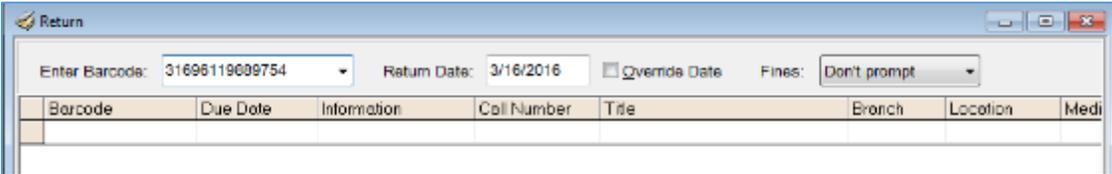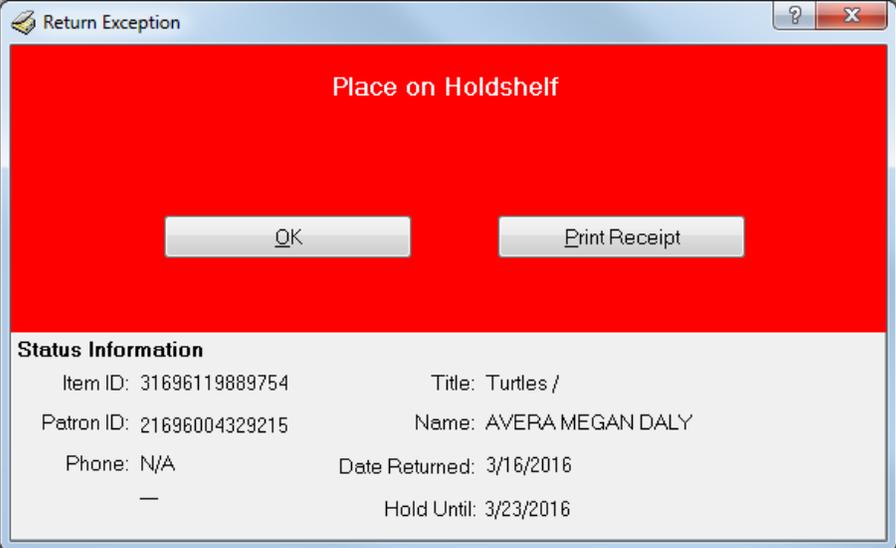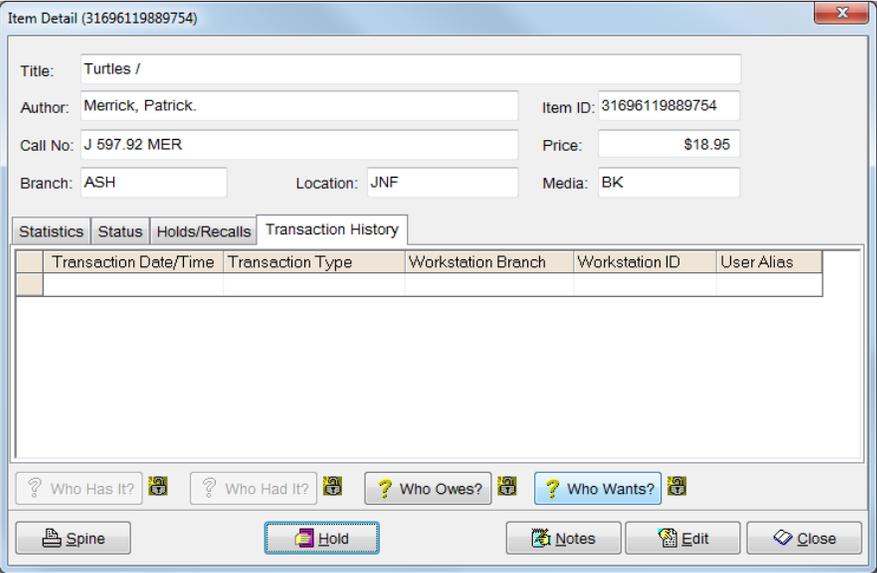# Damaged Items with Holds

