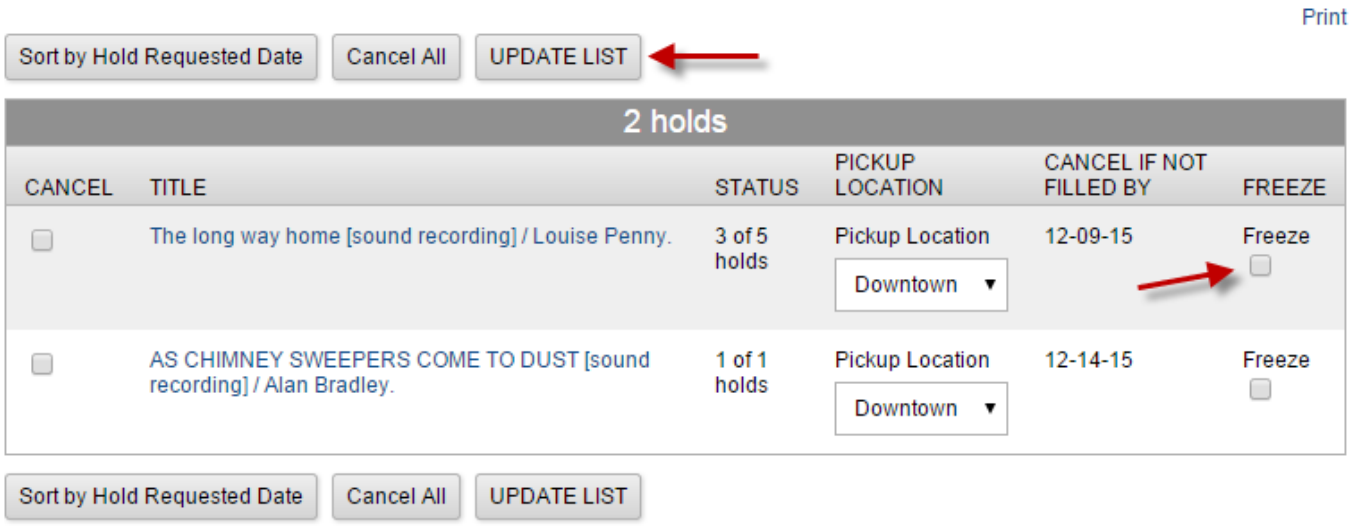
Freezing Hold in Encore

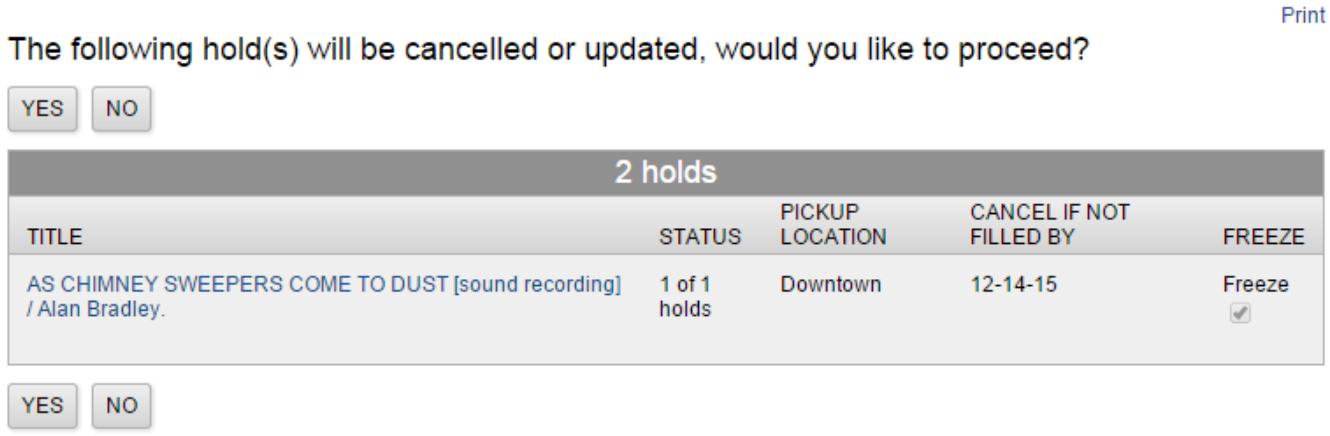
Freezing Holds cannot be done from Sierra, they can only be done from Encore.
Freezing a Hold means that the item is stopped in its tracks. If they are 3 of 5 for that hold, Freezing it means that they will not advance further in the queue, but stay at 3 of 5.
It will not offer them a predetermined date to choose for the Freeze to end. They must take the Freeze off themselves or wait 255 days for the Freeze to come off on its own.
NOTE THAT THIS WORKS DIFFERENTLY FROM OUR PREVIOUS CATALOG SYSTEM

If the patrons login on Encore, and goes to their Account by clicking on their name on the top right, they should be able to see the following screen for holds by clicking on Holds on the left column:

