**ALMA QUICK TIPS: Placing a Hold and Canceling a Hold**

1. Search for the item to be requested in the Alma dashboard. Narrowing the search to **Physical Titles** is recommended.



1. After identifying the item in discovery, click on the “•••” box in the upper right hand corner of a result. Then, select “**Request**” from the dropdown. *Note: depending on your institution’s configuration, shortcuts may exist for this action (a “Request” button on the item record, for example).*



1. On the **Create Request** screen, select “**Patron physical item request**” from the dropdown menu.



1. On the screen that follows, enter the “**Requester**” barcode number and the “**Pickup At**” location.



1. If you do not allow “on-shelf” requests but want to override that policy, you can click on **Override On**

**Shelf Request Policy** to do just that!

1. Click “**Submit”** to complete the request.

**Canceling a Hold in Alma**

There are a few ways to cancel a hold in Alma:

1. Staff with the appropriate authorization/user roles can cancel a hold by going to **Resource Request Monitoring** under the **Fulfillment** drop-down menu and selecting “**Cancel**” on the appropriate request record.



1. Staff who are limited to the Circulation Desk Operator role can navigate to the requesting user’s account under **Manage Patron Services**, go to the “**Requests**” tab, and select “**Cancel**” from the dropdown menu under the  button.



1. Lastly, patrons may cancel their own requests using Primo by going to their account information, selecting “**My Requests**” from the dropdown menu (pictured), and selecting “**Cancel**” from the list of requests.