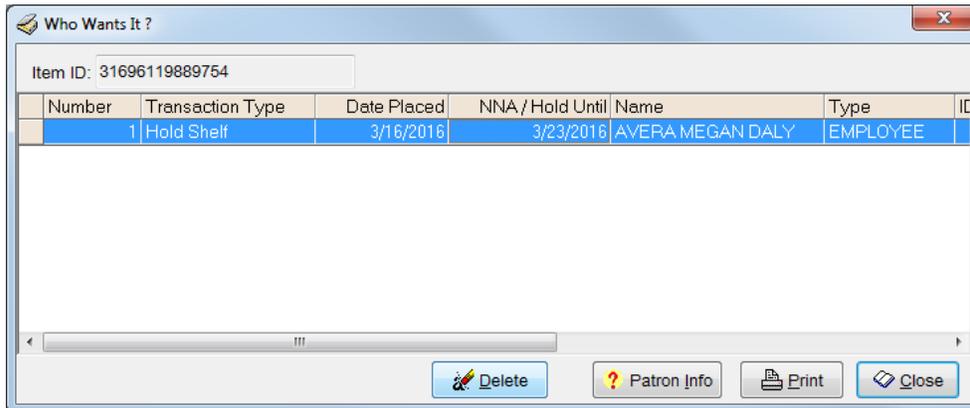- A damaged item is checked in on the **Return** screen and triggers a hold

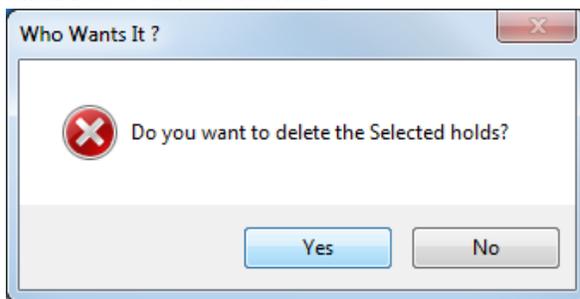- Click **OK** button to place the hold

- Double click on the item in the Return screen
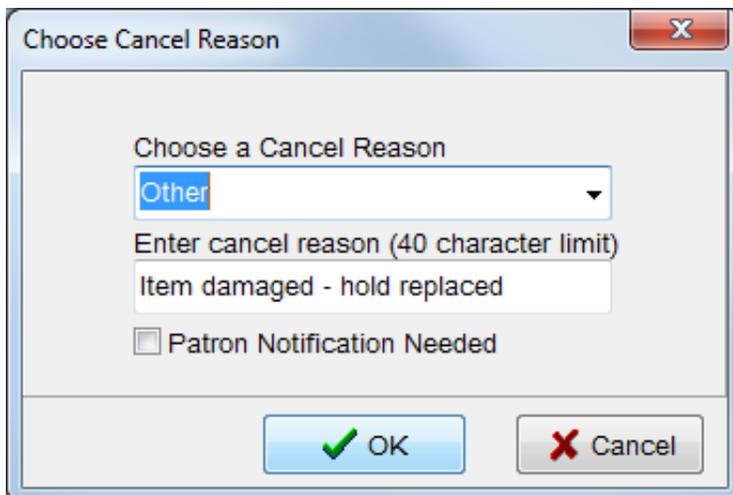 Click **Who Wants?** button

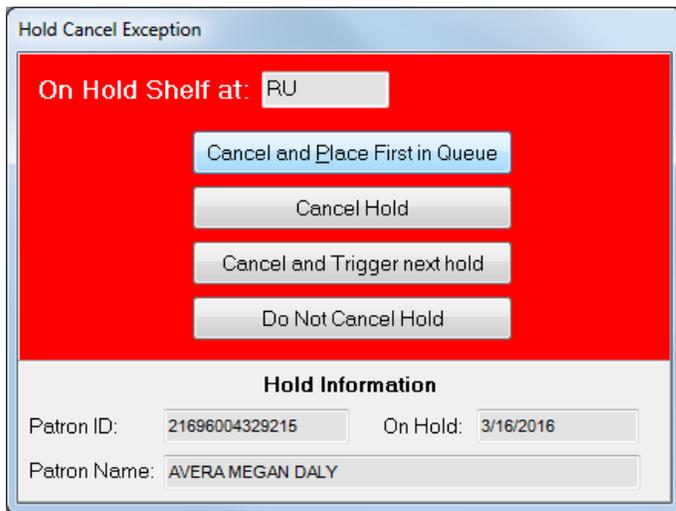- Highlight the patron name
  Click **Delete** button