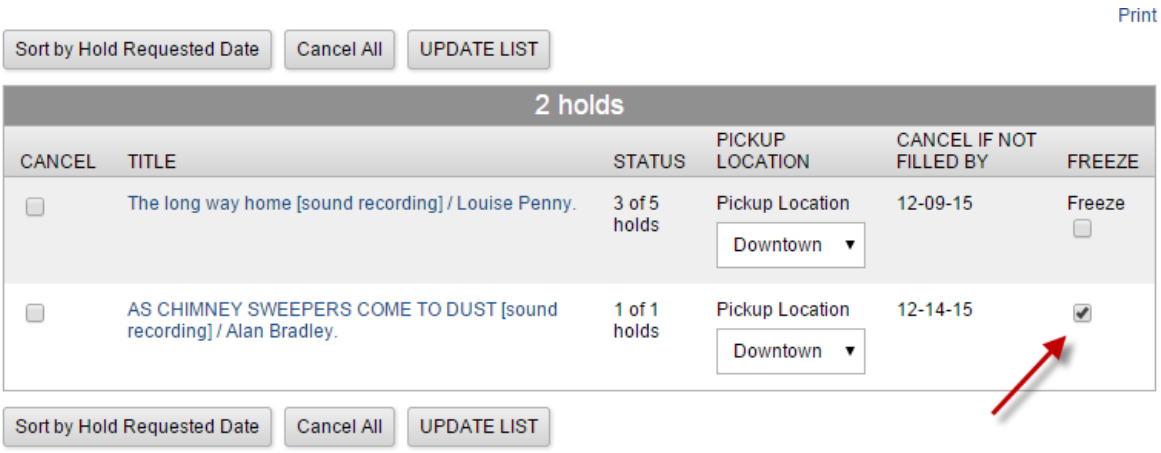


To freeze an item, click on the box where it says **Freeze**, then click on the box along the top that says **UPDATE LIST**.

They will then see the following screen:



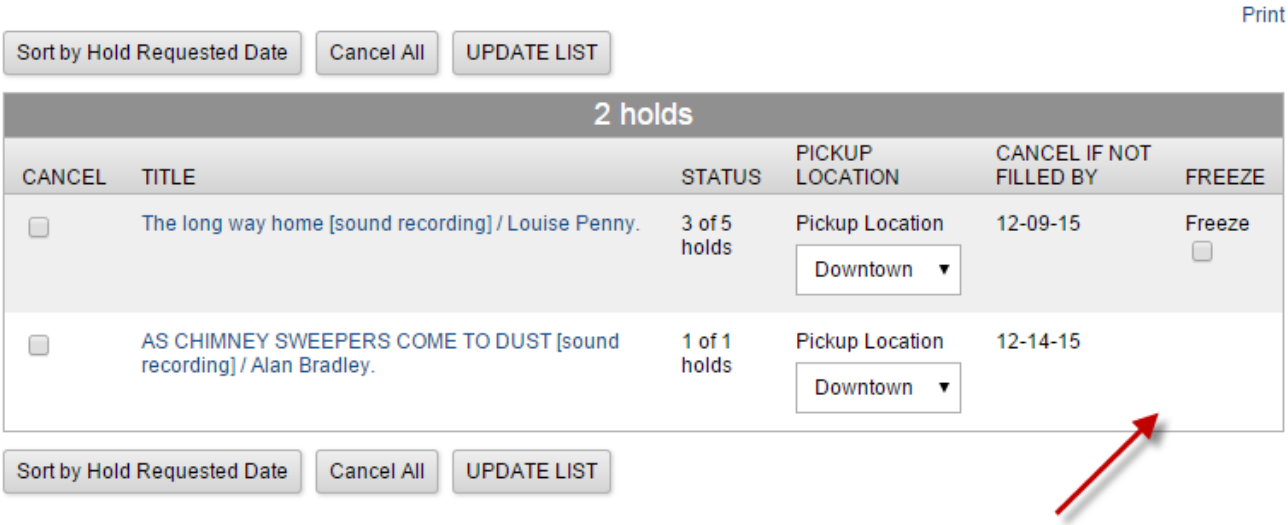
If they click on YES, then the following screen will show:



You can see that the word Freeze has disappeared, but there is a checkbox with a check in it now. This indicates that the item is frozen.

To unfreeze it, unclick the box, and click on UPDATE LIST again.

There are three reasons that the freeze button will not show:

1. If the hold has already been triggered and it is on the Hold Shelf
2. If the hold has already been sent to a pull list or is in Transit from another Branch to fill the hold.
3. The hold was placed more than 255 days ago.
4. If we have modified the hold on the staff side, and the Not Wanted Before date is in the future. Staff intervention is required to change the Not Wanted Before date.
   TO AVOID THIS, STAFF SHOULD REFRAIN FROM DOING THIS UNLESS THE PATRON IS UNABLE TO MAKE A CHANGE AND THE STAFF IS ABLE TO

That looks like this.