Change Hold Pickup Location - NEEDS TO BE EDITED

- University Libraries Owned Material
- Alma Resource Sharing/Interlibrary Loan Material
  - NOTE: The item may need to be checked in at a different library first to put it into transit, before the pickup location can be changed

If an item is placed on hold for a patron and the patron asks to pick it up at a different library or have it sent via office or home delivery, here is how you can change the pickup location. This should be done at the library where the item is currently on hold.

Changing the hold location for Resource Sharing material must be done in a different menu than University Library owned material. You will not be able to edit the hold location from the patron's account.

University Libraries Owned Material

1. Go to Fulfillment
2. Click Manage Patron Services
3. Enter the patron’s name and go to their account
4. Click the Requests tab
5. Locate the item in the list and click the ellipses (…)

6. Change Pickup At location to the appropriate library (or Personal Delivery for Office or Home Delivery)
7. Click Submit

8. Check the item in at the current hold desk
9. A pop up window will appear indicating the new pickup location
10. Place the item in the transfer bin, send via campus mail for Office Delivery, or send to the patron's home address for Home Delivery

Alma Resource Sharing/Interlibrary Loan Material

NOTE: The item may need to be checked in at a different library first to put it into transit, before the pickup location can be changed

1. Select Borrowing Requests from the search menu

2. Choose a search parameter (recommended option: Requester)

3. Type patron's name in the search bar and click the magnifying glass

4. Locate the appropriate item and click the Edit button
5. Change the **Requested Pickup Location**

6. Click **Save**

7. Check the item in at the current hold desk

8. A pop up window will appear indicating the new pickup location

9. Place the item in the transfer bin, send via campus mail for Office Delivery, or send to the patron's home address for Home Delivery