# Active Hold Shelf

Alma video: [Physical Item and Move Request](#)

The Active Hold Shelf allows you to view the items on hold at the circulation desk you are currently working at, and to sort these items in a variety of ways (such as by requester name or item title) for ease of locating specific holds. Additionally, the status of holds can be updated from here, such as cancelling a request or marking an item missing.

1. Go to "Fulfillment" and select "Active Hold Shelf".
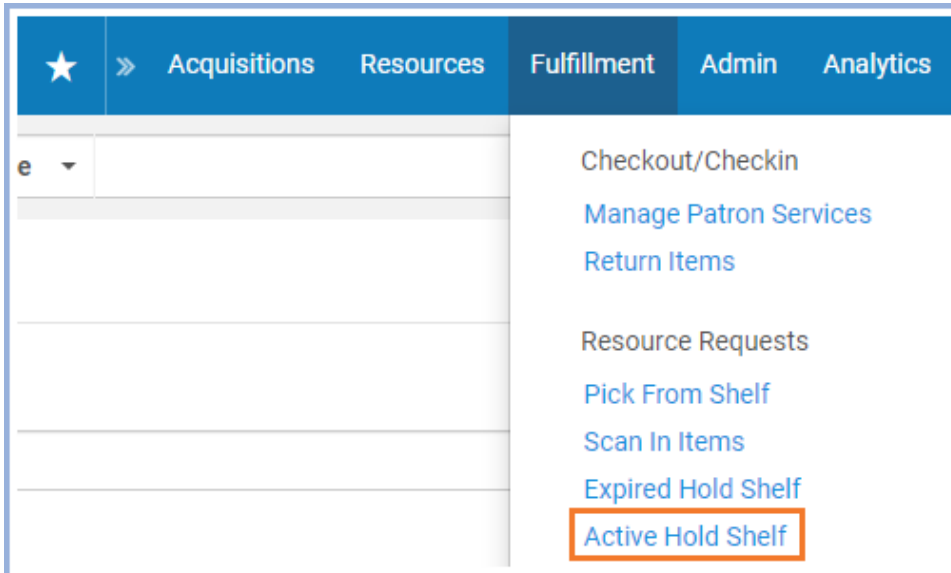
2. You can use the "Sort by" drop-down menu to sort requests on the list in different ways. The recommended setting is to sort by "Requester Name," which will sort requests alphabetically by the requester's last name. Note that within each letter, Alma will list names in all capital letters before names beginning with one capital letter (e.g., Alma's preferred order would be: STACKLES, FISH; Severus, Snape; TARGARYEN, DAENERYS). The other sort options are as follows:

   - Additional ID: The unique Request ID Alma assigns to each request, in numerical order. This is not a recommended setting at this time.
   - Booking Request Start Time: If the hold is for a booking request, the start time of the request, beginning with the earliest time
   - Call Number: Call number order. Alma will list items without call numbers first, then Dewey Decimal call numbers, and finally Library of Congress call numbers. Dewey items with a prefix will be alphabetized within the LC items (e.g. a quarto would be found here: PT405 .B448 1996, Q. 515.22 R63c2015, QC183.3 .W56 2018).
   - Hold Shelf Expiry Time: The expiration date of the hold, beginning with the earliest date
   - Hold Shelf Placement Time: The date that the item was originally placed on hold, beginning with the earliest date
   - Requester ID: Preferred Identifier in numerical order
   - Requester Preferred Name: Alphabetical by requester's last name, then preferred name, if applicable
   - Title: Alphabetical by title. Note that when a title begins with an article, such as "a" or "the," Alma will include the article in its alphabetizing rules. Additionally, titles that include a capitalized word after the article will be listed before all those that do not (e.g., Alma's preferred order would be: The Battle of Versailles, The Cambridge Companion to Literature, The accidental librarian).
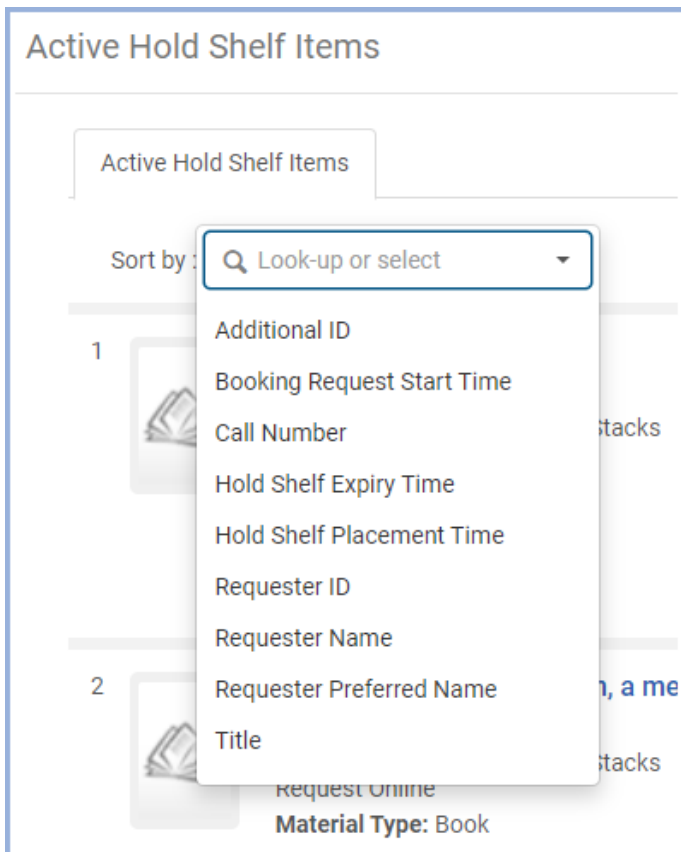
3. Request Operators in the upper right corner of each entry on the list can be used to cancel the request or update the expiry date on the request. Click the "..." button to get the additional options to mark the item as missing or view the audit trail for the item.
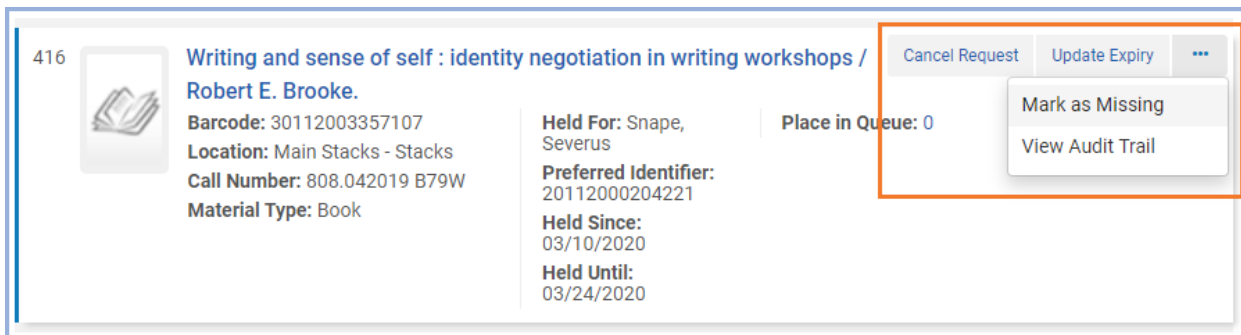
4. If the item has not been checked out before it expires off the hold shelf, it is then added to the Expired Hold Shelf. Note that until the item has been processed from the Expired Hold Shelf, it will continue to display on the Active Hold Shelf and can still be checked out to the patron.