- Click **Yes** to delete the hold

- Select **Other** for **Choose a Cancel Reason**
  Enter an explanation in the **Enter cancel reason** box
  Uncheck the **Patron Notification Needed** box
  Click **OK** button

- Click **Cancel and Place First in Queue** button

- Close **Who Wants It?** window

- Click **Edit** button in **Item Detail** window

- Change **Item Status** to **Damaged**
  Click **Save** button
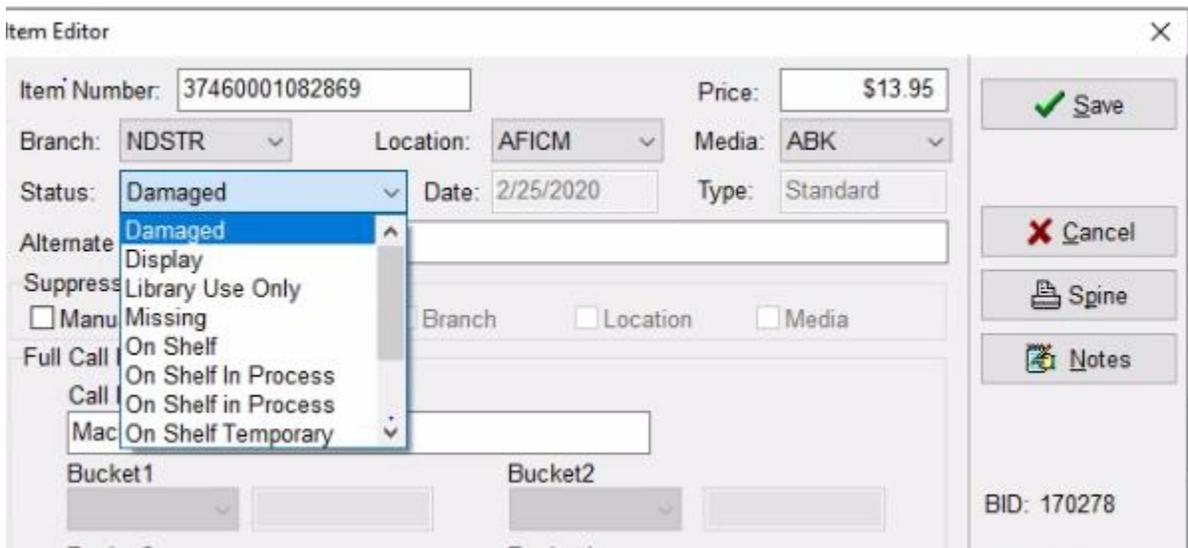
The institution hold for the original patron is replaced and the next available item in that bib record will trigger the hold

