

cancelling requests (holds) you have placed on SOLO

There are times when you may need to cancel a hold you have placed on a book/film on SOLO, either because:

- you have found the item elsewhere in the meantime
- you no longer need to borrow it
- you have passed your deadline

If you find that you no longer need to borrow a book/film you have reserved on SOLO it is important that you cancel the hold (reservation) you have placed. By cancelling the hold you can ensure that the book does not unnecessarily get put by for you for 3 days when another reader might need it urgently and that it automatically reverts to the next person in the queue if the book is in high demand (which could be you!)

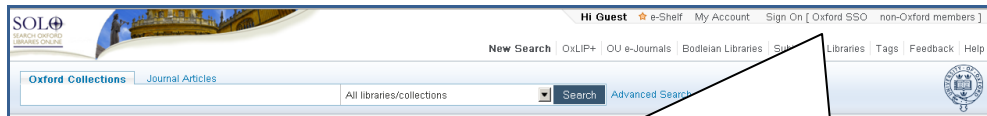
It is good practice, therefore, to cancel holds on items you no longer require. You can do this very simply online, by logging on to your Account on SOLO.

If you have any questions, or are having difficulties cancelling reservations online, please ask the library staff for help.

Step 1: Go to <http://solo.bodleian.ox.ac.uk> and sign on.

Sign on options are in the top right hand corner of the screen.

- Current members of Oxford University should sign on using their “Oxford Single Sign-On (SSO)”
- Other Bodleian Libraries members should choose “non-Oxford Members” and sign on using their Library card username and password



Hi Guest e-Shelf My Account Sign On [Oxford SSO non-Oxford members]

Step 2: Once you have logged in, you should now see your name appear at the top right of the SOLO screen.

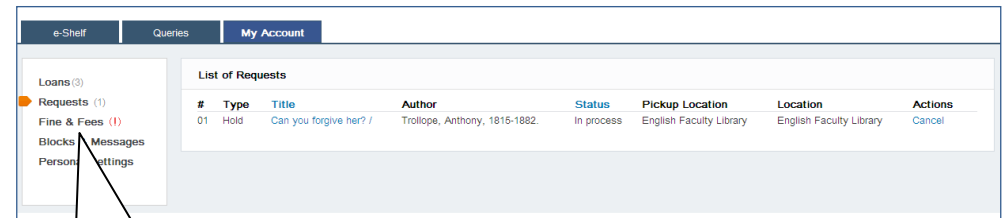


Signing on to SOLO allows you to:

- place a hold (in order to request an item from the stacks or to reserve an item on loan to another reader)
- renew your books and view your loans, fines and other patron details
- add items to your personal SOLO e-shelf and save searches

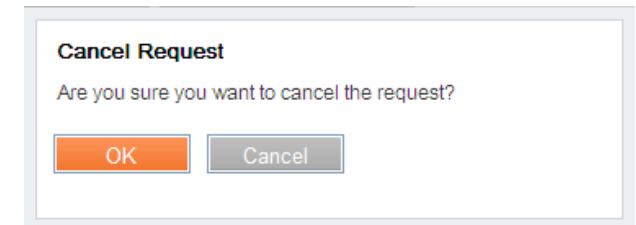
Click on **My Account** to access your record.

Step 3: Select ‘Requests’ from the menu on the left side of the screen to see a list of current holds you have placed.



Step 4: This screen shows you what items you have on hold from all the libraries of which you are a member. To cancel a particular hold, click on the **Cancel** link next to the relevant title.

Then confirm you want to cancel the request.



The next screen will confirm that your Hold has been cancelled.

The screenshot shows the 'My Account' section of the SOLO interface. On the left, there is a navigation menu with options: Loans (3), Requests (0), Fine & Fees (1), Blocks & Messages, and Personal Settings. The main area displays a 'List of Requests' table. The first row is highlighted in yellow and contains the text 'Hold: Can you forgive her? / Action Succeeded'. Below this, the table headers are '#', 'Type', 'Title', 'Status', 'Pickup Location', 'Location', and 'Actions'. A callout box provides a magnified view of the highlighted row, showing the text 'List of Requests', 'Hold: Can you forgive her? / Action Succeeded', and the headers '#', 'Type', and 'Title'.

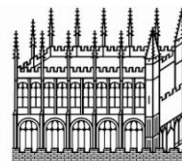
Step 5: Once you have completed any transaction on your SOLO account, including searching for items if you have signed in, **you must Sign Out.**

The screenshot shows the top navigation bar of the SOLO interface. It contains the text 'Oscar Wilde', a star icon, 'e-Shelf', 'My Account', and 'Sign out'. An arrow points to the 'Sign out' link.

Once you have clicked on the link to **Sign out** at the top right of the SOLO screen, you must then click on the 'logout from this service' tab in the middle of the next screen and close down your web browser completely.

The screenshot shows the 'Logout Warning' page. At the top, it says 'SOLO SEARCH OXFORD LIBRARIES ONLINE'. Below that, it says 'Logout Warning' and 'You Are Still Logged In!'. The main text reads: 'You are still logged in to the system. To log out completely you must close down your web browser [How?] once you have finished working.' Below this, it says 'This is applicable to both Oxford SSO and non-Oxford members Login.' At the bottom, there is a button that says 'Click here to logout from this service and then close your browser'. An arrow points to this button.

CANCELLING REQUESTS (HOLDS) ON SOLO



Bodleian Libraries
UNIVERSITY OF OXFORD

Resources for English

Cancelling requests (holds) you have placed on SOLO

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<http://www.bodleian.ox.ac.uk/english>