Damaged Items with In Transit Holds

- A damaged item is checked in on the **Return** screen and triggers a hold

- Click **OK** button to place the hold

- Double click on the item in the Return screen
  Click **Who Wants?** button

- Highlight the patron name
  Click **Delete** button

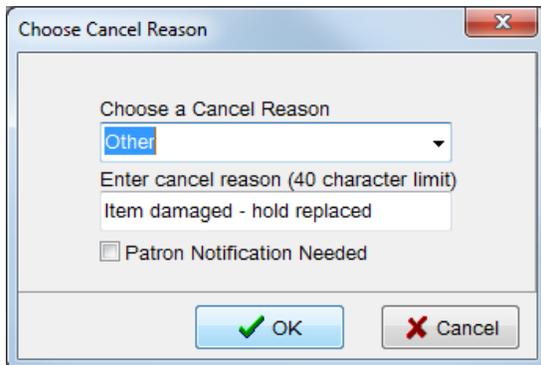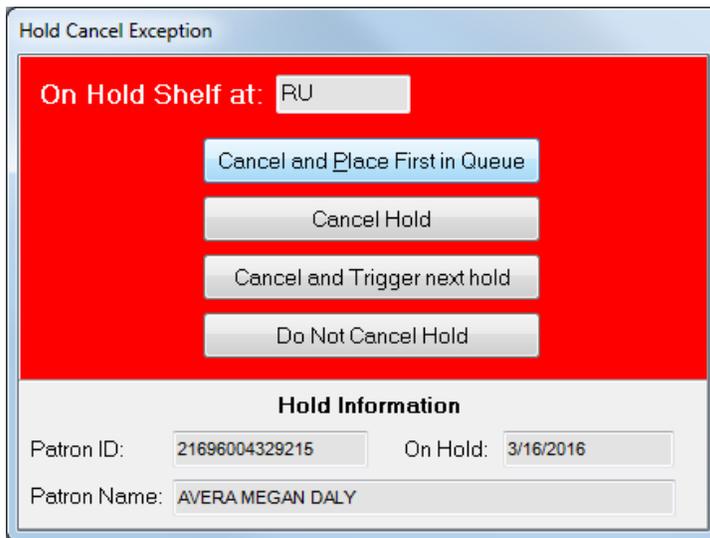
- Click **Yes** to delete the hold

- Select **Other** for **Choose a Cancel Reason**
  Enter an explanation in the **Enter cancel reason** box
  Uncheck the **Patron Notification Needed** box
  Click **OK** button

- Click **Cancel and Place First in Queue** button

- Close **Who Wants It?** window

- Click **Edit** button in **Item Detail** window

- Change **Media** to **DMG**
  Click **Save** button
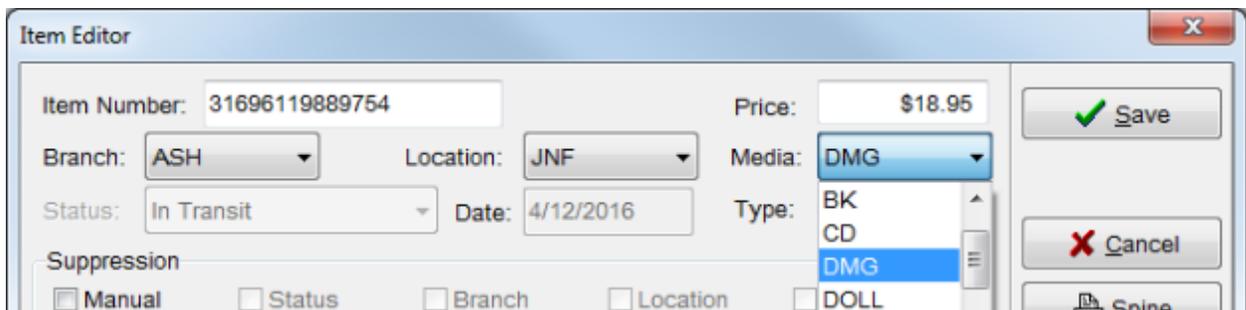
- Click **Close** button in **Item Detail** window
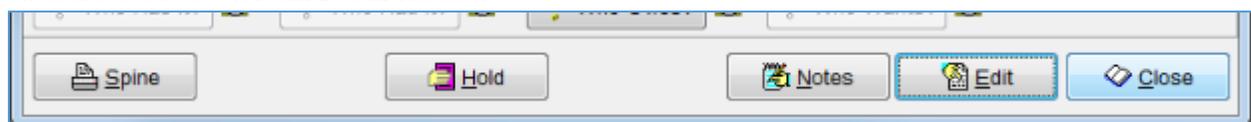
- Scan **item barcode** into **Return** screen
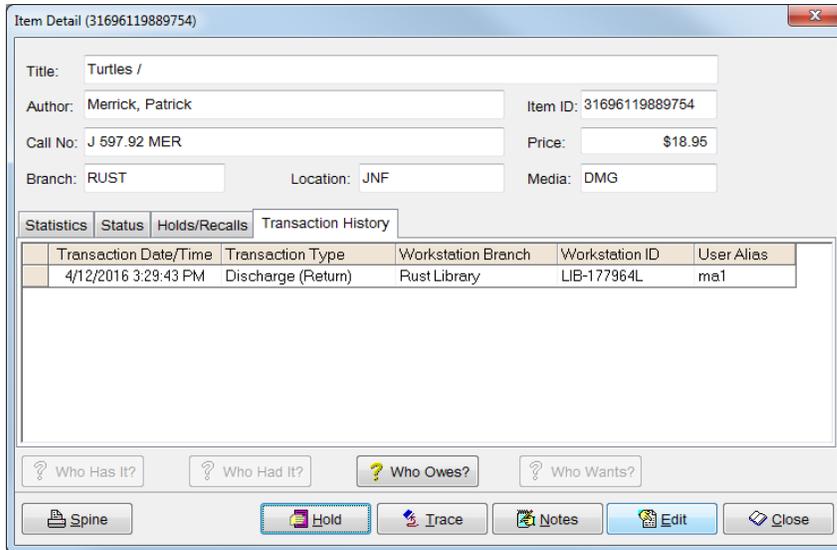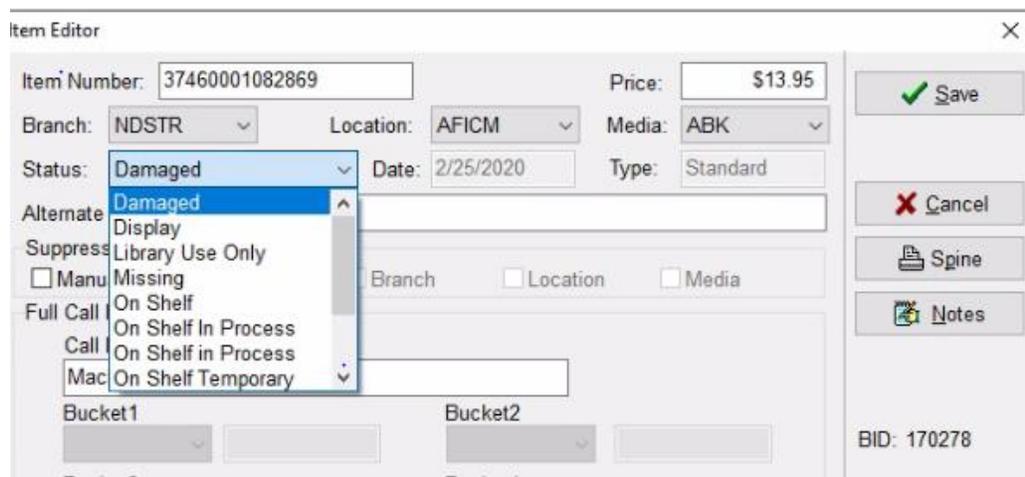 Double click on the item in the **Return** screen
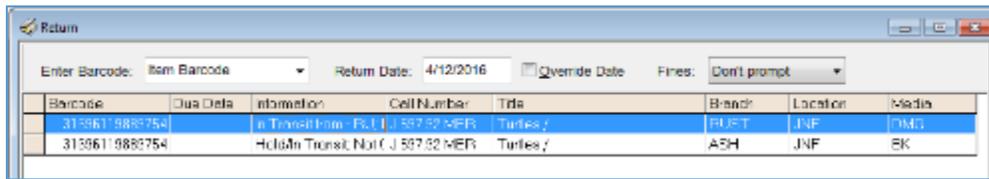
- Click **Edit** button

- Change **Item Status** to **Damaged**
  Change **Media** back to **original media code** from DMG
  Click **Save** button

The institution hold for the original patron is replaced and the next available item in that bib record will trigger the hold